

Upwork is committed to providing an accessible experience to our customers and the public, regardless of background, nationality, race, ethnicity, gender, gender identity, sexual orientation, disability status, veteran status, or other similarly protected characteristics. This Upwork Digital Accessibility Statement concerns our commitment to providing access to persons with disabilities. Please also see our [Nondiscrimination Statement](#).

Please contact our Accessibility Coordinator at [accessibilitycoordinator@upwork.com](mailto:accessibilitycoordinator@upwork.com) or send a letter addressed to: Attn: Accessibility Coordinator, 3490 S 4400 W #70008 West Valley City, UT 84120-9998, USA, to learn more about accessibility support services at Upwork.

## Reasonable Accommodations

Individuals who need a reasonable accommodation to access Upwork's services and information should send an email to [accessibilitycoordinator@upwork.com](mailto:accessibilitycoordinator@upwork.com) or send a letter addressed to: Attn: Accessibility Coordinator, 3490 S 4400 W #70008 West Valley City, UT 84120-9998, USA to provide information about the nature of the requested accommodation. Requesters must include contact information such as an email address or telephone number at which they can be reached. Depending on the nature of the request, Upwork may need sufficient notice to provide a reasonable accommodation.

## Online Accessibility

Upwork strives to provide an accessible digital experience for our users.

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for website providers to improve online accessibility for people with disabilities. Upwork has voluntarily undertaken efforts to comply with, and in some cases exceed, Level AA of the latest version of WCAG guidelines, and employs formal accessibility quality assurance methods to ensure accessibility of Upwork's digital platform.

Our efforts to improve online accessibility are ongoing. In the event that a user with a disability experiences accessibility issues with our website or mobile application, please notify us by sending an email to [accessibilitycoordinator@upwork.com](mailto:accessibilitycoordinator@upwork.com) or sending a letter addressed to: Attn: Accessibility Coordinator, 3490 S 4400 W #70008 West Valley City, UT 84120-9998, USA. In your communication to us, please specify the nature of the accessibility difficulty, including the web address or mobile application that may have presented an accessibility challenge.

## Third-Party Websites and Elements

Upwork's website may contain sections or links to webpages that are hosted or controlled/powered by third parties, or engage third party plugins or services. WCAG compliance for these sections will be controlled by these third party providers, not by Upwork. Upwork does not make representations with regard to the accessibility of third-party websites and may not be able to remediate accessibility barriers on such websites. However, Upwork continually works to identify and adopt more accessible alternatives to such sections and sites wherever feasible.

## Feedback

We are always working to ensure that our products and services are accessible to all users, visitors and the public, including individuals with disabilities. If you have an idea or question about accessibility support services at Upwork, please contact our accessibility coordinator by sending an email to [accessibilitycoordinator@upwork.com](mailto:accessibilitycoordinator@upwork.com) or sending a

letter addressed to: Attn: Accessibility Coordinator, 3490 S 4400 W #70008 West Valley City, UT 84120-9998, USA.