



# Accessibility conformance report for

<https://www.europasilvella.it>

Last updated: 7/11/2025

*This document has been provided by [Accessiway](#) to comply with the requirements of the European Accessibility Act until the relevant national authority provides the official template.*

*Each complex paragraph is preceded by an explanation in simpler language.*

# Introduction

*We want everyone, including people with disabilities, to be able to use our service easily. This document explains what we do to make it accessible and comply with laws and standards such as the European Accessibility Act or WCAG.*

**GESTIONE E PROMOZIONE INIZIATIVE TURISTICHE S.R.L. IN SIGLA GE.P.I.T.**

**S.R.L.** is committed to accessibility and inclusiveness. We want all our customers, including people with disabilities, to be able to use our service successfully.

This document outlines the accessibility features of <https://www.europasilvella.it>, how we meet the requirements of the European Accessibility Act, EN 301549, WCAG 2.2, ADA and Sec. 508, and what we are doing to maintain and improve accessibility. This statement only applies to <https://www.europasilvella.it>.

We regularly review this information as we improve <https://www.europasilvella.it>.

# Overview

## Service description

The Camping Europa Silvella website is an online information and booking platform (B2C) that allows guests to discover the campsite, consult services and accommodation, and book their holidays on Lake Garda directly.

## How to use <https://www.europasilvella.it> (Accessibility & Functionality)

We strive to make <https://www.europasilvella.it> easy to use for everyone. Here is an overview of how to navigate and use our service when using assistive technologies or special configurations.

### How to use <https://www.europasilvella.it>

Users can explore the different types of accommodation and pitches, view photos and descriptions, check availability and prices in real time, and complete their booking online in a simple and secure manner. It is also possible to access information areas dedicated to campsite services, events and local attractions

### Accessibility of <https://www.europasilvella.it>

It uses standard modes of interaction with the operating system and assistive technologies.

If you need further explanation on how to use any part of <https://www.europasilvella.it>, please contact our support team for personalised assistance. We aim to provide any additional description or explanation necessary for the proper functioning of the service.

# Accessibility compliance

## (How we comply with requirements)

We have assessed <https://www.europasilvella.it> against the requirements of the European Accessibility Act (including its local application where necessary), the ADA, WCAG 2.2, and Section 508, and it is:

### Perceptible

- No pre-recorded audio or video is without alternatives.
- No pre-recorded videos are without captions.
- No synchronised media that requires it is without descriptions or alternative versions.
- No video that requires it is without audio description.
- Content is presented in an order that reflects its logical and semantic structure, allowing assistive technologies to interpret it correctly.
- Instructions provided for understanding and operating the content are not based solely on sensory characteristics of components such as shape, colour, size, visual location, orientation or sound.
- The content adapts correctly to the screen orientation, maintaining consistent display and functionality.
- Where present, the purpose of input fields that accept specific data is correctly communicated to assistive devices and implemented in a compliant manner.
- Sufficient colour contrast is ensured for text and primary visual elements, with a minimum ratio of 4.5:1 for normal text.
- Content is adaptable, allowing users to customise text size while maintaining a fully usable interface.
- Content that does not require two-dimensional representation rearranges correctly when the size displayed by the user programme changes.
- Essential components, even in different states, have a colour contrast with adjacent elements that meets the minimum ratio of 3:1.
- Changing the spacing of text, relative to line height, spaces between paragraphs, letters or words, does not cause loss of information or content.
- There are no cases where additional content activated by hover or focus disappears unexpectedly, cannot be closed without moving the pointer or

focus, or does not remain visible.

## Usable

- There are no keyboard traps (it is possible to navigate freely within and outside all components).
- There is no interference with shortcut keys made up of single letters, numbers or symbols.
- There are no time limits imposed by the content or, if present, they are controllable by the user, adjustable, extendable or justified by functional or regulatory requirements.
- No flashing or intermittent content is used at levels that could cause epileptic seizures, remaining within safety limits.
- The service flow screens have titles that describe their subject or purpose.
- There are several ways to identify content within the environment.
- Headings and labels clarify content and functionality.
- Elements that can receive keyboard navigation focus are always at least partially visible in the viewport.
- All features do not require complex gestures to use.
- Features do not start immediately upon touch, can be cancelled before completion, and do not require long presses to operate.
- For user interface components with labels that include text or text images, the name read by assistive technology contains the text presented visually.
- All features are usable without relying solely on device or user movement.
- All features can be used without necessarily having to be dragged.
- The clickable area of interactive elements is large enough to ensure easy interaction for users.

## Understandable

- The language of each page is appropriately defined and used consistently throughout the service.
- All language parts that require it can be determined programmatically.
- When keyboard navigation focus is applied to user interface components, they do not generate unexpected context changes that could disorient the user.
- When activated by the user via keyboard or assistive technologies, user interface components do not generate unexpected context changes that could disorient the user.
- The navigation mechanisms present are positioned consistently throughout the entire service flow.

- Repeated interface elements are defined consistently to facilitate identification
- Mechanisms for requesting support or help are consistent throughout the environment.
- When an input error is automatically detected, the element in error is identified and the error is described in text.
- When an input error is identified and suggestions for correcting it are known, these suggestions are provided to the user, except in cases provided for by law
- Systems are in place to prevent errors, such as confirmation, cancellation or reversibility of the most sensitive actions.
- Where possible, requesting the same data more than once is avoided.
- Where present, complex authentication systems have accessible alternatives.
- We write content in clear and simple language.

## Robust

- Standard development technologies that can be interpreted by assistive technologies are used.

We have tested <https://www.europasilvella.it> with the most common assistive technologies in a wide variety of configurations. Operating systems-Browsers:

- 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 used.
- We also test screen magnification and high contrast modes.

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

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

# Continuous monitoring and maintenance

For us, accessibility is not a one-off commitment, but an ongoing process. Here's how we ensure that <https://www.europasilvella.it> remains accessible over time:

- Our accessibility coordinator, who oversees the accessibility of <https://www.europasilvella.it>, can be contacted at this email address: [info@europasilvella.it](mailto:info@europasilvella.it).
- With the support of [AccessiWay](#), on [7/11/2025](#) we conducted an expert-led external manual audit to verify our accessibility compliance. We maintain a cycle of continuous testing and improvement, with recurring support to ensure that comprehensive audits are conducted at least once a year, including manual testing by professionals using assistive technologies.
- We use automated testing tools integrated into our development process to proactively identify common accessibility issues (such as missing alt text or form labelling). Every code update goes through these checks.

# Feedback and Contact

*We welcome your suggestions for improving <https://www.europasilvella.it>. If you encounter any problems or have any suggestions, please contact us by email, telephone or post. Please explain the details of the problem so that we can help you.*

We value our users' contributions, especially when they inform us that something is not working. If you have difficulty accessing any part of <https://www.europasilvella.it>, encounter an accessibility issue, or have suggestions for improvement, please let us know.

*Email: [info@europasilvella.it](mailto:info@europasilvella.it)*

*Telephone: [+390365651095](tel:+390365651095)*

*Company address: [Via Pietro da Salò 6, 25087, Salò](#)*

When contacting us, please provide as much detail as possible about the issue (which page or feature, what happened, and what assistive technology you are using, if applicable). We will endeavour to acknowledge your feedback within 15 working days and will do our best to resolve the issue quickly or keep you informed of progress.

Application: If you feel that your accessibility issues have not been adequately addressed, you have the right to submit a complaint. We sincerely hope to resolve any issues with you before it reaches this stage.

Document history: This document was last reviewed and updated on [7/11/2025](#). We plan to review it at least annually, or whenever significant changes to the service occur.



# EN301549 technical report

## Chapter 5: Generic requirements

| Criteria                                          | Levels of compliance                    | Annotations                             |
|---------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <b>5.1 Closed functionality</b>                   | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| <b>5.1.2 General</b>                              | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| <b>5.1.2.1 Closed functionality</b>               | See 5.2 to 13                           | See information from 5.2 to 13          |
| <b>5.1.2.2 Assistive technology</b>               | See 5.1.3 to 5.1.6                      | See information from 5.1.3 to 5.1.6     |
| <b>5.1.3 Non-visual access</b>                    | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 5.1.3.1 Audio output of visual information        | Not applicable                          |                                         |
| 5.1.3.2 Playback of audio output including speech | Not applicable                          |                                         |
| 5.1.3.3 Audio output correlation                  | Not applicable                          |                                         |
| 5.1.3.4 User control of speech output             | Not applicable                          |                                         |
| 5.1.3.5 Automatic voice output interruption       | Not applicable                          |                                         |
| 5.1.3.6 Voice output for non-text content         | Not applicable                          |                                         |
| 5.1.3.7 Voice output for video information        | Not applicable                          |                                         |
| 5.1.3.8 Masked input                              | Not applicable                          |                                         |
| 5.1.3.9 Private access to personal data           | Not applicable                          |                                         |
| 5.1.3.10 Interference-free audio output           | Not applicable                          |                                         |
| 5.1.3.11 Private listening volume                 | Not applicable                          |                                         |
| 5.1.3.12 Loudspeaker volume                       | Not applicable                          |                                         |
| 5.1.3.13 Volume reset                             | Not applicable                          |                                         |

| <b>Criteria</b>                                                 | <b>Levels of compliance</b>             | <b>Annotations</b>                              |
|-----------------------------------------------------------------|-----------------------------------------|-------------------------------------------------|
| 5.1.3.14 Languages spoken                                       | Not applicable                          |                                                 |
| 5.1.3.15 Identification of non-visual errors                    | Not applicable                          |                                                 |
| 5.1.3.16 Receipts, tickets, transactional results               | Not applicable                          |                                                 |
| 5.1.4 Closed functionality for text enlargement                 | Not applicable                          |                                                 |
| 5.1.5 Visual output for audio information                       | Not applicable                          |                                                 |
| <b>5.1.6 Operation without keyboard interface</b>               | <i>Header cell no response required</i> | <i>Header cell no response required</i>         |
| <b>5.1.6.1 Closed functionality</b>                             | <i>See 5.1.3.1 to 5.1.3.16</i>          | <i>See information from 5.1.3.1 to 5.1.3.16</i> |
| 5.1.6.2 Input focus                                             | Not applicable                          |                                                 |
| 5.1.7 Access without speech                                     | Not applicable                          |                                                 |
| 5.2 Activation of accessibility features                        | Not applicable                          |                                                 |
| 5.3 Biometrics                                                  | Not applicable                          |                                                 |
| 5.4 Preservation of accessibility information during conversion | Not applicable                          |                                                 |
| <b>5.5 Usable parts</b>                                         | <i>Header cell no response required</i> | <i>Header cell no response required</i>         |
| 5.5.1 Method of use                                             | Not applicable                          |                                                 |
| 5.5.2 Distinguishability of usable parts                        | Not applicable                          |                                                 |
| <b>5.6 Locking or switching controls</b>                        | <i>Header cell no response required</i> | <i>Header cell no response required</i>         |
| 5.6.1 Tactile or auditory status                                | Not applicable                          |                                                 |
| 5.6.2 Visual status                                             | Not applicable                          |                                                 |
| 5.7 Key repeat                                                  | Not applicable                          |                                                 |

| Criteria                      | Levels of compliance | Annotations |
|-------------------------------|----------------------|-------------|
| 5.8 Double key acceptance     | Not applicable       |             |
| 5.9 Simultaneous user actions | Not applicable       |             |

## Chapter 6: ICT with two-way voice communication

| Criteria                                                              | Levels of compliance                    | Notes                                   |
|-----------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|
| 6.1 Audio bandwidth for speech                                        | <i>Not applicable</i>                   |                                         |
| <b>6.2 Real-time text (RTT) functionality</b>                         | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 6.2.1.1 Real-time text (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 sending and receiving direction | Not applicable                          |                                         |
| 6.2.2.3 Speaker identification                                        | Not applicable                          |                                         |
| 6.2.2.4 Visual audio indicator with real-time text (RTT)              | Not applicable                          |                                         |
| 6.2.3 Interoperability                                                | Not applicable                          |                                         |
| 6.2.4 Real-time text (RTT) responsiveness                             | Not applicable                          |                                         |
| 6.3 Caller identification                                             | Not applicable                          |                                         |
| 6.4 Alternatives to voice-based services                              | Not applicable                          |                                         |
| <b>6.5 Video communications</b>                                       | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| <b>6.5.1 General information (informative)</b>                        | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 6.5.2 Resolution                                                      | Not applicable                          |                                         |
| 6.5.3 Frame rate                                                      | Not applicable                          |                                         |

| <b>Criteria</b>                                                       | <b>Levels of compliance</b>          | <b>Notes</b>                         |
|-----------------------------------------------------------------------|--------------------------------------|--------------------------------------|
| 6.5.4 Audio-video synchronisation                                     | Not applicable                       |                                      |
| 6.5.5 Visual indicator of audio with video                            | Not applicable                       |                                      |
| 6.5.6 Speaker identification with video communication (sign language) | Not applicable                       |                                      |
| 6.6 Alternatives to video-based services (informative)                | <i>Advisory no response required</i> | <i>Advisory no response required</i> |

## Chapter 7: ICT with video functionality

| Criteria                                              | Levels of compliance                    | Notes                                   |
|-------------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <b>7.1 Subtitle processing technology</b>             | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 7.1.1 Subtitle playback                               | Not applicable                          |                                         |
| 7.1.2 Subtitle synchronisation                        | Not applicable                          |                                         |
| 7.1.3 Subtitle retention                              | Not applicable                          |                                         |
| 7.1.4 Subtitle characteristics                        | Not applicable                          |                                         |
| 7.1.5 Spoken subtitles                                | Not applicable                          |                                         |
| <b>7.2 Audio description technology</b>               | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 7.2.1 Audio description playback                      | Not applicable                          |                                         |
| 7.2.2 Audio description synchronisation               | Not applicable                          |                                         |
| 7.2.3 Retention of audio description                  | Not applicable                          |                                         |
| 7.3 User controls for subtitles and audio description | Not applicable                          |                                         |

## Chapter 8: Hardware

| Criteria                                             | Levels of compliance                    | Notes                                   |
|------------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <b>8.1.1 General requirements</b>                    | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 8.1.2 Standard connections                           | Not applicable                          |                                         |
| 8.1.3 Colour                                         | Not applicable                          |                                         |
| <b>8.2 Hardware products with voice output</b>       | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 8.2.1.1 Voice 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 systems               | Not applicable                          |                                         |
| <b>8.3 Fixed ICT</b>                                 | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 8.3.2.1 Unobstructed front top access                | Not applicable                          |                                         |
| 8.3.2.2 Front access at the bottom without obstacles | Not applicable                          |                                         |
| 8.3.2.3.1 Free surface area                          | Not applicable                          |                                         |
| 8.3.2.3.2 Front access with obstacles (< 510 mm)     | Not applicable                          |                                         |
| 8.3.2.3.3 Front access with obstacles (< 635 mm)     | Not applicable                          |                                         |
| 8.3.2.4 Width of knee and foot space                 | Not applicable                          |                                         |
| 8.3.2.5 Foot space                                   | Not applicable                          |                                         |
| 8.3.2.6 Knee space                                   | Not applicable                          |                                         |
| 8.3.3.1 Unobstructed side access at the top          | Not applicable                          |                                         |



| Criteria                                            | Levels of compliance                    | Notes                                   |
|-----------------------------------------------------|-----------------------------------------|-----------------------------------------|
| 8.3.3.2 Side access at the bottom without obstacles | Not applicable                          |                                         |
| 8.3.3.3.1 Side access with obstacles (< 255 mm)     | Not applicable                          |                                         |
| 8.3.3.3.2 Side access with obstacles (< 610 mm)     | Not applicable                          |                                         |
| 8.3.4.1 Change of level                             | Not applicable                          |                                         |
| 8.3.4.2 Clearance surface or operating area         | Not applicable                          |                                         |
| 8.3.4.3.2 Frontal approach                          | Not applicable                          |                                         |
| 8.3.4.3.3 Side approach                             | Not applicable                          |                                         |
| 8.3.5 Visibility                                    | Not applicable                          |                                         |
| 8.3.6 Installation instructions                     | Not applicable                          |                                         |
| <b>8.4 Mechanically operable parts</b>              | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 8.4.1 Numeric keys                                  | Not applicable                          |                                         |
| 8.4.2.1 Operating methods of mechanical parts       | Not applicable                          |                                         |
| 8.4.2.2 Operating force of mechanical parts         | Not applicable                          |                                         |
| 8.4.3 Keys, tickets and fare cards                  | Not applicable                          |                                         |
| 8.5 Tactile indication of voice mode                | Not applicable                          |                                         |

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

**Corresponds to WCAG 2.2 Level A**

| Criteria                                                         | Levels of compliance | Notes                                                                                                                                                               |
|------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1.1 Non-text content                                           | Partially supported  | Not all non-text content presented to the user has a text alternative that performs the same function.                                                              |
| 1.2.1 Audio-only and video-only (pre-recorded)                   | Supported            |                                                                                                                                                                     |
| 1.2.2 Subtitles (pre-recorded)                                   | Supported            |                                                                                                                                                                     |
| 1.2.3 Audio description or alternative media type (pre-recorded) | Supported            |                                                                                                                                                                     |
| 1.3.1 Information and correlations                               | Partially supported  | In some cases, information, structure or relationships conveyed by the presentation of pages cannot be determined programmatically (or are not available via text); |
| 1.3.2 Meaningful sequence                                        | Supported            |                                                                                                                                                                     |
| 1.3.3 Sensory characteristics                                    | Supported            |                                                                                                                                                                     |
| 1.4.1 Use of colour                                              | Partially supported  | In some cases, colour alone was used to identify a purpose or distinguish information or a function.                                                                |
| 1.4.2 Sound control                                              | Supported            |                                                                                                                                                                     |
| 2.1.1 Keyboard                                                   | Partially supported  | Some features cannot be used via keyboard (or similar input interface);                                                                                             |
| 2.1.2 No impediment to keyboard use                              | Supported            |                                                                                                                                                                     |

|                                                |                     |                                                                                                                                                                                                                                                    |
|------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.1.4 Shortcut keys                            | Supported           |                                                                                                                                                                                                                                                    |
| 2.2.1 Adjustment of execution times            | Supported           |                                                                                                                                                                                                                                                    |
| 2.2.2 Pause, Stop, Hide                        | Partially supported | Some animations, flashes, scrolls or auto-refreshes of information that start automatically, last longer than five seconds or are presented in parallel with other content, do not have mechanisms to interrupt or hide them;                      |
| 2.3.1 Three flashes or less than the threshold | Supported           |                                                                                                                                                                                                                                                    |
| 2.4.1 Block skipping                           | Partially supported | There is no mechanism for skipping blocks of content that are repeated across multiple sections;                                                                                                                                                   |
| 2.4.2 Page titling                             | Supported           |                                                                                                                                                                                                                                                    |
| 2.4.3 Focus order                              | Partially supported | In some sections that can be navigated sequentially and where the navigation sequence affects their meaning and functionality, some objects that could receive focus do not receive it in an order that preserves their meaning and functionality; |
| 2.4.4 Link purpose (in context)                | Partially supported | The purpose of some links cannot be determined from the link text or from the link text together with adjacent content.                                                                                                                            |

|                                       |                     |                                                                                                                                                                                                                                                                 |
|---------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.5.1 Pointer movements               | Supported           |                                                                                                                                                                                                                                                                 |
| 2.5.2 Cancellation of pointer actions | Supported           |                                                                                                                                                                                                                                                                 |
| 2.5.3 Label in name                   | Supported           |                                                                                                                                                                                                                                                                 |
| 2.5.4 Triggering by movement          | Supported           |                                                                                                                                                                                                                                                                 |
| 3.1.1 Page language                   | Supported           |                                                                                                                                                                                                                                                                 |
| 3.2.1 On Focus                        | Supported           |                                                                                                                                                                                                                                                                 |
| 3.2.2 On input                        | Supported           |                                                                                                                                                                                                                                                                 |
| 3.2.6 Consistent help                 | Supported           |                                                                                                                                                                                                                                                                 |
| 3.3.1 Error identification            | Supported           |                                                                                                                                                                                                                                                                 |
| 3.3.2 Labels or instructions          | Partially supported | In some cases, labels or instructions are not provided when the content requires user input actions;                                                                                                                                                            |
| 3.3.7 Redundant input                 | Supported           |                                                                                                                                                                                                                                                                 |
| 4.1.1 Parsing                         | Supported           |                                                                                                                                                                                                                                                                 |
| 4.1.2 Name, role, value               | Partially supported | In some cases, user interface components (including form elements, links, and script-generated components), name, role, states, properties, and values are not correct or set, or the user and their assistive technologies are not notified when these change. |

## Corresponds to WCAG 2.2 Level AA

| Criteria                                | Levels of compliance | Annotations                                                                                                                                     |
|-----------------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.2.5 Audio description (pre-recorded)  | Supported            |                                                                                                                                                 |
| 1.3.4 Orientation                       | Supported            |                                                                                                                                                 |
| 1.3.5 Identifying the purpose of inputs | Supported            |                                                                                                                                                 |
| 1.4.3 Minimum contrast                  | Supported            |                                                                                                                                                 |
| 1.4.4 Text resizing                     | Supported            |                                                                                                                                                 |
| 1.4.5 Text images                       | Partially supported  | In some cases, text images have been used instead of text alone and are neither customisable nor essential to the type of information conveyed. |
| 1.4.10 Flow recalculation               | Supported            |                                                                                                                                                 |
| 1.4.11 Contrast in non-text content     | Supported            |                                                                                                                                                 |
| 1.4.12 Text spacing                     | Supported            |                                                                                                                                                 |
| 1.4.13 Content with hover or focus      | Supported            |                                                                                                                                                 |
| 2.4.5 Different Modes                   | Supported            |                                                                                                                                                 |
| 2.4.6 Headings and Labels               | Supported            |                                                                                                                                                 |
| 2.4.7 Visible focus                     | Partially supported  | The focus indicator is not visible on some interactive elements;                                                                                |

|                                                 |                     |                                                                                                                                                   |
|-------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.4.11 Focus not hidden (minimum)               | Supported           |                                                                                                                                                   |
| 2.5.7 Drag movements                            | Supported           |                                                                                                                                                   |
| 2.5.8 Lens size (minimum)                       | Supported           |                                                                                                                                                   |
| 3.1.2 Language parts                            | Supported           |                                                                                                                                                   |
| 3.2.3 Consistent navigation                     | Supported           |                                                                                                                                                   |
| 3.2.4 Consistent identification                 | Supported           |                                                                                                                                                   |
| 3.3.3 Error suggestions                         | Supported           |                                                                                                                                                   |
| 3.3.4 Error prevention (legal, financial, data) | Supported           |                                                                                                                                                   |
| 3.3.8 Accessible authentication (minimum)       | Supported           |                                                                                                                                                   |
| 4.1.3 Status messages                           | Partially supported | In some cases, status messages are not presented to the user in a way that assistive technologies can interpret without having to move the focus. |

## Chapter 10: Non-web documents

| Criteria                          | Levels of compliance                    | Notes                                   |
|-----------------------------------|-----------------------------------------|-----------------------------------------|
| <b>10.0 General (informative)</b> | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| From 10.1.1.1 to 10.4.1.3         | See section WCAG                        | See information in section              |

| Criteria                      | Levels of compliance | Notes    |
|-------------------------------|----------------------|----------|
|                               | 2.2                  | WCAG 2.2 |
| 10.5 Caption placement        | Not applicable       |          |
| 10.6 Audio description timing | Not applicable       |          |

## Chapter 11: Software

| Criteria                                                                                | Levels of compliance                    | Notes                                      |
|-----------------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------|
| <b>11.0 General (informative)</b>                                                       | <i>Header cell no response required</i> | <i>Header cell no response required</i>    |
| From 11.1.1.1 to 11.4.1.3                                                               | See section WCAG 2.2                    | See information in section WCAG 2.2        |
| <b>11.5 Interoperability with assistive technology</b>                                  | <i>Header cell no response required</i> | <i>Header cell no response required</i>    |
| <b>11.5.1 Closed functionality</b>                                                      | <i>Header cell no response required</i> | <i>Header cell no response required</i>    |
| <b>11.5.2 Accessibility services</b>                                                    | <i>Header cell no response required</i> | <i>Header cell no response required</i>    |
| 11.5.2.1 Platform accessibility service support for software providing a user interface | See 11.5.2.5 to 11.5.2.17               | See information from 11.5.2.5 to 11.5.2.17 |
| 11.5.2.2 Platform accessibility service support for assistive technologies              | See 11.5.2.5 to 11.5.2.17               | See information from 11.5.2.5 to 11.5.2.17 |
| 11.5.2.3 Use of accessibility services                                                  | See 11.5.2.5 to 11.5.2.17               | See information from 11.5.2.5 to 11.5.2.17 |
| 11.5.2.4 Assistive technology                                                           | Not applicable                          |                                            |
| 11.5.2.5 Object information                                                             | Not applicable                          |                                            |
| 11.5.2.6 Row, column and headers                                                        | Not applicable                          |                                            |
| 11.5.2.7 Values                                                                         | Not applicable                          |                                            |
| 11.5.2.8 Label relationships                                                            | Not applicable                          |                                            |
| 11.5.2.9 Parent-child relationships                                                     | Not applicable                          |                                            |
| 11.5.2.10 Text                                                                          | Not applicable                          |                                            |
| 11.5.2.11 List of available actions                                                     | Not applicable                          |                                            |
| 11.5.2.12 Execution of available actions                                                | Not applicable                          |                                            |
| 11.5.2.13 Tracking focus and selection                                                  | Not applicable                          |                                            |



| Criteria                                                            | Levels of compliance                                                                | Notes                                       |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------|
| attributes                                                          |                                                                                     |                                             |
| 11.5.2.14 Modification of focus and selection attributes            | Not applicable                                                                      |                                             |
| 11.5.2.15 Notification of changes                                   | Not applicable                                                                      |                                             |
| 11.5.2.16 Status and property changes                               | Not applicable                                                                      |                                             |
| 11.5.2.17 Changes to values and text                                | Not applicable                                                                      |                                             |
| <b>11.6 Documentation of accessibility usage</b>                    | <i>Header cell no response required</i>                                             | <i>Header cell no response required</i>     |
| 11.6.1 User control of accessibility features                       | Not applicable                                                                      |                                             |
| 11.6.2 No disruption of accessibility features                      | Not applicable                                                                      |                                             |
| 11.7 User preferences                                               | Not applicable                                                                      |                                             |
| <b>11.8 Development tools</b>                                       | <i>Header cell no response required</i>                                             | <i>Header cell no response required</i>     |
| <b>11.8.1 Content technology</b>                                    | <i>Header cell no response required</i>                                             | <i>Header cell no response required</i>     |
| 11.8.2 Creating accessible content                                  | See WCAG 2.2<br>(If the software is not a development tool, enter 'Not applicable') | See the information in the WCAG 2.2 section |
| 11.8.3 Preservation of accessibility information in transformations | Not applicable                                                                      |                                             |
| 11.8.4 Repair suggestions                                           | Not applicable                                                                      |                                             |
| 11.8.5 Templates                                                    | Not applicable                                                                      |                                             |

## Chapter 12: Documentation and support services

| Criteria                                                          | Levels of compliance                    | Notes                                   |
|-------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <b>12.1 Product documentation</b>                                 | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 12.1.1 Accessibility and compatibility features                   | Not applicable                          |                                         |
| 12.1.2 Accessible documentation                                   | See section WCAG 2.2                    | See information in the WCAG 2.2 section |
| <b>12.2 Support services</b>                                      | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 12.2.2 Information about accessibility and compatibility features | Not applicable                          |                                         |
| 12.2.3 Effective communication                                    | Not applicable                          |                                         |
| 12.2.4 Accessible documentation                                   | See section WCAG 2.2                    | See information in section WCAG 2.2     |

# Chapter 13: ICT providing retransmission or access to the emergency service emergency

| Criteria                                        | Levels of compliance                    | Notes                                   |
|-------------------------------------------------|-----------------------------------------|-----------------------------------------|
| <b>13.1 Retransmission service requirements</b> | <i>Header cell no response required</i> | <i>Header cell no response required</i> |
| 13.1.2 Text retransmission services             | Not applicable                          |                                         |
| 13.1.3 Sign relay services                      | Not applicable                          |                                         |
| 13.1.4 Lip-reading relay services               | Not applicable                          |                                         |
| 13.1.5 Telephone services with subtitles        | Not applicable                          |                                         |
| 13.1.6 Voice synthesis services                 | Not applicable                          |                                         |
| 13.2 Access to retransmission services          | Not applicable                          |                                         |
| 13.3 Access to emergency services               | Not applicable                          |                                         |

# WEB accessibility

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

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

**Perceptible:** information and user interface components must be presented to the user in such a way that they can be perceived. For example, by providing text equivalents for all non-text content that can then be presented in other forms according to the user's needs: large fonts, Braille, speech synthesis, symbols or simplified language.

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

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

**Robust:** content must be robust enough to be reliably interpreted by a wide range 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 not widely used among users with disabilities.*

## Browsers and user software

The latest versions available on the various operating systems:

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

## Screen readers and assistive technologies

To obtain the most standardised assessment possible, we test everything with the default configuration of assistive technologies.

To make the assessment more realistic, we also test:

- Graphic adaptations present in different systems (colours, contrasts, subtitles, etc.)
- Mouse emulations, magnifiers and on-screen keyboards or advanced keyboard settings, again on different systems
- VoiceOver – only on Apple systems
- TalkBack – only on Android
- NVDA (latest version) and Freedom Scientific JAWS (penultimate version) – only on PC systems

# Methodology

## Objective manual and semi-automatic verification methodology

We analyse content using various automatic and semi-automatic systems and compare the results between tools to obtain the most comprehensive and objective verification possible. Unless specifically requested, the reference standard is always the latest available (WCAG 2.2), so as to ensure compliance in all countries from which the touchpoint (website, app, etc.) can be accessed.

Our verification therefore complies with WCAG 2.2 level AA and the requirements of [the UNI EN 301549 guidelines](#) or their French RGAA equivalent. Each tool produces results that are then analysed by our experts: it is therefore possible that not all the results of the tools will appear, as they may be judged to be false negatives.

### Automatic syntax checking tools

- **W3C Markup Validation Service:** Used with generated code, as it is the official tool for checking HTML, XHTML, MathHTML, etc.  
<https://validator.w3.org/>
- **W3C CSS Validation service:** Although the correctness of CSS does not directly affect accessibility, it could affect some aspects that do, if it is not interpreted correctly due to errors. Verification is therefore appropriate and is carried out with <https://jigsaw.w3.org/css-validator/>
- **PAC PDF checker:** <https://pdfua.foundation/en/pdf-accessibility-checker-pac/>

### Automatic and semi-automatic tools for colour verification

- **Color Contrast Analyser (CCA):** Used specifically for questionable contrasts <https://developer.paciellogroup.com/resources/contrastanalyser/>
- **WCAG Colour contrast checker:** Used as an initial check to verify the colour contrasts used in the CSS of the pages.
- **Text on background image a11y check:** Used to check cases where text should overlap images. <https://www.brandwood.com/a11y/>
- **Color contrast accessibility evaluator:** Used as an additional check for some online pages. <https://color.a11y.com/Contrast/>

### Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- Accescan <https://www.accessiway.com/accessscan>

- [Wavehttps://wave.webaim.org/](https://wave.webaim.org/)

And other tools:

- **Web developer toolbar:** Used to support manual verification. It allows you to identify images without alternative text, fields without labels, etc.<https://chrispederick.com/work/web-developer/>
- **AXE and Lighthouse for Chrome:** Provide precise information on HTML code accessibility defects, as well as WAI-ARIA attributes, which are essential for web applications and interactive components.

## Terminology

The terms used in the information on compliance levels are defined as follows:

**Supported:** the product's functionality has at least one method that meets the criterion without known defects or meets it with equivalent facilitation.

**Partially supported:** Some product features do not meet the criterion.

**Not supported:** most of the product's features do 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.