

Accessibility conformance report for

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

Last updated: [26/06/2026](#)

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

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

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

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

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

Introduction

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

[Stefano Ricci](#) is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our service successfully.

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

We regularly review this information as we enhance <https://www.stefanoricci.com/>.

Overview

Service description

The service provided through <https://www.stefanoricci.com/> is an online e-commerce platform that allows users to browse, select and purchase luxury products across different categories, including apparel, accessories, footwear, lifestyle items and fragrances.

The website also provides product information, brand-related content, customer support and post-purchase assistance.

How to Use <https://www.stefanoricci.com/> (Accessibility & Operation)

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

How to use <https://www.stefanoricci.com/>

Users can navigate the website using standard web navigation elements such as menus, links and buttons to access product categories, brand content and informational sections.

Products can be viewed by category and individual product pages provide detailed information to support purchasing decisions.

The website allows users to complete purchases through the online checkout process. Information related to customer support, legal terms and return procedures is available through dedicated sections accessible from the website footer.

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

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

If you need more explanation on using any part of <https://www.stefanoricci.com/>, please contact our [Customer Service](#) for personalized assistance. We aim to provide any additional description or explanation necessary for you to operate the service smoothly.

Accessibility Compliance

(How We Meet Requirements)

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

We commit to ensuring that <https://www.stefanoricci.com/> is:

Perceivable

- All meaningful images, icons, and media contents either have a descriptive alt text or descriptive labels.
- No pre-recorded audios or videos are without alternatives
- No pre-recorded videos are without subtitles.
- No synchronized media is missing descriptions or alternative versions when required.
- No video that requires audio description is missing it.
- Information, structure and correlations conveyed through content presentation can be determined programmatically or are available through text.
- Content is presented in an order that reflects the logical and semantic structure, allowing assistive technologies to interpret it correctly.
- Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, colour, size, visual location, orientation, or sound.
- The content adapts correctly to the screen orientation, maintaining consistent display and functionality.
- Where present, the purpose of input fields that accept specific data is correctly communicated to assistive technologies and implemented in a compliant manner.
- Information is not conveyed solely through colour, or an accessible alternative such as text or symbols is provided.
- Sufficient colour contrast is provided for text and main visual elements, with a minimum ratio of 4.5:1 for plain text.
- Content is adaptable, allowing users to customise text size while maintaining a fully usable interface.
- Information is presented using text, avoiding non-essential and non-customizable text images.
- Content that does not require a two-dimensional presentation reflows correctly when the user agent's display size changes.
- Essential components, even in different states, present a colour contrast to adjacent elements that meets the minimum ratio of 3:1.
- Changing text spacing (such as line height, paragraph spacing, or spacing

between letters or words) does not result in loss of information or content.

- *There are no cases where additional content activated by hover or focus disappears unexpectedly, cannot be closed without moving the pointer or focus, or does not remain visible.*

Operable

- *All functionalities are available via keyboard (or assistive technology that mimics keyboard input). This includes menus, links, forms, sliders, and interactive controls.*
- *No keyboard traps are present (it is possible to navigate freely into and out of all components).*
- *There is no interference with shortcut keys made up of single letters, numbers, or symbols.*
- *No time limits are imposed by the content or, if present, they are user controllable, adjustable, extendable, or justified by functional or legal requirements.*
- *All moving content, if present, includes controls for pausing and/or playback management.*
- *No flashing or blinking content is used at levels that could trigger seizures, remaining within safety limits.*
- *Skip links are implemented to allow quick navigation to the main content, enhancing accessibility and user experience.*
- *The screens in the service flow have titles that describe their subject or purpose.*
- *In the service flow screens that can be browsed sequentially and where the browsing sequence affects meaning and operation, the objects that can receive focus receive it in an order that preserves their meaning and operation.*
- *Links' purpose can be determined by the link text itself or at least by the link text in the context of its adjacent contents.*
- *There are several ways to identify content within the environment.*
- *Headings and labels provide clear information about contents and functionality.*
- *The keyboard navigation focus indicator is visible on all interactive elements.*
- *Elements that can receive keyboard navigation focus are always at least partially visible within the viewport.*
- *All features can be used without complex gestures.*
- *The features do not start immediately when touched, they can be canceled before completion, and you do not need to hold down to make them work.*
- *For user interface components with labels that include text or text images, the name read by assistive technologies includes the visually presented text.*
- *All features can be used without relying solely on the movement of the device or the user.*
- *All features can be used without dragging movements*
- *The target size of interactive elements is sufficiently large to ensure easy interaction for users.*

Understandable

- *The language of each page is properly defined and used consistently throughout the service*
- *All language parts of text that require it, can be determined programmatically.*
- *User interface components, when receiving keyboard navigation focus, do not trigger unexpected context changes that may disorient users.*
- *User interface components, when activated by the user via keyboard or assistive technologies, do not trigger unexpected context changes that may disorient users.*
- *Available navigation mechanisms are positioned consistently throughout the entire service flow*
- *Repeated elements of the interface are consistently addressed in order to facilitate their identification*
- *The mechanisms for requesting support or assistance are consistent across the environment.*
- *When an input error is automatically detected, the erroneous element is identified and the error is described using text.*
- *Where necessary, labels or instructions are provided when content requires user input*
- *When an input error is identified and suggestions for correction are known, those suggestions are provided to the user, unless prohibited by regulation*
- *Systems are in place to prevent errors, such as confirmation, cancellation, or reversal of the most sensitive actions.*
- *Where possible, requesting the same data multiple times is avoided.*
- *When present, complex authentication systems have accessible alternatives.*
- *We write content in clear, simple language.*

Robust

- *Standard development technologies that can be interpreted by assistive technologies are used*
- *If present, status messages are made accessible in a way that allows assistive technologies to interpret them without requiring a focus shift.*

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

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

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

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

Feedback and Contact Information

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

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

Email: accessibility@stefanoricci.com

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

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

Document History: This document was last reviewed and updated on [26/06/2026](#). We plan to review it at least annually, or whenever significant changes to the service occur.

EN301549 technical report

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
5.1 Closed functionality	Heading cell no response required	Heading cell no response required

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
5.1.2 General	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2.1 Closed functionality	<i>See 5.2 through 13</i>	<i>See information in 5.2 through 13</i>
5.1.2.2 Assistive technology	<i>See 5.1.3 through 5.1.6</i>	<i>See information in 5.1.3 through 5.1.6</i>
5.1.3 Non -visual access	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>5.1.3.1 Audio output of visual information</i>	<i>Not Applicable</i>	
<i>5.1.3.2 Auditory output delivery including speech</i>	<i>Not Applicable</i>	
<i>5.1.3.3 Auditory output correlation</i>	<i>Not Applicable</i>	
<i>5.1.3.4 Speech output user control</i>	<i>Not Applicable</i>	
<i>5.1.3.5 Speech output automatic interruption</i>	<i>Not Applicable</i>	
<i>5.1.3.6 Speech output for non-text content</i>	<i>Not Applicable</i>	
<i>5.1.3.7 Speech output for video information</i>	<i>Not Applicable</i>	
<i>5.1.3.8 Masked entry</i>	<i>Not Applicable</i>	
<i>5.1.3.9 Private access to personal data</i>	<i>Not Applicable</i>	
<i>5.1.3.10 Non-interfering audio output</i>	<i>Not Applicable</i>	
<i>5.1.3.11 Private listening volume</i>	<i>Not Applicable</i>	
<i>5.1.3.12 Speaker volume</i>	<i>Not Applicable</i>	
<i>5.1.3.13 Volume reset</i>	<i>Not Applicable</i>	
<i>5.1.3.14 Spoken languages</i>	<i>Not Applicable</i>	
<i>5.1.3.15 Non-visual error identification</i>	<i>Not Applicable</i>	
<i>5.1.3.16 Receipts, tickets, and transactional outputs</i>	<i>Not Applicable</i>	

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

Chapter 6: ICT with Two-Way Voice Communication

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

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
<i>(advisory only)</i>	<i>response required</i>	

Chapter 7: ICT with Video Capabilities

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

Chapter 8: Hardware

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
8.1.1 Generic requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.1.2 Standard connections	<i>Not Applicable</i>	

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
<i>8.1.3 Colour</i>	<i>Not Applicable</i>	
<i>8.2 Hardware products with speech output</i>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>8.2.1.1 Speech volume range</i>	<i>Not Applicable</i>	
<i>8.2.1.2 Incremental volume control</i>	<i>Not Applicable</i>	
<i>8.2.2.1 Fixed-line devices</i>	<i>Not Applicable</i>	
<i>8.2.2.2 Wireless communication devices</i>	<i>Not Applicable</i>	
<i>8.3 Stationary ICT</i>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>8.3.2.1 Unobstructed high forward reach</i>	<i>Not Applicable</i>	
<i>8.3.2.2 Unobstructed low forward reach</i>	<i>Not Applicable</i>	
<i>8.3.2.3.1 Clear space</i>	<i>Not Applicable</i>	
<i>8.3.2.3.2 Obstructed (< 510 mm) forward reach</i>	<i>Not Applicable</i>	
<i>8.3.2.3.3 Obstructed (< 635 mm) forward reach</i>	<i>Not Applicable</i>	
<i>8.3.2.4 Knee and toe clearance width</i>	<i>Not Applicable</i>	
<i>8.3.2.5 Toe clearance</i>	<i>Not Applicable</i>	
<i>8.3.2.6 Knee clearance</i>	<i>Not Applicable</i>	
<i>8.3.3.1 Unobstructed high side reach</i>	<i>Not Applicable</i>	
<i>8.3.3.2 Unobstructed low side reach</i>	<i>Not Applicable</i>	
<i>8.3.3.3.1 Obstructed (≤ 255 mm) side reach</i>	<i>Not Applicable</i>	
<i>8.3.3.3.2 Obstructed (≤ 610 mm) side reach</i>	<i>Not Applicable</i>	
<i>8.3.4.1 Change in level</i>	<i>Not Applicable</i>	
<i>8.3.4.2 Clear floor or ground space</i>	<i>Not Applicable</i>	

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
<i>8.3.4.3.2 Forward approach</i>	<i>Not Applicable</i>	
<i>8.3.4.3.3 Parallel approach</i>	<i>Not Applicable</i>	
<i>8.3.5 Visibility</i>	<i>Not Applicable</i>	
<i>8.3.6 Installation instructions</i>	<i>Not Applicable</i>	
<i>8.4 Mechanically Operable parts</i>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>8.4.1 Numeric keys</i>	<i>Not Applicable</i>	
<i>8.4.2.1 Means of operation of mechanical parts</i>	<i>Not Applicable</i>	
<i>8.4.2.2 Force of operation of mechanical parts</i>	<i>Not Applicable</i>	
<i>8.4.3 Keys, tickets and fare cards</i>	<i>Not Applicable</i>	
<i>8.5 Tactile indication of speech mode</i>	<i>Not Applicable</i>	

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

Corresponding to WCAG 2.2 Level A

<i>Criteria</i>	<i>Conformance level</i>	<i>Remarks and explanations</i>
<i>1.1.1 Non-text Content</i>	<i>Supports</i>	
<i>1.2.1 Audio-only and Video-only (Prerecorded)</i>	<i>Supports</i>	
<i>1.2.2 Captions (Prerecorded)</i>	<i>Supports</i>	
<i>1.2.3 Audio Description or Media Alternative (Prerecorded)</i>	<i>Supports</i>	
<i>1.3.1 Info and Relationships</i>	<i>Supports</i>	

<i>1.3.2 Meaningful Sequence</i>	<i>Supports</i>	
<i>1.3.3 Sensory Characteristics</i>	<i>Supports</i>	
<i>1.4.1 Use of Color</i>	<i>Supports</i>	
<i>1.4.2 Audio Control</i>	<i>Supports</i>	
<i>2.1.1 Keyboard</i>	<i>Supports</i>	
<i>2.1.2 No Keyboard Trap</i>	<i>Supports</i>	
<i>2.1.4 Character Key Shortcuts</i>	<i>Supports</i>	
<i>2.2.1 Timing Adjustable</i>	<i>Supports</i>	
<i>2.2.2 Pause, Stop, Hide</i>	<i>Supports</i>	
<i>2.3.1 Three Flashes or Below Threshold</i>	<i>Supports</i>	
<i>2.4.1 Bypass Blocks</i>	<i>Supports</i>	
<i>2.4.2 Page Titled</i>	<i>Supports</i>	
<i>2.4.3 Focus Order</i>	<i>Supports</i>	
<i>2.4.4 Link Purpose (In Context)</i>	<i>Supports</i>	
<i>2.5.1 Pointer Gestures</i>	<i>Supports</i>	
<i>2.5.2 Pointer Cancellation</i>	<i>Supports</i>	
<i>2.5.3 Label in Name</i>	<i>Supports</i>	
<i>2.5.4 Motion Actuation</i>	<i>Supports</i>	
<i>3.1.1 Language of Page</i>	<i>Supports</i>	
<i>3.2.1 On Focus</i>	<i>Supports</i>	
<i>3.2.2 On Input</i>	<i>Supports</i>	

<i>3.2.6 Consistent Help</i>	<i>Supports</i>	
<i>3.3.1 Error Identification</i>	<i>Supports</i>	
<i>3.3.2 Labels or Instructions</i>	<i>Supports</i>	
<i>3.3.7 Redundant Entry</i>	<i>Supports</i>	
<i>4.1.1 Parsing</i>	<i>Supports</i>	
<i>4.1.2 Name, Role, Value</i>	<i>Partially supports</i>	<i>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;</i>

Corresponding to WCAG 2.2 Level AA

<i>Criteria</i>	<i>Conformance level</i>	<i>Remarks and explanations</i>
<i>1.2.5 Audio Description (Prerecorded)</i>	<i>Supports</i>	
<i>1.3.4 Orientation</i>	<i>Supports</i>	
<i>1.3.5 Identify Input Purpose</i>	<i>Supports</i>	
<i>1.4.3 Contrast (Minimum)</i>	<i>Supports</i>	
<i>1.4.4 Resize text</i>	<i>Supports</i>	
<i>1.4.5 Images of Text</i>	<i>Supports</i>	
<i>1.4.10 Reflow</i>	<i>Supports</i>	
<i>1.4.11 Non-text Contrast</i>	<i>Supports</i>	

<i>1.4.12 Text Spacing</i>	<i>Supports</i>	
<i>1.4.13 Content on Hover or Focus</i>	<i>Supports</i>	
<i>2.4.5 Multiple Ways</i>	<i>Supports</i>	
<i>2.4.6 Headings and Labels</i>	<i>Supports</i>	
<i>2.4.7 Focus Visible</i>	<i>Supports</i>	
<i>2.4.11 Focus Not Obscured (Minimum)</i>	<i>Supports</i>	
<i>2.5.7 Dragging Movements</i>	<i>Supports</i>	
<i>2.5.8 Target Size (Minimum)</i>	<i>Supports</i>	
<i>3.1.2 Language of Parts</i>	<i>Supports</i>	
<i>3.2.3 Consistent Navigation</i>	<i>Supports</i>	
<i>3.2.4 Consistent Identification</i>	<i>Supports</i>	
<i>3.3.3 Error Suggestion</i>	<i>Supports</i>	
<i>3.3.4 Error Prevention (Legal, Financial, Data)</i>	<i>Supports</i>	
<i>3.3.8 Accessible Authentication (Minimum)</i>	<i>Supports</i>	
<i>4.1.3 Status Messages</i>	<i>Supports</i>	

Chapter 10: Non-Web Documents

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
10.0 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
<i>10.1.1.1 through 10.4.1.3</i>	<i>See WCAG 2.2 section</i>	<i>See information in WCAG 2.2 section</i>
<i>10.5 Caption positioning</i>	<i>Not Applicable</i>	
<i>10.6 Audio description timing</i>	<i>Not Applicable</i>	

Chapter 11: Software

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
11.0 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>11.1.1.1 through 11.4.1.3</i>	<i>See WCAG 2.2 section</i>	<i>See information in WCAG 2.2 section</i>
11.5 Interoperability with assistive technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.2 Accessibility services	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>11.5.2.1 Platform accessibility service support for software that provides a user interface</i>	<i>See 11.5.2.5 through 11.5.2.17</i>	<i>See information in 11.5.2.5 through 11.5.2.17</i>
<i>11.5.2.2 Platform accessibility service support for assistive technologies</i>	<i>See 11.5.2.5 through 11.5.2.17</i>	<i>See information in 11.5.2.5 through 11.5.2.17</i>
<i>11.5.2.3 Use of accessibility services</i>	<i>See information in 11.5.2.5 through 11.5.2.17</i>	<i>See information in 11.5.2.5 through 11.5.2.17</i>
<i>11.5.2.4 Assistive technology</i>	<i>Not Applicable</i>	
<i>11.5.2.5 Object information</i>	<i>Not Applicable</i>	
<i>11.5.2.6 Row, column, and headers</i>	<i>Not Applicable</i>	
<i>11.5.2.7 Values</i>	<i>Not Applicable</i>	
<i>11.5.2.8 Label relationships</i>	<i>Not Applicable</i>	

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
<i>11.5.2.9 Parent-child relationships</i>	<i>Not Applicable</i>	
<i>11.5.2.10 Text</i>	<i>Not Applicable</i>	
<i>11.5.2.11 List of available actions</i>	<i>Not Applicable</i>	
<i>11.5.2.12 Execution of available actions</i>	<i>Not Applicable</i>	
<i>11.5.2.13 Tracking of focus and selection attributes</i>	<i>Not Applicable</i>	
<i>11.5.2.14 Modification of focus and selection attributes</i>	<i>Not Applicable</i>	
<i>11.5.2.15 Change notification</i>	<i>Not Applicable</i>	
<i>11.5.2.16 Modifications of states and properties</i>	<i>Not Applicable</i>	
<i>11.5.2.17 Modifications of values and text</i>	<i>Not Applicable</i>	
<i>11.6 Documented accessibility usage</i>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>11.6.1 User control of accessibility features</i>	<i>Not Applicable</i>	
<i>11.6.2 No disruption of accessibility features</i>	<i>Not Applicable</i>	
<i>11.7 User preferences</i>	<i>Not Applicable</i>	
<i>11.8 Authoring tools</i>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>11.8.1 Content technology</i>	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>11.8.2 Accessible content creation</i>	<i>See WCAG 2.2 section (If not authoring tool, enter "Not Applicable")</i>	<i>See information in WCAG 2.2 section</i>
<i>11.8.3 Preservation of accessibility information in transformations</i>	<i>Not Applicable</i>	
<i>11.8.4 Repair assistance</i>	<i>Not Applicable</i>	

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
11.8.5 Templates	<i>Not Applicable</i>	

Chapter 12: Documentation and Support Services

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

Chapter 13: ICT Providing Relay or Emergency Service Access

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

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

Web accessibility

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

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

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

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

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

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

Test environments

Operating systems

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

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

Browsers and user software

In the latest versions available on the different operating systems:

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

Screen readers and assistive technologies

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

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

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

Methodology

Objective manual and semi-automatic verification methodology

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

Our verification is therefore compliant with WCAG 2.2 level AA, and the requirements in UNI EN 301549 Guidelines or their declination in the French 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 ValidationService
- **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:

- *Accesscan*
- *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.