

# Accessibility & Reasonable Accommodation

In CRPD, particularly, Articles 2 and 9 establish that organizations must take appropriate steps to ensure individuals with disabilities can access physical environments, information, communications, and services on an equal basis with others. The international standard on reasonable accommodation ensures that adjustments are made for an individual's specific needs, serving as a legal obligation under many national laws and a recognized good practice standard globally.

"Accessibility" refers to ensuring persons with disabilities can live independently and participate fully in all aspects of programs, and "reasonable accommodation" means making meaningful adjustments that remove a specific barrier for a specific person without placing a disproportionate burden on the organization. For inclusion policies, this often means creative, low-cost solutions rather than expensive infrastructure changes.

Importantly, when it comes to accessibility, it also includes digital accessibility, communication accessibility, and the design of information. An organization that provides accessible venues but sends out communications in inaccessible formats has only partially met its obligations.

Cited from [United Nations \(n.d.\), Convention on the Rights of Persons with Disabilities and Optional Protocol](#).

## Areas that are covered in this section

- Types of reasonable accommodations
- Venue access and mobility considerations
- Digital tools that meet WCAG 2.2
- Accessible documents and slides







## Types of Reasonable Accommodation with Practical Actions

<b>Job design, recruitment or selection, and onboarding</b>	<ul style="list-style-type: none"> <li>• Share job announcements in accessible formats</li> <li>• Collaborate with Organizations of Persons with Disabilities for outreach</li> <li>• Ask shortlisted candidates about access needs in a respectful way</li> <li>• Provide interpretation (e.g., sign language) or alternative interview formats</li> <li>• Allow extra time or flexible onboarding support</li> </ul>
<b>Flexible Working Arrangements</b>	<ul style="list-style-type: none"> <li>• Offer remote or hybrid work options where possible</li> <li>• Being flexible with working hours</li> <li>• Adjust schedules based on individual needs</li> <li>• Reduce unnecessary travel requirements</li> </ul>
<b>Assistive Technology &amp; Equipment</b>	<ul style="list-style-type: none"> <li>• Provide basic assistive tools (screen readers, captions, text-to-speech)</li> <li>• Allow staff to use their own assistive devices</li> <li>• Consult the individual on what works best</li> <li>• Explore local suppliers or low-cost alternatives</li> </ul>
<b>Accessible Documents &amp; Information</b>	<ul style="list-style-type: none"> <li>• Use clear formatting (large font, simple layout) Share materials in advance</li> <li>• Provide accessible file formats (e.g., readable PDFs, Word)</li> <li>• Use plain language and avoid complex jargon</li> </ul>
<b>Interpretation &amp; Communication Support</b>	<ul style="list-style-type: none"> <li>• Arrange sign language interpretation when needed</li> <li>• Provide captions for online meetings</li> <li>• Use visual, written, and verbal communication together</li> <li>• Confirm preferred communication methods with participants</li> </ul>

<b>Personal Assistance Support</b>	<ul style="list-style-type: none"> <li>• Allow a support person or assistant if needed</li> <li>• Be flexible with roles and responsibilities where appropriate</li> <li>• Respect confidentiality and autonomy of the individual</li> </ul>
<b>Accessible Premises &amp; Environment</b>	<ul style="list-style-type: none"> <li>• Choose venues with ramps, accessible toilets, and clear pathways</li> <li>• Avoid spaces with stairs, narrow doors, or heavy access barriers</li> <li>• Keep spaces uncluttered and easy to navigate</li> <li>• Provide quiet or low-sensory areas where possible</li> </ul>
<b>Accessible Transportation</b>	<ul style="list-style-type: none"> <li>• Select venues that are easy to reach by public transportation</li> <li>• Provide transport support where needed</li> <li>• Allow alternative travel options (e.g., car instead of flight if needed)</li> <li>• Reduce travel requirements through online options</li> </ul>
<b>Accessible Housing</b>	<ul style="list-style-type: none"> <li>• Support staff in finding accessible accommodation</li> <li>• Consider proximity to the workplace</li> <li>• Offer remote work if accessible housing is limited</li> </ul>
<b>Medical &amp; Wellbeing Needs</b>	<ul style="list-style-type: none"> <li>• Allow time for medical appointments or care needs</li> <li>• Provide flexibility in workload during health-related situations</li> <li>• Support access to local medical or well-being services where possible</li> </ul>

Adapted from [UN Women \(n.d.\), Accessibility and Reasonable Accommodation.](#)

## Practical Considerations

Group		Key Considerations
	<b>Women &amp; Gender</b>	Ensure safe navigation to and from venues - well-lit areas, safe transport options, and the option to attend without disclosing personal travel details publicly.
	<b>LGBTQIA+</b>	Provide discreet pathways for accommodation requests so people do not need to publicly disclose their identity or needs to access support.
	<b>Disability</b>	Proactively check physical facilities: step-free access, accessible toilets, clear signage, adequate lighting, and quiet spaces for sensory needs.
	<b>Neuro divergence</b>	Offer sensory adjustments as a standard option – not just when someone specifically asks. This normalizes access and reduces the burden on individuals to self-identify.
	<b>Ethnic minorities</b>	Provide multilingual signage and translated materials in key languages relevant to your community. Plain language versions are valuable for everyone.
	<b>Rural or Remote</b>	Develop offline alternatives for digital accommodation processes. Ensure people in remote areas can make requests by phone and receive responses in accessible formats.

Adapted from United Nations (2006), Convention on the Rights of Persons with Disabilities and Optional Protocol; UN Women (n.d.), Accessibility and Reasonable Accommodation.

## Accessibility

Accessibility moves organizations from reactive adjustments to proactive design that anticipates diverse needs. This section delves deeper into essential, achievable accessibility practices that strengthen participation across programs and operations. It provides practical routines that most organizations can apply with low or no cost.

- **Physical Accessibility**

Physical accessibility means ensuring that all individuals can safely and easily use physical spaces. This includes accessible entrances, ramps, clear signage, and safe movement within the venue. Planning ahead helps everyone participate fully and comfortably.

- **Digital Accessibility**

Digital accessibility means making sure all online content - such as websites, videos, and documents is easy for everyone to use, including people with disabilities. This includes using captions, clear text, and accessible formats so no one is left out. It should be considered from the start when creating digital materials.

Given below are frameworks for physical and digital accessibility based on Reach, Enter, Circulate, Use and Exit (RECUE). Please note the following while using this guide:

- This is a general framework. Adaptation can be made based on the specific needs of your workplace or venue.
- Involve people with disabilities in the assessment process for a more comprehensive understanding of accessibility barriers.
- Continuously monitor and improve accessibility measures to ensure inclusivity for everyone.

### **Physical Accessibility Assessment**

One of the simplest strategies to begin your inclusive workplace is to ensure your venue is accessible. A very simple guide is to ask:

1. How do we access the venue?
2. How do we move around when inside and use the facilities?
3. How do we get out?

This guide provides a simplified framework for assessing physical accessibility in workplaces and event venues, considering a diverse range of disabilities.

Key Area	Practical Considerations
Reach	<p>This refers to how easily people with disabilities can get to and find the location. Consider:</p> <ul style="list-style-type: none"> <li>• <b>Parking:</b> <ul style="list-style-type: none"> <li>◦ Availability of designated accessible parking spaces close to the main entrance. Ensure adequate width for car transfers and van-accessible spaces.</li> </ul> </li> <li>• <b>Public Transportation:</b> <ul style="list-style-type: none"> <li>◦ Proximity to accessible public transport stops. Consider drop-off and pick-up zones close to accessible entrances.</li> </ul> </li> <li>• <b>Signage:</b> <ul style="list-style-type: none"> <li>◦ Clear and prominent signage with directions from drop-off points. Signage should be at an appropriate height, with large fonts and contrasting colors for visual impairments. Consider tactile maps for visually impaired visitors.</li> </ul> </li> </ul>
Enter	<p>This focuses on how easily people with disabilities can enter the building. Consider:</p> <ul style="list-style-type: none"> <li>• <b>Entrance:</b> <ul style="list-style-type: none"> <li>◦ Accessible main entrance with automatic doors or a lowered threshold for easy access. Consider wider doorways to accommodate wheelchairs and mobility aids.</li> </ul> </li> <li>• <b>Level Changes:</b> <ul style="list-style-type: none"> <li>◦ Ramps with proper handrails on both sides for navigating any level changes between the entrance and the rest area or primary venue space. Ensure appropriate gradients and non-slip surfaces.</li> </ul> </li> <li>• <b>Elevators:</b> <ul style="list-style-type: none"> <li>◦ Elevators with accessible controls and clear signage indicating floor levels with Braille and audio announcements.</li> </ul> </li> </ul>

Key Area	Practical Considerations
<p><b>Circulate</b></p>	<p>This assesses the ability of people with disabilities to move around comfortably and safely within the space. Consider:</p> <ul style="list-style-type: none"> <li>• <b>Corridors:</b> <ul style="list-style-type: none"> <li>○ Wide corridors with enough space for wheelchairs and mobility aids to maneuver comfortably. Ensure clear pathways free from clutter and obstacles.</li> </ul> </li> <li>• <b>Flooring:</b> <ul style="list-style-type: none"> <li>○ Non-slip, even flooring surfaces without sudden changes in texture or height. Consider avoiding carpeting in high-traffic areas.</li> </ul> </li> <li>• <b>Restrooms:</b> <ul style="list-style-type: none"> <li>○ Accessible restrooms with grab bars near toilets and sinks. Ensure adequate space for maneuvering wheelchairs and ample turning radius. Consider lowering sink heights and providing accessible stall doors.</li> </ul> </li> </ul>
<p><b>Use</b></p>	<p>This evaluates the accessibility of features and amenities within the space. Consider:</p> <ul style="list-style-type: none"> <li>• <b>Workstations or Seating:</b> <ul style="list-style-type: none"> <li>○ Adjustable workstations for people with varying physical needs. Provide a mix of fixed and movable seating with armrests for those with balance or mobility challenges.</li> </ul> </li> <li>• <b>Doors:</b> <ul style="list-style-type: none"> <li>○ Lever handles on doors instead of knobs for easier opening. Consider automatic door openers for high-traffic areas.</li> </ul> </li> <li>• <b>Signage:</b> <ul style="list-style-type: none"> <li>○ Signage for rooms and facilities should be in clear, large fonts with contrasting colors and Braille for visually impaired visitors. Consider audio announcements for floor levels.</li> </ul> </li> </ul>

Key Area	Practical Considerations
Exit	<p>This assesses how easily people with disabilities can leave the building. Consider:</p> <ul style="list-style-type: none"> <li>• <b>Exits:</b> <ul style="list-style-type: none"> <li>○ Clearly marked and accessible exits with wide doorways and proper signage. Ensure exits are free from obstacles and have functioning alarm systems with visual and auditory alerts.</li> </ul> </li> <li>• <b>Stairs:</b> <ul style="list-style-type: none"> <li>○ If stairs are present, ensure they have sturdy handrails on both sides, with contrasting colors for better visibility. Consider providing accessible alternative exits like elevators for multi-story buildings.</li> </ul> </li> </ul>

Adapted from [Médecins Sans Frontières \(MSF\) \(2021\), Physical Accessibility Assessment Form](#); [Presentation by Ian Jones at the ANDE Asia Diversity, Equity, and Inclusion \(DEI\) Learning Series session 2: Mainstreaming Physical Accessibility](#).

### Creating Accessible Physical Environments

Creating inclusive workspaces requires careful consideration of design elements. It is advised that you consider prioritizing accessible features in offices, meeting rooms, restrooms, and common areas, including sufficient space, clear signage, appropriate assistive technologies and color contrasts.

Key Area	Practical Considerations
Offices	<ul style="list-style-type: none"> <li>• <b>Doorways:</b> <ul style="list-style-type: none"> <li>○ Ensure doorways are wide enough (at least 32 inches) for wheelchairs and have automatic door openers or levers.</li> </ul> </li> <li>• <b>Flooring:</b> <ul style="list-style-type: none"> <li>○ Use slip-resistant, level flooring with clear pathways free from clutter.</li> </ul> </li> <li>• <b>Workspaces:</b> <ul style="list-style-type: none"> <li>○ Provide adjustable desks or workstations with ample knee space for wheelchair users.</li> </ul> </li> <li>• <b>Lighting:</b> <ul style="list-style-type: none"> <li>○ Offer adjustable lighting controls to accommodate different visual needs.</li> </ul> </li> </ul>
Meeting Rooms	<ul style="list-style-type: none"> <li>• <b>Seating:</b> <ul style="list-style-type: none"> <li>○ Include accessible seating with armrests and good back support, with some at tables and others along the walls.</li> </ul> </li> <li>• <b>Assistive Technology:</b> <ul style="list-style-type: none"> <li>○ Consider installing assistive listening systems and projection screens for presentations.</li> </ul> </li> <li>• <b>Space:</b> <ul style="list-style-type: none"> <li>○ Ensure adequate space for wheelchairs to maneuver around the table and throughout the room.</li> </ul> </li> </ul>
Restrooms	<ul style="list-style-type: none"> <li>• <b>Sinks:</b> <ul style="list-style-type: none"> <li>○ Install sinks with lever handles that are easy to operate from a seated position. Provide space for wheelchairs users to roll under the sink.</li> </ul> </li> <li>• <b>Mirrors:</b> <ul style="list-style-type: none"> <li>○ Mount mirrors at a lower level to be accessible for wheelchair users.</li> </ul> </li> <li>• <b>Signage:</b> <ul style="list-style-type: none"> <li>○ Use raised lettering or Braille signage for doors and fixtures.</li> </ul> </li> <li>• <b>Stalls:</b> <ul style="list-style-type: none"> <li>○ Provide accessible stalls with grab bars, a call button, and a clear floor space for wheelchairs.</li> </ul> </li> </ul>

Key Area	Practical Considerations
<p><b>Common Rooms</b></p>	<ul style="list-style-type: none"> <li>• <b>Signage:</b> <ul style="list-style-type: none"> <li>○ Implement clear and concise signage with high contrast colors and Braille for easy navigation.</li> </ul> </li> <li>• <b>Elevators:</b> <ul style="list-style-type: none"> <li>○ Ensure elevators have accessible buttons, audio announcements, and enough space for wheelchairs.</li> </ul> </li> <li>• <b>Break Rooms:</b> <ul style="list-style-type: none"> <li>○ Provide accessible counters and appliances in break rooms.</li> </ul> </li> <li>• <b>Water Fountains:</b> <ul style="list-style-type: none"> <li>○ Install water fountains with push-button or sensor operation at varying heights.</li> </ul> </li> <li>• <b>Fire Safety:</b> <ul style="list-style-type: none"> <li>○ Ensure fire alarms have both audible and visual components and provide accessible evacuation routes.</li> </ul> </li> </ul>
<p><b>Others</b></p>	<p>Accessibility tools and areas that can be taken into consideration.</p> <ul style="list-style-type: none"> <li>• Make the outdoor walking path detectable and safe</li> <li>• Make the main entrance easy to reach and to recognize</li> <li>• Make sure access control system is accessible</li> <li>• Make your reception easy-to-access and detectable</li> <li>• Make indoor navigation easy and safe</li> <li>• Make your signage visible and readable</li> <li>• Specific provisions for equipment and materials accessible to the public</li> </ul>

Adapted from Presentation by Ian Jones at the ANDE Asia Diversity, Equity, and Inclusion (DEI) Learning Series session 2: Mainstreaming Physical Accessibility.

## Digital Accessibility Assessment

By following these RECUE principles, you can create a more welcoming and digitally accessible environment for people with a diverse range of disabilities.

Key Area	Practical Considerations
<b>Reach</b>	Clear website address or app download link, discoverability through search engines and relevant directories.
<b>Enter</b>	Easy login process, compatible with different browsers and assistive technologies.
<b>Circulate</b>	Logical layout, keyboard accessibility, clear navigation menus.
<b>Use</b>	Clear content, alternative text descriptions for images, screen reader compatibility
<b>Exit</b>	Logical logout process, ability to easily exit the platform.

## Designing and Delivering a Disability Inclusive Webinar

Ensuring a disability-inclusive webinar is not just a nice to have as it directly affects how many people including people living with different types of disabilities can fully access, understand, and benefit from what your webinar is sharing. You may consider incorporating the suggested key areas and Practical Considerations into the design process and the delivery in order to make your webinar more accessible for everyone.

Key Area	Practical Considerations
<b>Event accessibility</b>	Begins with understanding how to make events digitally accessible, including platform and venue selection and tech infrastructure, online registration options, presentations, and materials.

Key Area	Practical Considerations
<p><b>Before the webinar</b></p>	<ul style="list-style-type: none"> <li>• <b>Promotion:</b> Clearly state the accessibility features of your webinar in all promotional materials. This could include details on closed captioning, transcripts, and alternative formats for presentations.</li> <li>• <b>Registration:</b> Offer an option for attendees to disclose any accessibility needs during registration.</li> </ul> <p>This could include preferred formats for materials, sharing of presentation materials in advance or requests for assistive listening devices (if applicable for online platforms with a physical component). For example, you can consider including the following in the registration form: “To support your full participation, do you require any specific accessibility accommodation or assistance that you would like us to be aware of?”</p>
<p><b>Webinar platform</b></p>	<ul style="list-style-type: none"> <li>• <b>Choose an accessible platform:</b> Select a platform with built-in accessibility features like keyboard navigation, screen reader compatibility, and live captioning options such as built-in AI tools (Android, Windows/Chrome), web-conferencing features (Zoom, Teams), and specialized AI services (Wordly) etc.</li> <li>• <b>Test functionality:</b> Test all functionalities beforehand, ensuring smooth operation of features like closed captioning and screen sharing.</li> </ul>
<p><b>Hearing accessibility</b></p>	<p>While accommodations are individualized, some commonly used accommodations include:</p> <ul style="list-style-type: none"> <li>• Assistive listening devices</li> <li>• Captioned media</li> <li>• Extended time</li> <li>• Glossaries or dictionaries</li> <li>• Individualized ( case by case) support</li> <li>• Frequent breaks</li> <li>• Sign language interpreters</li> <li>• Scribes to record signed or dictated responses</li> </ul>

Key Area	Practical Considerations
<p><b>Content and delivery</b></p>	<ul style="list-style-type: none"> <li>• <b>Presentation Design:</b> Use high-contrast colors and clear fonts for slides. Include alt text descriptions for all images and graphics. Avoid excessive text and focus on key points. <ul style="list-style-type: none"> <li>○ Preferred fonts: Arial, Helvetica, Verdana, and Tahoma (commonly used)</li> <li>○ Font size: Minimum 16 or 18 (preferred)</li> <li>○ Use sufficient contrast for text and background color: <ul style="list-style-type: none"> <li>▪ For normal text, which is less than 24 px or less than 18pt, Web Content Accessibility Guidelines (WCAG) level AAA requires a ratio that's equal to or more than 7:1.</li> <li>▪ For large text, which is equal to or more than 24 px or equal to or more than 18pt, WCAG level AAA requires a ratio that's equal to or more than 4:5:1.</li> </ul> </li> <li>○ Sample contrast checker (<a href="#">WebAIM: Contrast Checker</a>)</li> <li>○ Use meaningful and accurate hyperlink text</li> <li>○ For graphs and tables, please provide a text description for screen reader users</li> <li>○ For images, use alt-text</li> <li>○ For audio and videos, please provide captions or transcriptions for users with low hearing</li> <li>○ For image-heavy social media posts, use alt-text or text description</li> <li>○ Use proper descriptive texts and alt text for the QR code. For more information about accessible QR codes, please see <a href="#">USE Accessibility Bytes No. 8: Accessible QR Code Implementation   Section508.gov</a></li> <li>○ If you are using MS PowerPoint, you can refer to the following: <a href="#">Make your PowerPoint presentations accessible to people with disabilities - Microsoft Support</a></li> </ul> </li> <li>• <b>Delivery:</b> Speak clearly and at a moderate pace. Briefly describe any visual content you are sharing. Consider offering a transcript of your presentation beforehand or including it as a download after the webinar.</li> <li>• <b>Q&amp;A:</b> Allow for multiple ways to participate in the Q&amp;A session, such as typing questions in a chat box or using a designated phone line for voice questions (if applicable for hybrid webinars).</li> </ul>

Key Area	Practical Considerations
Others	<ul style="list-style-type: none"> <li>• Record the webinar: Record the webinar with captions and make the recording available afterwards. This allows people who cannot attend the live session or require multiple viewings to access the content later.</li> <li>• Offer additional resources: Provide links to relevant resources for people with disabilities, such as information on assistive technologies or disability rights organizations.</li> <li>• Seek feedback: After the webinar, solicit feedback from attendees regarding the accessibility features. Use this feedback to improve your future webinars.</li> </ul> <p><b>Remember:</b></p> <ul style="list-style-type: none"> <li>• Accessibility is an ongoing process.</li> <li>• Continuously strive to improve your webinars based on feedback and best practices.</li> <li>• There are many online resources available to help you design accessible webinars.</li> <li>• Look for resources from disability rights organizations or accessibility experts.</li> </ul>

## Assistive Technologies

Assistive technologies are tools, equipment, or systems that enhance the capabilities of individuals with disabilities. They help people with impairments to perform tasks that would otherwise be difficult or impossible. These technologies can be:

- Low-tech: Simple devices like pencil grips or magnifiers
- High-tech: Complex systems like screen readers or voice recognition software.

Additional examples include:

- For vision: Screen readers, braille displays, magnifiers
- For hearing: Hearing aids, cochlear implants, captioning
- For mobility: Wheelchairs, prosthetics, mobility aids
- For cognitive function: Speech-to-text software, memory aids

## Alt text (Alternative text)

Alternative text, also called "Alt text", is a textual description for non-text content that explains the presence or function of an image on a webpage. It is inserted in HTML (Hypertext Markup Language) documents, which is very important for screen readers used by blind and visually impaired people. This is because screen readers read aloud this alternative text as a description of the image, so users with disabilities can understand what is on the website or document they are using.

- Low and / or impaired vision: Alt text describes the appearance or function of an image on a web page.
- Use of screen readers : Alt text is read aloud by programs called screen readers which are used by people with visual impairments and low vision.
- Image load issues: Alt text displays in place of an image if it fails to load, and is indexed by search engine bots to better understand image and page content.

Adapted from Publications Office of the European Union (2023), Alternative text.

## Alt Text Guidelines

Alternative text should be both concise and meaningful to the listener. It conveys the purpose of an image, not every detail. Consider the following when writing alt text:

- Be concise – no longer than 120 characters.
- If the image is also a link, the alt text should describe the link target.
- If there is text in the image, include it in the alt text.
- Avoid redundant statements like "Image of" or "This is a picture of." A screen reader will announce that it is an image.
- If the image is already described in the surrounding text, the alt text can be very short.
- If an image is purely decorative, mark it as such (various methods depending on software).
- What is the context of the image? What meaning does it add to the page? Describe only what you expect visual users to get out of the image.
- Who is the audience? How much knowledge are they expected to have of the topic

Adapted from Colorado State University (2024), Accessibility Best Practices: Alternative Text.

## Web Content Accessibility Guidelines (WCAG) 2.2

WCAG 2.2 covers a wide range of recommendations for making web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities.

These guidelines address accessibility of web content on any kind of device (including desktops, laptops, kiosks, and mobile devices). Following these guidelines will also often make web content more usable to users in general.

WCAG is primarily intended for:

- Web content developers (page authors, site designers, etc.)
- Web authoring tool developers
- Web accessibility evaluation tool developers
- Others who want or need a standard for web accessibility, including for mobile accessibility

WCAG 2.2 consists of thirteen guidelines organized under four principles. Websites must be perceivable, operable, understandable, and robust.

If any of these are not true, users with disabilities will not be able to use the web.

<p><b>Perceivable (Easy to see)</b></p>	<p>Information and user interface components must be presentable to users in ways they can perceive. This means that users must be able to perceive the information being presented (It can't be invisible to all of their senses)</p>
<p><b>Operable (Simple to use)</b></p>	<p>User interface components and navigation must be operable. This means that users must be able to operate the interface (the interface cannot require interaction that a user cannot perform)</p>

<b>Understandable (Clear to understand)</b>	Information and the operation of the user interface must be understandable. This means that users must be able to understand the information as well as the operation of the user interface (the content or operation cannot be beyond their understanding)
<b>Robust (Strong)</b>	Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. This means that users must be able to access the content as technologies advance (as technologies and user agents evolve, the content should remain accessible)

Adapted from World Wide Web Consortium (W3C) (2023), Web Content Accessibility Guidelines (WCAG) 2.2.