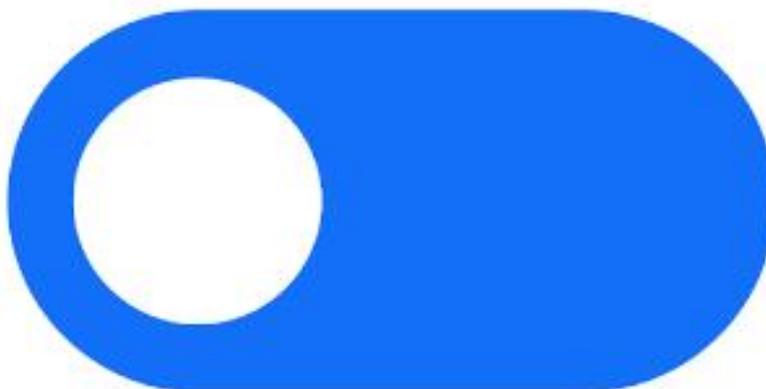


Accessibility Conformance Report

*ADA/WCAG/UNI-EN301549
accessibility statement
(based on [VPAT®](#))*



Client:

[ETRO S.p.A](#)

URL:

<https://www.etro.com/>

Date:

[5/02/2026](#)



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01. Introduction

01.1 - About

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This document is based on WCAG and EU edition of the VPAT. It includes the following standards/guidelines: · Web Content Accessibility Guidelines 2.0 · Web Content Accessibility Guidelines 2.1, UNI-EN 301549.

For [more informations read ITI web page](#)

PLEASE NOTE: While a VPAT can be an essential aid in assessing the availability of ICT products with accessibility features, it is important to note that, even in cases where a product conforms to relevant standards and technical specifications, an end user may still encounter difficulties utilizing it due to the nature or severity of their disability. On the other hand, a product that may not fully conform to all technical requirements may still be perfectly accessible to an end user who has a disability, but does not need a particular accessibility feature, e.g., a large-button telephone handset for an individual with a hearing disability.

01.2 - Test environments

Operating systems

- Apple Mac Os X (last version)
- Microsoft Windows (last version)
- Apple Ios (last version)
- Google Android (last 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 no adaptation.**

In order to make the most realistic evaluation **we also make some adaptation like:**

- 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 (last version) and Freedom scientific Jaws (second-to-last version) - PC systems only

02. Accessibility Conformance Report

02.1 - General infos

Company: ETRO S.p.A

Name of Product/Version: <https://www.etro.com/>

Report Date: 5/02/2026

Product Description: Etro.com

Contact Information: customercare@etro.com

Evaluation Methods Used: (see [05.3 - Methodology](#))

Applicable Standards/Guidelines

Web Content Accessibility Guidelines 2.0	Level A (YES) Level AA (YES) Levels AAA (NO)
Web Content Accessibility Guidelines 2.1	Level A (YES) Level AA (YES) Levels AAA (NO)

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.

03. WCAG 2.x **Report**

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

03.1 - Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	Not all non-text content presented to the user has a text alternative that serves the equivalent purpose.
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	Supports	
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	Supports	
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 link text together with adjacent

		content;
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Partially supports	For some user interface components with labels that include text or text images, the name read by the a.t., does not contain the text that is visually presented;
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;

03.2 - Success Criteria, 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	Partially supports	The purpose of certain input fields that accept specific data is not communicated correctly to the a.t. or has not been implemented correctly;
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	Supports	
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

		<p>components, even in different states, the color contrast compared to adjacent elements does not exceed the ratio of 3:1;</p>
1.4.12 Text Spacing	Partially supports	<p>Changing the spacing of texts relating to the height of the lines, spaces between paragraphs, letters or words, there are certain losses of information or content;</p>
1.4.13 Content on Hover or Focus	Partially supports	<p>In some cases, when mouse pointer (hover) passing or keyboard focus make content visible and hidden, there is no mechanism available to hide additional content without moving the mouse pointer or keyboard focus, the pointer cannot be moved to additional content without disappearing or additional content remains visible until the hover or focus event is removed, the user deletes it or his information is no longer valid except for some exceptions;</p>
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Partially supports	<p>Headers and/or labels do not sufficiently clarify content or functionality;</p>
2.4.7 Focus Visible	Partially supports	<p>On some interactive elements the focus indicator is not visible;</p>
2.4.11 Focus Not Obscured	Supports	

(Minimum)		
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Partially supports	Certain interactive elements do not meet the minimum target size of 24 x 24 CSS pixels;
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Partially supports	In cases where an input error is identified and suggestions for correction are known, they are not provided to the user, unless prohibited by law;
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	
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;

04. EN 301 549 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

04.1 Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and explanations
4.2.1 Usage without vision	Partially Supports	
4.2.2 Usage with limited vision	Partially Supports	
4.2.3 Usage without perception of colour	Partially Supports	
4.2.4 Usage without hearing	Partially Supports	
4.2.5 Usage with limited hearing	Partially Supports	
4.2.6 Usage with no or limited vocal capability	Partially Supports	
4.2.7 Usage with limited manipulation or strength	Partially Supports	
4.2.8 Usage with limited reach	Partially Supports	
4.2.9 Minimize photosensitive seizure triggers	Partially Supports	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	
4.2.11 Privacy	Partially Supports	

04.2 Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
5.1 Closed functionality	<i>Heading cell - no response required</i>	<i>Heading cell - no response required</i>
5.1.2 General	<i>Heading cell - no response required</i>	<i>Heading cell - no response required</i>
5.1.2.1 Closed functionality	<i>See 5.2 through 13</i>	<i>See information in 5.2 through 13</i>
5.1.2.2 Assistive technology	<i>See 5.1.3 through 5.1.6</i>	<i>See information in 5.1.3 through 5.1.6</i>
5.1.3 Non-visual access	<i>Heading cell - no response required</i>	<i>Heading cell - no response required</i>
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	

Criteria	Conformance Level	Remarks and explanations
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	
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	

Criteria	Conformance Level	Remarks and explanations
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

04.3 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</i>	<i>Heading cell - no response</i>

Criteria	Conformance Level	Remarks and explanations
	<i>response required</i>	<i>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	
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>

04.4 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	
7.2.1 Audio description playback	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
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	

04.5 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	

Criteria	Conformance Level	Remarks and explanations
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	
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	

04.6 Chapter 9: Web (see WCAG 2.x section)

04.7 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.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

04.8 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.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	<i>Heading cell - no response required</i>	<i>Heading cell - no response required</i>

Criteria	Conformance Level	Remarks and explanations
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	
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 of focus and selection attributes	Not Applicable	
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>

Criteria	Conformance Level	Remarks and explanations
	<i>response required</i>	<i>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.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x 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	

04.9 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.x	See information in WCAG 2.x

Criteria	Conformance Level	Remarks and explanations
	section	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.x section	See information in WCAG 2.x section

04.10 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	

05. Annexes

05.1 - 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 (article L. 114 of the Social Action and Families Code).

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.

05.2 - WCAG

WCAG overview

The Web Content Accessibility Guidelines, more commonly referred to as WCAG, is a set of guidelines developed with the aim of making web content more accessible to people with disabilities. It is developed by the World Wide Web Consortium (W3C), an international organization that develops open standards to ensure the long-term growth of the Web. The W3C's Web Accessibility Initiative (WAI) specifically handles the development and management of the WCAG.

The WCAG guidelines are globally recognized and adopted as the standard for digital accessibility. They have undergone multiple revisions since the release of WCAG 1.0 in 1999, with WCAG 2.0 being published in 2008, WCAG 2.1 in 2018, and WCAG 2.2 in 2023. These updates aim to account for changes in technology and a better understanding of different accessibility needs.

Levels of Conformance

The WCAG guidelines are divided into three levels of conformance: A (lowest), AA (midrange), and AAA (highest). Each level has specific criteria that must be satisfied to achieve that level of conformance. The guidelines are designed this way to meet the needs of different individuals and situations, with Level A addressing the most severe and limiting accessibility issues, and Level AAA addressing more comprehensive accessibility considerations.

It's important to remember that while WCAG is an excellent guideline and standard, achieving 100% compliance with WCAG does not necessarily mean a website is completely accessible to all users. It's crucial to complement these guidelines with user testing and continual reassessment of your site's accessibility needs.

Accessibility web page

An accessibility page on a website is a place where website owners can detail the measures they have taken to make their website accessible to individuals with disabilities. This is a best-practice in web design and development to enhance digital accessibility. Here are a few components you might often find on an accessibility page:

- **Commitment Statement:** This is a formal statement where the business or organization expresses its commitment to digital accessibility.
- **Standards Compliance:** This is where the website indicates the accessibility standards it adheres to, such as WCAG 2.1 Level AA. This may also include information about how the site has been tested for compliance with these standards.
- **Accessibility Features:** A rundown of the main accessibility features of the site, such as keyboard shortcuts, text size options, color contrast options, etc.
- **Instructions for Using Accessibility Features:** Detailed instructions on how to use the site's accessibility features, like how to turn on captions or use keyboard navigation.
- **Contact and Feedback:** Information on how to contact the website team to report accessibility issues, request accommodations, or provide feedback on the site's accessibility.
- **Update and Revision Date:** The date of the last update to the accessibility page or compliance information.

It's important to remember that the presence of an accessibility page doesn't guarantee in itself that the site is accessible, but it's an indicator of the company's commitment to digital accessibility.

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

Automated tools for syntax checking

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

Automatic and semi-automatic tools for color verification

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

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- Accescan
- Wave

And other local tools:

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

Terms

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

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

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

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

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

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

Compliance levels

To meet the needs of various groups and different contexts, three levels of compliance have been defined: A (lowest), AA, and AAA (highest).

Level A Criterion : Minimum level. Impacts the experience of a wide range of users / often requires simple implementation techniques.

Level AA Criterion : Improved accessibility level. Impacts a smaller group of users / may require more specific implementation techniques.

Level AAA Criterion : Maximum level of accessibility, suitable only for certain contexts.