

Accessibility conformance report for

<https://mymarcolin.marcolin.com>

Last updated: [29/05/2026](#)

This document is intentionally drafted in a simplified form and using clear, plain language, in accordance with the principles and accessibility requirements set out in Directive (EU) 2019/882 (European Accessibility Act).

Pursuant to Article 4 and Annex I of Directive (EU) 2019/882, accessibility-related information must be provided in a manner that is perceivable, operable, understandable and robust, including through clear and comprehensible language and a non-complex structure.

Accordingly, the simplified nature of this document represents direct compliance with a legal requirement and does not replace or restrict the validity of more detailed technical or legal documentation, where applicable.

This document has been provided by [Accessiway](#) to comply with the obligations of the European Accessibility Act until the relevant National Authority provides the official template.

Every complex paragraph is introduced by an explanation in a simpler language.

Introduction

We want everyone, including people with disabilities, to use our service easily. This statement explains the steps we take to make it accessible, following laws and standards like the European Accessibility Act and WCAG.

Marcolin SpA is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our service successfully.

This document explains the accessibility features of <https://mymarcolin.marcolin.com>, how we meet the requirements of the European Accessibility Act , EN301549 standard, WCAG 2.2, ADA and Sec. 508, and what we are doing to maintain and improve accessibility. This statement covers only <https://mymarcolin.marcolin.com>.

We regularly review this informations as we enhance <https://mymarcolin.marcolin.com>.

Overview

Service description

The site MyMarcolin is a B2B platform that enables business partners to digitally manage orders, access support services, and interact with Marcolin through a single point of access. It provides features for product catalog browsing, user account management, support request submission, and monitoring of commercial activities.

How to Use <https://mymarcolin.marcolin.com> (Accessibility & Operation)

We strive to make <https://mymarcolin.marcolin.com> simple to use for everyone. Here's an overview of how to navigate and operate our service when using assistive technologies or special configurations:

How to use <https://mymarcolin.marcolin.com>

Access to MyMarcolin is provided through authentication using personal credentials assigned to authorized users.

Once logged in, users can browse the product catalog, manage orders, view their account information, and request support.

All features are available through a web-based interface that can be accessed from both desktop and mobile devices.

Accessibility of <https://mymarcolin.marcolin.com>

Use the standard interaction methods with the operating system and assistive technologies.

Accessibility Compliance (How We Meet Requirements)

We have assessed <https://mymarcolin.marcolin.com> against the European Accessibility Act's requirements (if needed also to its local application), ADA, WCAG 2.2, Section 508 and ensured it meets them.

We commit to ensuring that <https://mymarcolin.marcolin.com> is:

Perceivable

- Instructions do not rely only on things like shape, color, size, position, or sound.
- The content adapts correctly to the screen orientation, maintaining consistent display and functionality.
- When present, the purpose of input fields is clearly communicated to assistive technologies.
- Information is shown as text, not as images of text, unless necessary.
- Changing text spacing does not hide or remove information.

Operable

- Users can move freely with the keyboard and are never stuck in a component.
- If present, single-key shortcuts do not cause unexpected actions.
- Moving content has controls to pause or manage playback.
- There is no flashing or blinking content that could cause seizures.
- Link text clearly shows where the link goes, on its own or with nearby text.
- Content can be found in more than one way.
- All features work without needing complex gestures.
- Features do not start right away when touched, can be canceled, and do not require holding down.
- The name read by assistive technologies matches the visible label text.
- All features work without needing to move the device or the user.
- All features work without needing to drag.

Understandable

- Each page has a defined language that is used consistently.
- Focusing on an element with the keyboard does not cause unexpected changes.
- Activating an element does not cause unexpected changes.
- Navigation options are always in the same place across the service.
- Repeated interface elements are named and used consistently.
- Help and support options are consistent across the service.
- When an input error occurs, suggestions to fix it are provided when possible.
- We write content in clear, simple language.

Robust

- Standard technologies that assistive technologies can understand are used.

We tested <https://mymarcolin.marcolin.com> with the most common assistive technologies in a wide variety of OS-Browser configurations:

- Screen readers (such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS) to confirm that all interactive elements are announced correctly and can be operated.
- We also test with screen magnification and high contrast modes.

We aim for compatibility with current versions of major assistive tools. Our code follows the best practices outlined in WCAG 2.2 and EN 301 549 for robust implementation, meaning it should remain accessible even as technology evolves.

Standards: based on the above, we apply WCAG 2.2 AA (latest) and EN 301 549 criteria to ensure accessibility. Meeting these standards creates a presumption of conformity with the EAA's requirements, ADA and other regulations based on the same technical standards.

Ongoing Monitoring and Maintenance

Accessibility is not a one-time effort for us – it's an ongoing process. Here's how we ensure <https://mymarcolin.marcolin.com> stays accessible over time:

- With the support of [AccessiWay](#), we carried out an external, expert-led manual audit on [29/05/2026](#) to verify our accessibility compliance. We maintain a cycle of continuous testing and improvement, with recurring support in place to ensure that comprehensive audits — including manual testing by professionals using assistive technologies — are conducted at least once a year.
- Our developers and content creators receive regular training in accessible design (for example, training on ARIA techniques, color contrast, writing descriptive link text). We keep everyone up-to-date on accessibility best practice. Last course has been done {{lastAccessibilityTrainingDate}}.
- We use automated testing tools integrated into our development process to quickly identify common accessibility issues (such as missing alt text or form labeling). Every code update goes through these checks.

Feedback and Contact Information

We welcome your feedback to make <https://mymarcolin.marcolin.com> better. If you face any issues or have suggestions, contact us by email, phone, or mail. Share details about the problem so we can help.

We value the input of our users, especially if something isn't working for you. If you have any difficulty accessing any part of <https://mymarcolin.marcolin.com>, discover an accessibility issue, or have suggestions for improvement, please let us know.

Email: accessibility@marcolin.com

Phone: 04377771

Company address: Zona Industriale, 4 - 32014 Longarone (BL) – Italy

When you contact us, please provide as many details as possible about the issue (which page or feature, what happened, and which assistive technology you are using, if applicable). We will try to acknowledge your feedback within 15 business days and will do our best to resolve the issue promptly or inform you of our progress.

Enforcement: In the event you feel we have not addressed your accessibility concerns adequately, you have the right to escalate your complaint. We sincerely hope to resolve any issue together with you before it reaches that stage, but this avenue is available.

Document History: This document was last reviewed and updated on [29/05/2026](#). We plan to review it at least annually, or whenever significant changes to the service occur.

EN301549 technical report

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2 General	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2.1 Closed functionality	<i>See 5.2 through 13</i>	<i>See information in 5.2 through 13</i>
5.1.2.2 Assistive technology	<i>See 5.1.3 through 5.1.6</i>	<i>See information in 5.1.3 through 5.1.6</i>
5.1.3 Non-visual access	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>5.1.3.1 Audio output of visual information</i>	<i>Not Applicable</i>	
<i>5.1.3.2 Auditory output delivery including speech</i>	<i>Not Applicable</i>	
<i>5.1.3.3 Auditory output correlation</i>	<i>Not Applicable</i>	
<i>5.1.3.4 Speech output user control</i>	<i>Not Applicable</i>	
<i>5.1.3.5 Speech output automatic interruption</i>	<i>Not Applicable</i>	
<i>5.1.3.6 Speech output for non-text content</i>	<i>Not Applicable</i>	
<i>5.1.3.7 Speech output for video information</i>	<i>Not Applicable</i>	
<i>5.1.3.8 Masked entry</i>	<i>Not Applicable</i>	
<i>5.1.3.9 Private access to personal data</i>	<i>Not Applicable</i>	
<i>5.1.3.10 Non-interfering audio output</i>	<i>Not Applicable</i>	
<i>5.1.3.11 Private listening volume</i>	<i>Not Applicable</i>	
<i>5.1.3.12 Speaker volume</i>	<i>Not Applicable</i>	
<i>5.1.3.13 Volume reset</i>	<i>Not Applicable</i>	
<i>5.1.3.14 Spoken languages</i>	<i>Not Applicable</i>	

Criteria	Conformance Level	Remarks and explanations
<i>5.1.3.15 Non-visual error identification</i>	<i>Not Applicable</i>	
<i>5.1.3.16 Receipts, tickets, and transactional outputs</i>	<i>Not Applicable</i>	
<i>5.1.4 Functionality closed to text enlargement</i>	<i>Not Applicable</i>	
<i>5.1.5 Visual output for auditory information</i>	<i>Not Applicable</i>	
5.1.6 Operation without keyboard interface	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.6.1 Closed functionality	<i>See 5.1.3.1 through 5.1.3.16</i>	<i>See information in 5.1.3.1 through 5.1.3.16</i>
<i>5.1.6.2 Input focus</i>	<i>Not Applicable</i>	
<i>5.1.7 Access without speech</i>	<i>Not Applicable</i>	
<i>5.2 Activation of accessibility features</i>	<i>Not Applicable</i>	
<i>5.3 Biometrics</i>	<i>Not Applicable</i>	
<i>5.4 Preservation of accessibility information during conversion</i>	<i>Not Applicable</i>	
5.5 Operable parts	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>5.5.1 Means of operation</i>	<i>Not Applicable</i>	
<i>5.5.2 Operable parts discernibility</i>	<i>Not Applicable</i>	
5.6 Locking or toggle controls	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>5.6.1 Tactile or auditory status</i>	<i>Not Applicable</i>	
<i>5.6.2 Visual status</i>	<i>Not Applicable</i>	
<i>5.7 Key repeat</i>	<i>Not Applicable</i>	
<i>5.8 Double-strike key acceptance</i>	<i>Not Applicable</i>	
<i>5.9 Simultaneous user actions</i>	<i>Not Applicable</i>	

Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and explanations
6.1 Audio bandwidth for speech	Not Applicable	
6.2 Real-time text (RTT) functionality	Heading cell no response required	Heading cell no response required
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.2.3 Speaker identification	Not Applicable	
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 RTT responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication	Heading cell no response required	Heading cell no response required
6.5.1 General (informative)	Heading cell no response required	Heading cell no response required
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory no response required	Advisory no response required

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and explanations
7.1 Caption processing technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
7.1.1 Captioning playback	<i>Not Applicable</i>	
7.1.2 Captioning synchronization	<i>Not Applicable</i>	
7.1.3 Preservation of captioning	<i>Not Applicable</i>	
7.1.4 Captions characteristics	<i>Not Applicable</i>	
7.1.5 Spoken subtitles	<i>Not Applicable</i>	
7.2 Audio description technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
7.2.1 Audio description playback	<i>Not Applicable</i>	
7.2.2 Audio description synchronization	<i>Not Applicable</i>	
7.2.3 Preservation of audio description	<i>Not Applicable</i>	
7.3 User controls for captions and audio description	<i>Not Applicable</i>	

Chapter 8: Hardware

Criteria	Conformance Level	Remarks and explanations
8.1.1 Generic requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Stationary ICT	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	
8.3.3.2 Unobstructed low side	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
<i>reach</i>		
<i>8.3.3.3.1 Obstructed (≤ 255 mm) side reach</i>	<i>Not Applicable</i>	
<i>8.3.3.3.2 Obstructed (≤ 610 mm) side reach</i>	<i>Not Applicable</i>	
<i>8.3.4.1 Change in level</i>	<i>Not Applicable</i>	
<i>8.3.4.2 Clear floor or ground space</i>	<i>Not Applicable</i>	
<i>8.3.4.3.2 Forward approach</i>	<i>Not Applicable</i>	
<i>8.3.4.3.3 Parallel approach</i>	<i>Not Applicable</i>	
<i>8.3.5 Visibility</i>	<i>Not Applicable</i>	
<i>8.3.6 Installation instructions</i>	<i>Not Applicable</i>	
8.4 Mechanically Operable parts	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>8.4.1 Numeric keys</i>	<i>Not Applicable</i>	
<i>8.4.2.1 Means of operation of mechanical parts</i>	<i>Not Applicable</i>	
<i>8.4.2.2 Force of operation of mechanical parts</i>	<i>Not Applicable</i>	
<i>8.4.3 Keys, tickets and fare cards</i>	<i>Not Applicable</i>	
<i>8.5 Tactile indication of speech mode</i>	<i>Not Applicable</i>	

Chapter 9: Web (applies also to 10, 11 and 12)

Corresponding to WCAG 2.2 Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	Some images, icons, or other non-text content do not have a text description.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	
1.3.1 Info and Relationships	Partially supports	In some cases, the structure or meaning of content is shown only visually and is not coded so assistive tools can read it.
1.3.2 Meaningful Sequence	Partially supports	In some cases, meaning is shown only visually and is not part of the page structure.
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially supports	In some cases, color alone is used to give meaning or show a difference.
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially supports	Some features cannot be used with a keyboard.
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Partially supports	For some time limits, the user cannot turn them off, adjust them, extend them ten times, or get a warning before they end (with legal exceptions).
2.2.2 Pause, Stop, Hide	Supports	
2.3.1 Three Flashes or Below Threshold	Supports	

2.4.1 Bypass Blocks	Partially supports	There is no way to skip blocks of content that repeat on many screens.
2.4.2 Page Titled	Partially supports	Some screens have no title that explains their topic or purpose.
2.4.3 Focus Order	Partially supports	When users tab through content, the focus order does not match the meaning or how things work.
2.4.4 Link Purpose (In Context)	Supports	
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Partially supports	When an error is detected, the wrong field is not shown or the error is not described in text.
3.3.2 Labels or Instructions	Partially supports	There are no labels or instructions when the user must enter data.
3.3.7 Redundant Entry	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Partially supports	Some components do not pass their name, role, state, or value to assistive tools, or do not notify them of changes.

Corresponding to WCAG 2.2 Level AA

Criteria	Conformance level	Remarks and explanations
1.2.5 Audio Description (Prerecorded)	Supports	

1.3.4 Orientation	Supports	
1.3.5 Identify Input Purpose	Supports	
1.4.3 Contrast (Minimum)	Partially supports	Text and images of text do not always have enough contrast, except for items like logos.
1.4.4 Resize text	Partially supports	Some text cannot be made twice as big without losing content or features (captions and text images excluded).
1.4.5 Images of Text	Supports	
1.4.10 Reflow	Partially supports	Content that does not need a 2D layout does not reflow when the screen is resized.
1.4.11 Non-text Contrast	Partially supports	Some important components do not have a contrast ratio of at least 3:1 with nearby items.
1.4.12 Text Spacing	Supports	
1.4.13 Content on Hover or Focus	Partially supports	When extra content appears on hover or focus, the user cannot dismiss it, move onto it, or keep it visible long enough (with some exceptions).
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Partially supports	Some headings or labels do not clearly describe the content or function.
2.4.7 Focus Visible	Partially supports	Some interactive elements have no visible focus indicator when using the keyboard.
2.4.11 Focus Not Obscured (Minimum)	Partially supports	Some focusable elements are fully hidden by other content.
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Partially supports	Some interactive targets are smaller than 24 × 24 pixels.
3.1.2 Language of Parts	Partially supports	When text appears in another language, this is not marked in the code.
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	

3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	Some status messages cannot be read by assistive tools without changing focus.

Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and explanations
10.0 General (informative)	Heading cell no response required	Heading cell no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Criteria	Conformance Level	Remarks and explanations
11.0 General (informative)	Heading cell no response required	Heading cell no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
11.5 Interoperability with assistive technology	Heading cell no response required	Heading cell no response required
11.5.1 Closed functionality	Heading cell no response required	Heading cell no response required
11.5.2 Accessibility services	Heading cell no response required	Heading cell no response required
11.5.2.1 Platform accessibility service support for software that provides a	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through

Criteria	Conformance Level	Remarks and explanations
<i>user interface</i>		11.5.2.17
<i>11.5.2.2 Platform accessibility service support for assistive technologies</i>	<i>See 11.5.2.5 through 11.5.2.17</i>	<i>See information in 11.5.2.5 through 11.5.2.17</i>
<i>11.5.2.3 Use of accessibility services</i>	<i>See information in 11.5.2.5 through 11.5.2.17</i>	<i>See information in 11.5.2.5 through 11.5.2.17</i>
<i>11.5.2.4 Assistive technology</i>	<i>Not Applicable</i>	
<i>11.5.2.5 Object information</i>	<i>Not Applicable</i>	
<i>1.5.2.6 Row, column, and headers</i>	<i>Not Applicable</i>	
<i>11.5.2.7 Values</i>	<i>Not Applicable</i>	
<i>11.5.2.8 Label relationships</i>	<i>Not Applicable</i>	
<i>11.5.2.9 Parent-child relationships</i>	<i>Not Applicable</i>	
<i>11.5.2.10 Text</i>	<i>Not Applicable</i>	
<i>11.5.2.11 List of available actions</i>	<i>Not Applicable</i>	
<i>11.5.2.12 Execution of available actions</i>	<i>Not Applicable</i>	
<i>11.5.2.13 Tracking of focus and selection attributes</i>	<i>Not Applicable</i>	
<i>11.5.2.14 Modification of focus and selection attributes</i>	<i>Not Applicable</i>	
<i>11.5.2.15 Change notification</i>	<i>Not Applicable</i>	
<i>11.5.2.16 Modifications of states and properties</i>	<i>Not Applicable</i>	
<i>11.5.2.17 Modifications of values and text</i>	<i>Not Applicable</i>	
11.6 Documented accessibility usage	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>11.6.1 User control of accessibility features</i>	<i>Not Applicable</i>	
<i>11.6.2 No disruption of accessibility features</i>	<i>Not Applicable</i>	
<i>11.7 User preferences</i>	<i>Not Applicable</i>	

Criteria	Conformance Level	Remarks and explanations
11.8 Authoring tools	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.8.1 Content technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>11.8.2 Accessible content creation</i>	<i>See WCAG 2.2 section (If not authoring tool, enter "Not Applicable")</i>	<i>See information in WCAG 2.2 section</i>
<i>11.8.3 Preservation of accessibility information in transformations</i>	<i>Not Applicable</i>	
<i>11.8.4 Repair assistance</i>	<i>Not Applicable</i>	
<i>11.8.5 Templates</i>	<i>Not Applicable</i>	

Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and explanations
12.1 Product documentation	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>12.1.1 Accessibility and compatibility features</i>	<i>Not Applicable</i>	
<i>12.1.2 Accessible documentation</i>	<i>See WCAG 2.2 section</i>	<i>See information in WCAG 2.2 section</i>
12.2 Support Services	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>12.2.2 Information on accessibility and compatibility features</i>	<i>Not Applicable</i>	
<i>12.2.3 Effective communication</i>	<i>Not Applicable</i>	
<i>12.2.4 Accessible documentation</i>	<i>See WCAG 2.2 section</i>	<i>See information in WCAG 2.2 section</i>

Chapter 13: ICT Providing Relay or Emergency Service Access

Criteria	Conformance Level	Remarks and explanations
13.1 Relay services requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
13.1.2 Text relay services	<i>Not Applicable</i>	
13.1.3 Sign relay services	<i>Not Applicable</i>	
13.1.4 Lip-reading relay services	<i>Not Applicable</i>	
13.1.5 Captioned telephony services	<i>Not Applicable</i>	
13.1.6 Speech to speech relay services	<i>Not Applicable</i>	
13.2 Access to relay services	<i>Not Applicable</i>	
13.3 Access to emergency services	<i>Not Applicable</i>	

Web accessibility

Disability is defined as: any activity limitation or participation restriction in society, experienced by a person as a result of a substantial, lasting or definitive alteration of one or more physical, sensory, mental, cognitive, or psychic functions, a multiple disability, or a disabling health condition.

Web accessibility consists of making online public communication services accessible to people with disabilities, and is based on four fundamental principles:

Perceivable: Information and user interface components must be presented to the user in such a way that they can perceive them. For example, providing textual equivalents for all non-textual content that can then be presented in other forms according to the user's needs: large characters, braille, speech synthesis, symbols or simplified language.

Operable: User interface and navigation components must be operable. For example, making all functionality available via keyboard.

Understandable: Information and the use of the user interface must be understandable. Textual content must be made readable and navigation must be consistent.

Robust: Content must be sufficiently robust to be reliably interpreted by a wide variety of user agents, including assistive technologies.

Test environments

Operating systems

- Apple Mac Os X (latest version)
- Microsoft Windows (latest version)
- Apple Ios (latest version)
- Google Android (latest version)

We have not used Linux as it is currently very uncommon among users with disabilities.

Browsers and user software

In the latest versions available on the different operating systems:

- Google Chrome
- Windows Edge
- Safari
- Adobe Acrobat Reader / Preview on Mac (for PDFs only)

Screen readers and assistive technologies

In order to achieve the most standard evaluation we test everything with assistive technologies default configuration.

In order to make the most realistic evaluation we also test:

- Graphic adaptations present on the different systems (colors, contrasts, subtitles, etc.)
- Mouse emulations, magnifiers and screen keyboards or keyboard improved settings always of the different systems
- Voiceover - Apple systems only
- Talkback - Android only
- NVDA (latest version) and Freedom scientific Jaws (second-to-latest version) - PC systems only

Methodology

Objective manual and semi-automatic verification methodology

We analyze content with different automatic and semiautomatic systems and compare the results between tools to obtain the most complete and objective verification. The reference standard, unless specifically requested, that we use is always the latest (WCAG 2.2) so that we can ensure compliance in all countries from which the touchpoint (site, app, etc.) can be accessed.

Our verification is therefore compliant with WCAG 2.2 level AA, and the requirements in UNI EN 301549 Guidelines or their declination in the French RGAA. Each tool produces results that are then analyzed by our experts: it is, therefore, possible that not all tool results appear because they are judged to be false negatives.

Automated tools for syntax checking

- **W3C Markup Validation Service:** used with generated code, because it is the official tool for checking HTML, XHTML, MathHTML, etc.
- **W3C CSS Validation service:** although the correctness of the CSS does not affect accessibility, it could affect some aspects that still have an impact on it if not correctly interpreted because it is incorrect. The verification is therefore appropriate and done with W3C CSS Validation Service
- **PAC PDF checker**

Automatic and semi-automatic tools for color verification

- **Color Contrast Analyser (CCA):** used punctually on dubious contrasts.
- **WCAG Color contrast checker:** used as the first check to verify the contrasts of the colors used in the CSS of the pages.
- **Text on background image a11y check:** used to check when text should overlap images.
- **Color contrast accessibility evaluator:** used as an additional control for some online pages.

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- Accescan
- Wave

And other local tools:

- **Web developer toolbar:** Used to support manual verification. It allowed us to locate images without alt texts, fields without labels, etc.
- **AXE e Lighthouse for Chrome:** they have provided us with precise indications on the defects of the accessibility of the HTML code but also on WAI ARIA attributes, fundamental in the case of web applications and interactive components.

Terms

The terms used in the Conformance Level information are defined as follows:

Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially Supports: Some functionality of the product does not meet the criterion.

Does Not Support: The majority of product functionality does not meet the criterion.

Not Applicable: The criterion is not relevant to the product.

Not Evaluated: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.