

Accessibility conformance report for

en.tirrenia.it

Last updated: [16/03/2026](#)

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.

Compagnia Italiana di Navigazione S.p.A. 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 [en.tirrenia.it](https://www.en.tirrenia.it), 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 [en.tirrenia.it](https://www.en.tirrenia.it).

We regularly review this informations as we enhance [en.tirrenia.it](https://www.en.tirrenia.it).

Overview

Service description

The en.tirrenia.it website allows users to view timetables and fares, purchase tickets for passenger and vehicle transport by sea, and manage bookings through a secure customer area.

How to Use en.tirrenia.it (Accessibility & Operation)

We strive to make en.tirrenia.it 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 en.tirrenia.it

Users primarily interact with the website via a search box on the homepage to select routes and dates. Navigation guides users through a process of selecting onboard services and making electronic payments. Support information is in the footer and provides access to contact details, customer service, and terms and conditions of carriage.

Accessibility of en.tirrenia.it

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

Our service accessibility might be customized and enhanced by activating the correct options of our accessibility widget the moment you land on each screen. The widget can be reached via keyboard at the beginning of the page or if visible in overlay, in a fixed position close to a corner of the window, and has a “universal access” like icon:

- Usage without vision: three tabs (or turn on Screen reader compatibility).
- Usage with limited vision: use zoom, contrast and font manipulation functions.
- Usage without perception of colour: use highlighting functions (headers, links, clickables).
- Usage with limited manipulation or strength: simply navigate with a keyboard emulator device or activate keyboard functionality.
- Minimize photosensitive seizure triggers: use turn off animations and specific colour combinations.

If correctly activating any of the functionalities might compromise the compatibility with your configuration or assistive technology, please contact us, and in the meantime, disable the widget by the appropriate button, to prevent misuse of our service.

If you need more explanation on using any part of en.tirrenia.it, please contact our support for personalized assistance. We aim to provide any additional description or explanation necessary for you to operate the service smoothly.

Accessibility Compliance (How We Meet Requirements)

We have assessed en.tirrenia.it 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 en.tirrenia.it is:

Perceivable

- Instructions provided for understanding and operating content do not rely 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 technologies and implemented in a compliant manner.
- Information is not conveyed solely through colour, or an accessible alternative such as text or symbols is provided.
- Changing text spacing (such as line height, paragraph spacing, or spacing between letters or words) does not result in 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.

Operable

- No keyboard traps are present (it is possible to navigate freely into and out of all components).
- There is no interference with shortcut keys made up of single letters, numbers, or symbols.
- No time limits are imposed by the content or, if present, they are user-controllable, adjustable, extendable, or justified by functional or legal requirements.
- No flashing or blinking content is used at levels that could trigger seizures, remaining within safety limits.
- There are several ways to identify content within the environment.
- All features can be used without complex gestures.
- The features do not start immediately when touched, they can be canceled before completion, and you do not need to hold down to make them work.
- For user interface components with labels that include text or text images, the name read by assistive technologies includes the visually presented text.
- All features can be used without relying solely on the movement of the device or the user.
- All features can be used without dragging movements
- The target size of interactive elements is sufficiently large to ensure easy interaction for users.

Understandable

- The language of each page is properly defined and used consistently throughout the service
- User interface components, when receiving keyboard navigation focus, do not trigger unexpected context changes that may disorient users.
- User interface components, when activated by the user via keyboard or assistive technologies, do not trigger unexpected context changes that may disorient users.
- Available navigation mechanisms are positioned consistently throughout the entire service flow
- Repeated elements of the interface are consistently addressed in order to facilitate their identification
- The mechanisms for requesting support or assistance are consistent across the environment.
- When an input error is automatically detected, the erroneous element is identified and the error is described using text.
- When an input error is identified and suggestions for correction are known, those suggestions are provided to the user, unless prohibited by regulation
- We write content in clear, simple language.

Robust

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

We tested en.tirrenia.it 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 en.tirrenia.it stays accessible over time:

- With the support of [AccessiWay](#), we carried out an external, expert-led manual audit on [16/03/2026](#) 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.
- 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 en.tirrenia.it 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 en.tirrenia.it, discover an accessibility issue, or have suggestions for improvement, please let us know.

Email: info@tirrenia.de

Company address: via Larga 26 – Milano

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 [16/03/2026](#). 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 | See 5.2 through 13 | See information in 5.2 through 13 |
| 5.1.2.2 Assistive technology | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| 5.1.3 Non-visual access | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 5.1.3.1 Audio output of visual information | Not Applicable | |
| 5.1.3.2 Auditory output delivery including speech | Not Applicable | |
| 5.1.3.3 Auditory output correlation | Not Applicable | |
| 5.1.3.4 Speech output user control | Not Applicable | |
| 5.1.3.5 Speech output automatic interruption | Not Applicable | |
| 5.1.3.6 Speech output for non-text content | Not Applicable | |
| 5.1.3.7 Speech output for video information | Not Applicable | |
| 5.1.3.8 Masked entry | Not Applicable | |
| 5.1.3.9 Private access to personal data | Not Applicable | |
| 5.1.3.10 Non-interfering audio output | Not Applicable | |
| 5.1.3.11 Private listening volume | Not Applicable | |
| 5.1.3.12 Speaker volume | Not Applicable | |
| 5.1.3.13 Volume reset | Not Applicable | |

| Criteria | Conformance Level | Remarks and explanations |
|---|--|--|
| 5.1.3.14 Spoken languages | Not Applicable | |
| 5.1.3.15 Non-visual error identification | Not Applicable | |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable | |
| 5.1.4 Functionality closed to text enlargement | Not Applicable | |
| 5.1.5 Visual output for auditory information | Not Applicable | |
| 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> |
| 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 | |
| 5.5 Operable parts | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 5.5.1 Means of operation | Not Applicable | |
| 5.5.2 Operable parts discernibility | Not Applicable | |
| 5.6 Locking or toggle controls | <i>Heading cell no response required</i> | <i>Heading 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 | |
| 5.8 Double-strike key acceptance | Not Applicable | |
| 5.9 Simultaneous user actions | Not Applicable | |

Chapter 6: ICT with Two-Way Voice Communication

| Criteria | Conformance Level | Remarks and explanations |
|--|--|--|
| 6.1 Audio bandwidth for speech | <i>Not Applicable</i> | |
| 6.2 Real-time text (RTT) functionality | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 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 | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 6.5.1 General (informative) | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 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 | |

| Criteria | Conformance Level | Remarks and explanations |
|---|--------------------------------------|--------------------------------------|
| 6.5.6 Speaker identification with video (sign language) communication | Not Applicable | |
| 6.6 Alternatives to video-based services (advisory only) | <i>Advisory no response required</i> | <i>Advisory no response required</i> |

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 | Not Applicable | |
| 7.1.2 Captioning synchronization | Not Applicable | |
| 7.1.3 Preservation of captioning | Not Applicable | |
| 7.1.4 Captions characteristics | Not Applicable | |
| 7.1.5 Spoken subtitles | Not Applicable | |
| 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 | Not Applicable | |
| 7.2.2 Audio description synchronization | Not Applicable | |
| 7.2.3 Preservation of audio description | Not Applicable | |
| 7.3 User controls for captions and audio description | Not Applicable | |

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 reach | Not Applicable | |

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

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 | Non-text content is presented to users without an equivalent text alternative. |
| 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, information, structure or correlations conveyed by the presentation of pages cannot be determined programmatically (or are not available through text); |
| 1.3.2 Meaningful Sequence | Partially supports | In some cases meaning is only visual and non-structural; |
| 1.3.3 Sensory Characteristics | Supports | |
| 1.4.1 Use of Color | Supports | |
| 1.4.2 Audio Control | Supports | |
| 2.1.1 Keyboard | Partially supports | Some features cannot be activated by keyboard (or similar input interface); |

| | | |
|--|--------------------|--|
| 2.1.2 No Keyboard Trap | Supports | |
| 2.1.4 Character Key Shortcuts | Supports | |
| 2.2.1 Timing Adjustable | Supports | |
| 2.2.2 Pause, Stop, Hide | Partially supports | Some animations, flashing, sliding or self-updates of information started automatically, with a duration of more than five seconds or presented in parallel with other content, there are no mechanisms to stop or hide them; |
| 2.3.1 Three Flashes or Below Threshold | Supports | |
| 2.4.1 Bypass Blocks | Partially supports | There is no mechanism to skip content blocks that repeat on multiple web pages; |
| 2.4.2 Page Titled | Partially supports | Some web pages do not have titles that describe the topic or purpose; |
| 2.4.3 Focus Order | Partially supports | In some web pages that can be browsed sequentially and in which the navigation sequence affects their meaning and functioning, some objects that may receive the focus do not receive it with an order that preserves the meaning and operation of it; |
| 2.4.4 Link Purpose (In Context) | Partially supports | The purpose of certain links cannot be determined by the link text or by the |

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|------------------------------|--------------------|---|
| | | link text together with adjacent content; |
| 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 | Supports | |
| 3.3.2 Labels or Instructions | Partially supports | In some cases no labels or instructions are provided when the content requires input actions by the user; |
| 3.3.7 Redundant Entry | Supports | |
| 4.1.1 Parsing | Supports | |
| 4.1.2 Name, Role, Value | Partially supports | In some cases, user interface components (including: module elements, script-generated links and components), name, role, state, property and values are incorrect or set, or the user a.t are not warned when these attributes change; |

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 | Where not allowed, visual representation of text and images containing text does not always have the minimum contrast ratio required ***; |
| 1.4.4 Resize text | Partially supports | Some texts, except for subtitles and images containing text, cannot be resized up to 200 percent without using assistive technologies and without losing content and functionality; |
| 1.4.5 Images of Text | Partially supports | In some cases text images have been used instead of text only and are neither customizable nor essential to the types of information conveyed; |
| 1.4.10 Reflow | Partially supports | Content that does not require a representation in two dimensions (such as data tables or maps) does not rearrange when resizing; |
| 1.4.11 Non-text Contrast | Partially supports | For some essential |

| | | |
|-------------------------------------|--------------------|--|
| | | components, even in different states, the color contrast compared to adjacent elements does not exceed the ratio of 3:1; |
| 1.4.12 Text Spacing | Supports | |
| 1.4.13 Content on Hover or Focus | Supports | |
| 2.4.5 Multiple Ways | Supports | |
| 2.4.6 Headings and Labels | Partially supports | Headers and/or labels do not sufficiently clarify content or functionality; |
| 2.4.7 Focus Visible | Partially supports | On some interactive elements the focus indicator is not visible; |
| 2.4.11 Focus Not Obscured (Minimum) | Partially supports | Some focusable elements are completely obscured by author-created content; |
| 2.5.7 Dragging Movements | Supports | |
| 2.5.8 Target Size (Minimum) | Supports | |
| 3.1.2 Language of Parts | Partially supports | In some cases, when text phrases are in a different language, this is not indicated 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 | Supports | |

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|---|--------------------|--|
| (Legal, Financial, Data) | | |
| 3.3.8 Accessible Authentication (Minimum) | Supports | |
| 4.1.3 Status Messages | Partially supports | In some cases state messages are not presented to the user so that a.t. interpret them without having to move the focus; |

Chapter 10: Non-Web Documents

| Criteria | Conformance Level | Remarks and explanations |
|-----------------------------------|--|--|
| 10.0 General (informative) | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 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) | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 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 | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 11.5.1 Closed functionality | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 11.5.2 Accessibility services | <i>Heading cell no response required</i> | <i>Heading cell no response required</i> |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.2 Platform accessibility service support for assistive technologies | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not Applicable | |
| 11.5.2.5 Object information | Not Applicable | |
| 1.5.2.6 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 of focus and selection attributes | Not Applicable | |

| Criteria | Conformance Level | Remarks and explanations |
|---|---|--|
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable | |
| 11.5.2.15 Change notification | Not Applicable | |
| 11.5.2.16 Modifications of states and properties | Not Applicable | |
| 11.5.2.17 Modifications of values and text | Not Applicable | |
| 11.6 Documented accessibility usage | <i>Heading cell no response required</i> | <i>Heading 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 | |
| 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> |
| 11.8.2 Accessible content creation | See WCAG 2.2 section (If not authoring tool, enter “Not Applicable”) | See information in WCAG 2.2 section |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable | |
| 11.8.4 Repair assistance | Not Applicable | |
| 11.8.5 Templates | Not Applicable | |

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

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 | Not Applicable | |
| 13.1.3 Sign relay services | Not Applicable | |
| 13.1.4 Lip-reading relay services | Not Applicable | |
| 13.1.5 Captioned telephony services | Not Applicable | |
| 13.1.6 Speech to speech relay services | Not Applicable | |
| 13.2 Access to relay services | Not Applicable | |
| 13.3 Access to emergency services | Not Applicable | |

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 RGAAs. 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.