

VPAT

*ADA/WCAG/UNI-EN301549
accessibility statement*



Client:

Stefano Ricci

URL:

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

Date:

01/12/2025



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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 edition of the VPAT. It includes the following standards/guidelines: · Web Content Accessibility Guidelines 2.0 · Web Content Accessibility Guidelines 2.1 · Web Content Accessibility Guidelines 2.2.

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: Stefano Ricci

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

Report Date: 01/12/2025

Product Description: <https://www.stefanoricci.com/>

Contact Information: accessibility@stefanoricci.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)
Web Content Accessibility Guidelines 2.2	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

Success Criteria	Conformance Level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Images without or unnecessary alternative text: The informative logo images present in the footer section that do not have an alternative text. <p>As a result, screen reader users will miss out on important visual content conveyed by these images, affecting their understanding of the page.</p> <p>There are decorative images that do not have an empty 'alt' attribute or have an unnecessary alternative text. Examples include:</p> <ul style="list-style-type: none"> - When the user adds a product to the cart, the product is successfully added. However, when the user opens the cart non-modal dialog from the header section displays a decorative image that incorrectly includes unnecessary alt text. - The decorative image present inside the modal dialog appears after clicking the "Conferma" button under "Iscriviti alla newsletter" section has unnecessary alternative text such as "newsletter". <p>As a result, these images may be read aloud by screen readers unnecessarily, adding noise and distraction, which hampers efficient navigation.</p> <p>Homepage > Images without or unnecessary alternative text: The decorative image above the "Autunno Inverno 2025" heading in the main section with an unnecessary alternative text such as "Modello sulla carrozza di un treno antico".</p> <p>As a result, these images may be read aloud by screen readers unnecessarily, adding noise and distraction, which</p>

		<p>hampers efficient navigation.</p> <p>The informative image present above "Fashional Geographic" heading in the main section with an inappropriate alternative text.</p> <p>As a result, misleading or vague alternative text can confuse users relying on screen readers, leading to misunderstandings about the image's meaning.</p> <p>Homepage > Redundant image and textual link with redundant alt text: The images and "Piumino con cappuccio in lana vergine e cashmere", "Maglione a girocollo in lana", "Pantaloni affusolati a cinque tasche in tessuto misto cotone e cashmere" and so on text links under "Highlights" heading in the main section with inappropriate accessible names that point to the same destination and are coded with separate <a> elements.</p> <p>As a result, redundant or inconsistent accessible names may confuse screen reader users or cause them to think the links serve different purposes, increasing cognitive load.</p> <p>Search results > Inappropriate alternative for image links: The image links present above the "Pantaloni affusolati in velluto a coste", "Pantaloni joggers in maglia di cashmere Alpha Yarn", "Jeans affusolati" and so on link text in the main section are using inappropriate accessible names such as "Pantaloni affusolati in velluto a coste", "Pantaloni joggers in maglia di cashmere Alpha Yarn", "Jeans affusolati" and so on.</p> <p>As a result, users of assistive technologies may receive unclear or misleading information about the</p>
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	<p>link's function or destination, leading to confusion or misnavigation.</p> <p>Search results > Redundant image and textual link with redundant alt text: The image links and "Pantaloni affusolati in velluto a coste", "Pantaloni joggers in maglia di cashmere Alpha Yarn", "Jeans affusolati" and so on text links in the main section with similar accessible names that point to the same destination and are coded with separate <a> elements.</p> <p>As a result, redundant or inconsistent accessible names may confuse screen reader users or cause them to think the links serve different purposes, increasing cognitive load.</p> <p>Clothing > Inappropriate alternative for image links: The image links present above the "Gilet in piumino in lana e cashmere", "Piumino in velluto e pelle di agnello", "Cappotto da guida in seta" and so on link text in the main section are using inappropriate accessible names such as "Gilet in piumino in lana e cashmere", "Piumino in velluto e pelle di agnello", "Cappotto da guida in seta" and so on.</p> <p>As a result, users of assistive technologies may receive unclear or misleading information about the link's function or destination, leading to confusion or misnavigation.</p> <p>Clothing > Redundant image and textual link with redundant alt text: The image links and "Gilet in piumino in lana e cashmere", "Piumino in velluto e pelle di agnello", "Cappotto da guida in seta" and so on text links in the main section with similar accessible names that point to the same destination and are coded with separate <a> elements.</p>
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		<p>As a result, redundant or inconsistent accessible names may confuse screen reader users or cause them to think the links serve different purposes, increasing cognitive load.</p> <p>Product detail > Missing alternative for image links: The share and wishlist image links in the main section do not have an accessible name.</p> <p>As a result, screen reader users will not be able to understand the purpose or destination of these image links, making navigation and interaction difficult.</p> <p>Fall Winter 2025 > Inappropriate alternative for image links: The image links present above the "Piumino con cappuccio", "Giacca imbottita in lana", "Piumino in velluto e pelle di agnello" and so on link text in the main section are using inappropriate accessible names such as "Piumino con cappuccio", "Giacca imbottita in lana", "Piumino in velluto e pelle di agnello" and so on.</p> <p>This can also be observed on the page 8 (Jeans).</p> <p>As a result, users of assistive technologies may receive unclear or misleading information about the link's function or destination, leading to confusion or misnavigation.</p> <p>Fall Winter 2025 > Redundant image and textual link with redundant alt text: The image links and "Piumino con cappuccio", "Giacca imbottita in lana", "Piumino in velluto e pelle di agnello" and so on text links in the main section with similar accessible names that point to the same destination and are coded with separate <a> elements.</p> <p>As a result, redundant or inconsistent accessible names may confuse screen</p>
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	<p>reader users or cause them to think the links serve different purposes, increasing cognitive load.</p> <p>Fall Winter 2025 > Missing alternative for image links: The wishlist image links present at the top right side of the product images in the main section that do not have an accessible name.</p> <p>This can also be observed on the following pages:</p> <ul style="list-style-type: none">- Page 2 (Search results)- Page 5 (Clothing)- Page 8 (Jeans) <p>As a result, screen reader users will not be able to understand the purpose or destination of these image links, making navigation and interaction difficult.</p> <p>Jeans > Redundant image and textual link with redundant alt text: The "Jeans affusolati in tessuto misto cotone", "Jeans affusolati in tessuto misto cotone e cashmere", "Jeans affusolati in tessuto misto cotone e seta" and so on links are text links with similar accessible names that point to the same destination and are coded with separate <a> elements.</p> <p>As a result, redundant or inconsistent accessible names may confuse screen reader users or cause them to think the links serve different purposes, increasing cognitive load.</p> <p>One family story > Images without or unnecessary alternative text: There are decorative images that do not have an empty 'alt' attribute or have unnecessary alternative text.</p> <p>Examples include:</p> <ul style="list-style-type: none">- The decorative image present under the "1990" heading does not have an
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		<p>empty 'alt' attribute</p> <p>- The "The Ricci family in the Arno river", "ties", "A young Stefano Ricci" and so on decorative images present in the main section have unnecessary alternative text</p> <p>As a result, these images may be read aloud by screen readers unnecessarily, adding noise and distraction, which hampers efficient navigation.</p> <p>Su misura > Images without or unnecessary alternative text: The "Made to Measure", "True Craftsmanship", "Exclusive Fabrics" and so on decorative images present under the "Su Misura" heading have unnecessary alternative text</p> <p>As a result, these images may be read aloud by screen readers unnecessarily, adding noise and distraction, which hampers efficient navigation.</p> <p>Cart (after added at least 1 item) > Images without or unnecessary alternative text: The "Pantaloni affusolati in velluto a coste,,small" decorative image present under the "La tua selezione" heading have unnecessary alternative text</p> <p>As a result, these images may be read aloud by screen readers unnecessarily, adding noise and distraction, which hampers efficient navigation.</p> <p>Checkout > Images without or unnecessary alternative text: The "Jeans affusolati in tessuto misto cotone,,small" decorative image present under the "Riepilogo ordine" button have unnecessary alternative text.</p> <p>As a result, these images may be read aloud by screen readers unnecessarily, adding noise and distraction, which hampers efficient navigation.</p>
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		<p>Stores > Images without or unnecessary alternative text: The "Boutique Castelfalfi", "Boutique Florence", "Boutique Florence - Four Seasons Hotel" and so on decorative images present under the "Scopri le nostre boutique" heading have unnecessary alternative text</p> <p>As a result, these images may be read aloud by screen readers unnecessarily, adding noise and distraction, which hampers efficient navigation.</p> <p>Stores > Missing alternative for image buttons: There are image buttons that do not have an accessible name.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - The "share" image button present in the map section. - The image buttons present in the map section. <p>As a result, screen reader users will be unable to identify the purpose of these buttons.</p>
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative Supports	Supports	
1.3.1 Info and Relationships	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Landmarks not defined properly: The landmarks are not correctly implemented, as the footer (content info) has been defined inside the main element. - General > Missing heading mark-up: There are text contents that are missing heading markup. <p>Examples include:</p> <ul style="list-style-type: none"> - The "About" and "Special Projects" text present in the expanded section

	<p>of the "SR World" link in the header section are missing <h2> heading markup.</p> <p>- When the user adds a product to the cart, the product is successfully added. However, when the user opens the cart non-modal dialog from the header section, the product title "Jeans affusolati in tessuto..." appears, but its <h3> heading markup is missing.</p> <p>The "Jeans affusolati in tessuto..." text present inside the non-modal dialog appears on hover the cart image link in the header section is missing <h3> heading markup</p> <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure.</p> <p>- General > Heading mark-up used unnecessarily: The "Stefano Ricci" logo image text in the header section do not describe any contents below them but is marked up with a <h1> heading unnecessarily.</p> <p>As a result, screen reader users may get confused or frustrated by the inappropriate use of headings.</p> <p>Homepage > Inappropriate heading structure: The headings such as "Autunno Inverno 2025" present above the "Stefano Ricci Explorer" heading in the main section are coded as <h3> instead of <h1> which cause inappropriate heading structure.</p> <p>As a result, users navigating via headings may experience a disjointed or confusing content hierarchy.</p> <p>Search results > Missing heading mark-up: There are text contents that are missing heading markup.</p>
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		<p>Examples include:</p> <ul style="list-style-type: none"> - The text such as "130 risultati" below the "pantaloni" heading in the main section describe the contents below them but are missing <h2> heading markup respectively. - The "Pantaloni affusolati in velluto a coste", "Pantaloni joggers in maglia di cashmere Alpha Yarn", "Jeans affusolati" and so on text links in the main section are missing <h3> heading markup. <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure.</p> <p>Search results > Additional information not associated: The price texts such as "€ 900", "€ 2.950", "€ 1.100" and so on are not associated with the "Pantaloni affusolati in velluto a coste", "Pantaloni joggers in maglia di cashmere Alpha Yarn", "Jeans affusolati" and so on text links present under the "pantaloni" section.</p> <p>As a result, users relying on assistive technologies may miss key instructions, leading to errors while completing the form.</p> <p>Profile > Inappropriate heading structure: The headings such as "Dati personali", "Password", "I tuoi indirizzi" and "Metodi di pagamento" under the "Il tuo profilo" section are coded as <h4> instead of <h3> which cause inappropriate heading structure.</p> <p>As a result, users navigating via headings may experience a disjointed or confusing content hierarchy.</p> <p>Clothing > Missing heading mark-up: There are missing visual instructions for mandatory fields.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - The text such as "834 risultati" below
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		<p>the "Abbigliamento" heading in the main section describe the contents below them but is missing <h2> heading markup respectively.</p> <p>- The "Gilet in piumino in lana e cashmere", "Piumino in velluto e pelle di agnello", "Cappotto da guida in seta" and so on text links in the main section are missing <h3> heading markup.</p> <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure. Clothing > Additional information not associated: The price texts such as "€ 5.250", "€ 4.950", "€ 6.400" and so on are no associated with the "Gilet in piumino in lana e cashmere", "Piumino in velluto e pelle di agnello", "Cappotto da guida in seta" and so on text links present under the "Abbigliamento" section.</p> <p>As a result, users relying on assistive technologies may miss key instructions, leading to errors while completing the form. Product detail > Missing heading mark-up: The text such as "Colore" and "Taglia" under "Blouson" heading in the main section describe the contents below them but are missing <h2> heading markup respectively.</p> <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure. Product detail > Additional information not associated: The "€ 4.200" price is not associated with the respective "Blouson" heading.</p> <p>As a result, users relying on assistive technologies may miss key instructions, leading to errors while</p>
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	<p>completing the form.</p> <p>Product detail > Missing list mark-up: The apply pay and G pay images present below the "Aggiungi al carrello" link in the main section do not use appropriate list markup.</p> <p>As a result, screen reader users may not perceive related items as a group, reducing comprehension and making content harder to follow.</p> <p>Fall Winter 2025 > Missing heading mark-up: There are missing visual instructions for mandatory fields.</p> <p>Examples include:</p> <ul style="list-style-type: none">- The text such as "342 risultati" below the "Fall Winter 2025" heading in the main section describe the contents below them but are missing <h2> heading markup respectively.- The "Piumino con cappuccio", "Giacca imbottita in lana", "Piumino in velluto e pelle di agnello" and so on text links in the main section are missing <h3> heading markup. <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure.</p> <p>Fall Winter 2025 > Missing list mark-up: The "Visualizza griglia a 4 colonne", "Visualizza griglia a 3 colonne" and "Visualizza griglia highlights" elements present next to the "342 risultati" text that do not use appropriate list markup.</p> <p>This can also be observed on the following pages:</p> <ul style="list-style-type: none">- Page 2 (Search results)- Page 5 (Clothing)- Page 8 (Jeans) <p>As a result, screen reader users may</p>
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		<p>not perceive related items as a group, reducing comprehension and making content harder to follow.</p> <p>Fall Winter 2025 > Additional information not associated: The additional information such as "€ 3.300", "€ 3.600", "€ 5.250" and so on are not associated with the "Piumino con cappuccio", "Piumino con cappuccio in lana vergine e cashmere", "Piumino in lana e seta" and so on text links under the "Fall Winter 2025" section</p> <p>As a result, users relying on assistive technologies may miss key instructions, leading to errors while completing the form.</p> <p>Jeans > Missing heading mark-up: The "117 risultati" text present under the "Jeans" heading describes the contents below them but is missing <h2> heading markup.</p> <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure.</p> <p>Whishlist (after added at least 1 item) > Inappropriate heading structure: "The "Dati personali", "Password", "I tuoi indirizzi" and "Metodi di pagamento" headings are present under the "Il tuo profilo" heading in the "Il tuo profilo" tab are coded as <h4> instead of <h3> which cause inappropriate heading structure.</p> <p>As a result, users navigating via headings may experience a disjointed or confusing content hierarchy.</p> <p>Whishlist (after added at least 1 item) > Missing heading mark-up: The "Seleziona Taglia:" text appears after activating the "Chiudi carrello rapido" image button present in the main section describes the contents below them but is missing <h3> heading</p>
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		<p>markup</p> <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure. Cart (after added at least 1 item) > Missing list mark-up: The "Paypal", "ApplePay", "Google Pay" and so on informative images present under the "Pagamenti sicuri" heading are contents that display related information that do not use appropriate list markup.</p> <p>As a result, screen reader users may not perceive related items as a group, reducing comprehension and making content harder to follow. Cart (after added at least 1 item) > Inappropriate heading structure: The "Jeans affusolati in tessuto misto cotone" heading present in the modal appears after activating the "Modifica" present under the "La tua selezione" heading is coded as <h1> instead of <h2> which cause inappropriate heading structure.</p> <p>As a result, users navigating via headings may experience a disjointed or confusing content hierarchy. Checkout > Missing heading mark-up: The "Riepilogo ordine" button present in the main section describe the contents below them but is missing <h2> heading markup.</p> <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure. Stores > Inappropriate heading structure: The "Castelfalfi", "Florence", "Florence - Four Seasons Hotel" and so on headings present under the "Scopri le nostre boutique" heading are coded as <h5> instead of <h4> which cause inappropriate heading structure.</p>
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		<p>As a result, users navigating via headings may experience a disjointed or confusing content hierarchy.</p> <p>Stores > Missing heading mark-up: The "Vancouver", "Beverly Hills", "New York" text appears in modal which appears after activating the image buttons present in the map section describe the contents below them but are missing <h2> heading markup.</p> <p>As a result, screen reader users may not be able to efficiently navigate or understand the content structure.</p>
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially supports	<p>Exceptions include:</p> <p>Jeans > Color alone used to convey selected state: The "Wishlist" image link in the products present under the "Jeans" heading is instance where only color is used to indicate the selected state.</p> <p>As a result, users with color blindness or low vision may not be able to identify the selected option.</p>
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially supports	<p>Exceptions include:</p> <p>Product detail > Element not operable with a keyboard: It is not possible to navigate within the image using the keyboard. Additionally, it would be better not to use a custom mouse cursor, as some users already customize their cursor by default, which could lead to conflicts.</p>
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	Supports	
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Partially supports	<p>Exceptions include:</p> <p>Fall Winter 2025 > Illogical tab order:</p> <p>There are issues with the tab order, which is not following a logical sequence. Examples include:</p> <ol style="list-style-type: none"> 1. The Filtra e Ordina (Ø) dropdown present beside the "342 risultati" text. 2. The "Visualizza griglia a 4 colonne", "Visualizza griglia a 3 colonne" and "Visualizza griglia highlights" elements present next to the "342 risultati" text. 3. The "Prezzo crescente" and "Prezzo decrescente" checkboxes present after expanding "Filtra e Ordina (Ø)" dropdown. <p>This can also be observed on the following pages:</p> <ul style="list-style-type: none"> - Page 2 (Search results) - Page 5 (Clothing) - Page 8 (Jeans) <p>As a result, keyboard users face confusion and inefficiency navigating the page.</p> <p>One family story > Hidden contents receive keyboard focus: The "Next" and "Previous" button located beside the "Oggi" link is hidden interactive elements receiving keyboard focus.</p> <p>As a result, this causes confusion for users relying on keyboard navigation. Stores > Keyboard focus not restricted in modal dialog: Keyboard focus is not properly restricted within the "Vancouver", "Beverly Hills", "New York"</p>

		<p>and so on modal dialogs that appears after activating the image buttons present in the map section, allowing users to navigate to background content while it is open.</p> <p>As a result, keyboard-only and screen reader users can get lost or interact with background content unexpectedly.</p>
2.4.4 Link Purpose (In Context)	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Non-descriptive link text: The link text such as "Vedi tutti" present in the expanded section of the "ABBIGLIAMENTO", "ACCESSORI", "SCARPE" and so on link in the header section are not meaningful and do not describe their purpose. <p>As a result, screen reader users cannot determine link purpose or destination easily.</p> <p>Homepage > Non-descriptive link text: There are link texts that are identical or/and non-descriptive. Examples include:</p> <ul style="list-style-type: none"> - The "Scopri di più" link text present below the "Capispalla", "Borse" and "Maglieria" headings in the main section are identical and non-descriptive. - The link text such as "Scopri di più" under "Autunno Inverno 2025" heading in the main section is not meaningful and do not describe their purpose. - The link text such as "Guarda Ora" under "Fashional Geographic" heading in the main section is not meaningful and do not describe their purpose. <p>As a result, screen reader users cannot determine link purpose or destination easily.</p> <p>Jeans > Non-descriptive labels for buttons: The "Altro" button present</p>

		<p>above the "Iscriviti alla newsletter" heading is not meaningful and do not describe their purpose.</p> <p>This can also be observed on the following pages:</p> <ul style="list-style-type: none"> - Page 5 (Clothing) - Page 7 (Fall Winter 2025) <p>As a result, screen reader users cannot determine link purpose or destination easily.</p> <p>FAQ > Non-descriptive link text: The multiple "Torna all'indice" links present in the main section are identical and non descriptive, do not describe their purpose.</p> <p>As a result, screen reader users cannot determine link purpose or destination easily.</p> <p>Stores > Non-descriptive link text: The "Scopri orari e servizi" links present under the "Scopri le nostre boutique" heading lead to different destinations but use identical text, which fails to clearly describe their purpose.</p> <p>As a result, screen reader users cannot determine link purpose or destination easily.</p>
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Partially supports	Exceptions include:

		<p>- General > Error messages difficult to locate: The "Please check this box if you want to proceed." error message appears after activating the "Iscriviti" button present inside the modal dialog appears after clicking the "Conferma" button under "Iscriviti alla newsletter" section. However, these messages are not announced by screen readers, and keyboard focus does not move to the corresponding input fields. Additionally, the error messages are not programmatically associated with their respective input fields.</p> <p>As a result, screen reader users may be unaware of the errors or unable to determine which input requires correction.</p> <p>Checkout > Error messages difficult to locate: After submitting the "Checkout" form with invalid or missing data by activating the "Conferma e prosegui" button, multiple error messages appear. However, these messages are not announced by screen readers, and keyboard focus does not move to the corresponding input fields. Additionally, the error messages are not programmatically associated with their respective input fields.</p> <p>- The "Il campo Nome è obbligatorio." error message for "Nome*" input field</p> <p>- The "Il campo Cognome è obbligatorio" error message for "Cognome*" input field</p> <p>- The "Il campo Numero di telefono è obbligatorio." error message for "Numero*" input field and so on input fields</p> <p>As a result, screen reader users may</p>
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		<p>be unaware of the errors or unable to determine which input requires correction.</p>
3.3.2 Labels or Instructions	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Missing visual instruction for mandatory fields: The "E-mail" input field present inside the modal dialog appears after clicking the "Conferma" button under "Iscriviti alla newsletter" section is missing visual instructions for mandatory fields. <p>As a result, sighted users and users with cognitive disabilities may not realize the need to fill these fields. Registration (create dummy account) > Missing visual instruction for mandatory fields: There are missing visual instructions for mandatory fields.</p> <p>Examples include:</p> <ul style="list-style-type: none"> - The "E-mail" and "Password" text field present in the "Accedi al tuo account" form in the main section are missing visual instructions for mandatory fields. - The The "E-mail" input field present inside the modal dialog appears after clicking the "Hai dimenticato la password?" link in the main section is missing visual instructions for mandatory fields. <p>As a result, sighted users and users with cognitive disabilities may not realize the need to fill these fields. Registration (create dummy account) > Missing visual label for form fields: The "Titolo", "Giorno", "Mese" and so on dropdown present in the "Crea il tuo account" form appears after activating the "Registrati" button are missing visual labels for form fields.</p>

		<p>As a result, users, including those with cognitive impairments or low vision, may have difficulty understanding the purpose of the field.</p> <p>Checkout > Missing visual instruction for mandatory fields: The "Name*", "Cognome*", "Numero*" and so on input fields present in the main section are missing visual instructions for mandatory fields.</p> <p>As a result, sighted users and users with cognitive disabilities may not realize the need to fill these fields.</p>
3.3.7 Redundant Entry	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name Role Value	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Non-modal dialog is not programmatically identified: The non-modal dialog appears on hover the cart image link in the header section does not have an appropriate role and name information. <p>As a result, screen reader users cannot identify the dialog properly.</p> <p>Homepage > Carousel not programmatically determined: The carousel controls under the "Highlights" section, the content of the respective slide gets dynamically updated. Although the dynamic change in the content is easier to understand for sighted users, it is not intuitive for screen reader users.</p> <p>Moreover, the region consisting of carousel is not programmatically determined.</p> <p>As a result, screen reader users cannot interact with the carousel content effectively.</p> <p>Search results > Custom checkboxes</p>

		<p>not programmatically determined: The checkboxes under "Ordina per", "Taglia", "Colore" and "Stagione" headings present after expanding "Filtra e Ordina" dropdown do not have appropriate role, name, and state information.</p> <p>As a result, screen reader users cannot operate or understand the checkbox.</p> <p>Search results > Carousel not programmatically determined: The carousel controls present above the "Pantaloni affusolati in velluto a coste", "Pantaloni joggers in maglia di cashmere Alpha Yarn", "Jeans affusolati" and so on text links under the "pantaloni" section, the content of the respective slide gets dynamically updated. Although the dynamic change in the content is easier to understand for sighted users, it is not intuitive for screen reader users. Moreover, the region consisting of carousel is not programmatically determined.</p> <p>As a result, screen reader users cannot interact with the carousel content effectively.</p> <p>Registration (create dummy account) > Missing Accessible Name for Modal Dialog: The modal dialog appears after activating "Hai dimenticato la password?" link under "Accedi al tuo account" section that does not have an accessible name.</p> <p>As a result, screen reader users cannot identify the dialog properly.</p> <p>Profile > Inappropriate use of ARIA attributes: The link texts "IL TUO PROFILO", "I TUOI ORDINI" and "WISHLIST" displayed beside the "Il tuo profilo" heading are using the ARIA attribute role="tab" inappropriately.</p>
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		<p>As a result, screen reader users may receive incorrect or confusing information.</p> <p>Clothing > Custom checkboxes not programmatically determined: The checkboxes under "Ordina per", "Taglia", "Colore" and "Stagione" headings present after expanding "Filtra e Ordina (0)" dropdown do not have appropriate role, name, and state information.</p> <p>As a result, screen reader users cannot operate or understand the checkbox.</p> <p>Clothing > Carousel not programmatically determined: The carousel controls present above the "Gilet in piumino in lana e cashmere", "Piumino in velluto e pelle di agnello", "Cappotto da guida in seta" and so on text links under the "Abbigliamento" section, the content of the respective slide gets dynamically updated. Although the dynamic change in the content is easier to understand for sighted users, it is not intuitive for screen reader users. Moreover, the region consisting of carousel is not programmatically determined.</p> <p>As a result, screen reader users cannot interact with the carousel content effectively.</p> <p>Product detail > Carousel not programmatically determined: The carousel controls present inside the modal dialog which appears after clicking on the images in the main section, the content of the respective slide gets dynamically updated. Although the dynamic change in the content is easier to understand for sighted users, it is not intuitive for screen reader users. Moreover, the region consisting of carousel is not programmatically determined.</p>
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		<p>As a result, screen reader users cannot interact with the carousel content effectively.</p> <p>Product detail > Current state is not defined: The color button present below the "Colore" text when selected do not have the current state information.</p> <p>As a result, screen reader users cannot determine which page is active.</p> <p>Product detail > Custom radio buttons not programmatically determined: The custom radio buttons present under "colore" text in the main section do not have appropriate role, name, and state information.</p> <p>As a result, users of assistive technologies may be unable to select or identify options.</p> <p>Product detail > Missing Accessible Name for modal dialog: The modal dialog appears after activating image button beside the "Blouson" heading that does not have an accessible name, additionally another modal dialog appears after clicking "Guida alle taglie" link in the main section.</p> <p>As a result, screen reader users cannot identify the dialog properly.</p> <p>Fall Winter 2025 > Custom checkboxes not programmatically determined: The "Prezzo crescente" and "Prezzo decrescente" checkboxes present after expanding "Filtra e Ordina (0)" dropdown do not have appropriate role, name, and state information.</p> <p>This can also be observed on the page 8 (Jeans).</p> <p>As a result, screen reader users cannot operate or understand the</p>
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	<p>checkbox.</p> <p>Fall Winter 2025 > Carousel not programmatically determined: The carousel controls present above the "Piumino con cappuccio", "Piumino con cappuccio in lana vergine e cashmere", "Piumino in lana e seta" and so on text links under the "Fall Winter 2025" section, the content of the respective slide gets dynamically updated. Although the dynamic change in the content is easier to understand for sighted users, it is not intuitive for screen reader users. Moreover, the region consisting of carousel is not programmatically determined.</p> <p>As a result, screen reader users cannot interact with the carousel content effectively.</p> <p>Jeans > Carousel not programmatically determined: On activating the carousel controls appears after hovering on the products present under the "Jeans" heading, the content of the respective slide gets dynamically updated. Although the dynamic change in the content is easier to understand for sighted users, it is not intuitive for screen reader users. Moreover, the region consisting of carousel is not programmatically determined.</p> <p>As a result, screen reader users cannot interact with the carousel content effectively.</p> <p>Su misura > Modal dialog is not programmatically identified: The "Condividi" modal appears after activating the "Condividi" image button present in the main section, does not have appropriate role and name information.</p> <p>This can also be observed on the page 9 (One family story).</p>
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		<p>As a result, screen reader users cannot identify the dialog properly. Contacts > Current state is not defined: The "Contattaci" navigation link located beside the "Contattaci" heading does not include the current page state information.</p> <p>As a result, screen reader users cannot determine which page is active. FAQ > Current state is not defined: The "FAQ" navigation link located beside the "FAQ Domande Frequenti" heading does not include the current page state information.</p> <p>As a result, screen reader users cannot determine which page is active. Wishlist (after added at least 1 item) > Custom radio buttons not programmatically determined: The radio buttons appears after activating cart button under "Wishlist" section do not have appropriate role, name, and state information.</p> <p>As a result, users of assistive technologies may be unable to select or identify options. Stores > Modal dialog is not programmatically identified: The "Vancouver", "Beverly Hills", "New York" and so on modal dialogs appears after activating the image buttons present in the map section do not have appropriate role and/or name information.</p> <p>As a result, screen reader users cannot identify the dialog properly.</p>
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03.2 - Success Criteria, Level AA

Success Criteria	Conformance Level	Remarks and explanations
1.2.4 Captions (Live)	Supports	
1.2.5 Audio Description (Prerecorded)	Partially supports	<p>Exceptions include: Homepage > Missing audio description for the video: The video present below the header section do not have an audio description.</p> <p>As a result, blind or visually impaired users will miss critical visual information that is not conveyed through the audio.</p>
1.3.4 Orientation	Supports	
1.3.5 Identify Input Purpose	Partially supports	<p>Exceptions include: Registration (create dummy account) > Purpose of input field not identified programmatically: There are common input fields with missing autocomplete attributes.</p> <p>Examples include: - The "E-mail" input field present in the "Accedi al tuo account" form in the main section is missing autocomplete attributes.</p> <p>-The "Nome", "Cognome", "E-mail" and so on input fields in the "Crea il tuo account" form appears after activating the "Registrati" button are having missing autocomplete attributes.</p> <p>As a result, users with motor impairments or cognitive limitations may face difficulties filling out forms efficiently.</p> <p>Stores > Purpose of input field not identified programmatically: The "Paese/regione, stato, città, via" input field present under the "Boutique" heading is missing autocomplete attribute.</p>

		<p>As a result, users with motor impairments or cognitive limitations may face difficulties filling out forms efficiently.</p>
1.4.3 Contrast (Minimum)	Supports	
1.4.4 Resize text	Partially supports	<p>Exceptions include: Homepage > Content not available, overlaps, or cut off on 200% zoom: The "Viaggi verso destinazioni remote..." under "Fashionable Geographic" heading in the main section not available at 1280x1024 with 200% browser zoom.</p> <p>As a result, low-vision users who zoom in may miss out on critical content or functionality. Product detail > Content not available, overlaps, or cut off on 200% zoom: The "di un mondo incontaminato – rendendo omaggio alle voci..." under "Autunno Inverno 2025" heading in the main section not available at 1280x1024 with 200% browser zoom.</p> <p>As a result, low-vision users who zoom in may miss out on critical content or functionality.</p>
1.4.5 Images of Text	Partially supports	<p>Exceptions include: Homepage > Image of text used: The "FASHIONAL GEOGRAPHIC", "EXPLORE THE WORLD TO EXPLORE OURSELVES" and "AVAILABLE ON prime video" text present above "Fashionable Geographic" heading in the main section is displayed as an image rather than actual text.</p> <p>As a result, screen reader users cannot access the information and low-vision users cannot resize or adjust the text properly.</p>

1.4.10 Reflow	Partially supports	<p>Exceptions include:</p> <p>Homepage > Content fails to reflow: The contents such as "Viaggi verso destinazioni remote..." under "Fashional Geographic" heading in the main section not available when page has viewport width of 320x256 CSS pixels.</p> <p>As a result, mobile users, especially those with vision impairments, may not be able to access essential content.</p> <p>Product detail > Content fails to reflow: The "sublimi del Perù. Ritratto con maestria" text under "Autunno Inverno 2025" heading in the main section not available when page has viewport width of 320x256 CSS pixels.</p> <p>As a result, mobile users, especially those with vision impairments, may not be able to access essential content.</p>
1.4.11 Non-text Contrast	Partially supports	<p>Exceptions include:</p> <p>Cart (after added at least 1 item) > Insufficient color contrast for the borders of form controls: The border of "Promocode" input field present in the main section has #ECECEC as foreground and #FFFFFF as background with contrast ratio of 1.2:1.</p> <p>As a result, low-vision users may struggle to locate the input field.</p>
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	Supports	
2.4.7 Focus Visible	Partially supports	<p>Exceptions include:</p> <p>Whishlist (after added at least 1</p>

		<p>item) > Focus not visible: The "Pantaloni affusolati in velluto a coste" link is an interactive element that does not have a visible focus indicator.</p> <p>As a result, keyboard users cannot track their location.</p>
2.4.11 Focus Not Obscured (Minimum)	Supports	
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (LFD)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	<p>Exceptions include:</p> <p>Search results > Status message not defined programmatically: The "Il prodotto è stato aggiunto alla tua lista desideri." success message appears after activating wishlist image links present at the top right side of the product images in the main section is not programmatically determined.</p> <p>This can also be observed on the following pages:</p> <ul style="list-style-type: none"> - Page 5 (Clothing) - Page 7 (Fall Winter 2025) <p>As a result, screen reader users may miss confirmation or alert messages. One family story > Dynamically updating content not announced for screen reader users: There are dynamically changing contents after</p>

		<p>activating the "1972", "1984", "1986" and so on links present in the main section are not announced to screen readers.</p> <p>As a result, screen reader users miss important real-time changes.</p> <p>Stores > Dynamically updating content not announced for screen reader users: There are dynamically changing contents that are not announced to screen readers.</p> <p>Examples include:</p> <ul style="list-style-type: none">- The dynamically changing content that appears after activating the "Europa", "Cis", "Nord America" and so on tabs present below the "Utilizza la mia posizione attuale" button do not notify screen readers.- The dynamically changing content that appears after activating "Vancouver", "Beverly Hills", "New York" and so on modal dialogs appears after activating the image buttons present in the map section do not notify screen readers. <p>As a result, screen reader users miss important real-time changes.</p> <p>Stores > Search results not programmatically identified: The search result for "Paese/regione, stato, città, via" input field present under the "Boutique" heading are not announced to screen readers.</p> <p>As a result, screen reader users may think no results are present.</p>
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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>
11.5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>

Criteria	Conformance Level	Remarks and explanations
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>
11.6.1 User control of accessibility features	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
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 section	See information in WCAG 2.x section
12.2 Support Services	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>

Criteria	Conformance Level	Remarks and explanations
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's. 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
- **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.
- **Siteimprove for Chrome:** like AX, it provides useful indications for verifying compliance but is a tool evaluated by AgID useful for monitoring public sites.

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.