

Accessibility conformance report for

<https://coind.it/>

Last updated: 28/04/2026

This document is written in a simplified form using clear and understandable language in accordance with the accessibility principles and requirements established by Directive (EU) 2019/882 and Legislative Decree No. 82 of 27 May 2022, with particular reference to the obligation to provide information that is perceivable, usable, understandable and robust for all users, including people with disabilities.

Pursuant to Article 12 of Legislative Decree 82/2022 and Annex I, Sections III and IV, information relating to the accessibility of services must be presented in a clear, understandable and accessible manner, including through the use of plain language and a non-complex structure.

The choice of conciseness and simplicity in this document therefore constitutes the direct implementation of a regulatory obligation and does not represent a limitation of the available information, which remains fully governed by the relevant technical and legal documentation.

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

Each complex paragraph is introduced by an explanation in simpler language.

Introduction

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

Coind s.c. 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 outlines the accessibility features of <https://coind.it/>, how we meet the requirements of the European Accessibility Act, the EN 301549 standard, WCAG 2.2, the ADA and Section 508, and what we are doing to maintain and improve accessibility. This statement applies only to <https://coind.it/>.

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

Overview

Service description

Informative institutional website

How to use <https://coind.it/> (Accessibility & Usability)

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

How to use <https://coind.it/>

Users can browse to find information about the company and, if required, fill in forms to request information, make complaints or submit applications

Accessibility of <https://coind.it/>

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

The accessibility of our service can be customised and improved by activating the correct options in our accessibility widget when you arrive at the first screen. The widget can be accessed via the keyboard at the top of the page or, if visible as an overlay, in a fixed position near a corner of the window, and has an icon similar to the 'universal access' symbol:

- Use without sight: three TAB keys (or enable screen reader compatibility).
- Use with limited vision: use the zoom, contrast and font size adjustment functions.
- Use without colour perception: use the highlighting functions (headings, links, clickable elements).
- Use with limited mobility: navigate simply using a keyboard emulation device or enable keyboard functionality.
- Minimise seizures for photosensitive users: disable animations and specific colour combinations.

If the correct activation of any of these features compromises compatibility with your configuration or assistive technology, please contact us and, in the meantime, deactivate the widget using the appropriate button to avoid improper use of our service.

If you require further clarification on the use of any part of <https://coind.it/>, please contact our support team for personalised assistance. We aim to provide any additional descriptions or explanations

necessary for the service to function correctly.

Accessibility Compliance

(How we meet the requirements)

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

Perceivable

- Content is presented in an order that reflects its logical and semantic structure, allowing assistive technologies to interpret it correctly.
- The instructions provided to understand and interact with the content do not rely solely on the 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 is implemented in a compliant manner.
- Information is not conveyed solely through colour, or there is an accessible alternative such as text or symbols.
- Sufficient colour contrast is ensured for text and key visual elements, with a minimum ratio of 4.5:1 for normal text.
- The content is scalable, allowing users to adjust the text size whilst maintaining a fully usable interface.
- Essential components, even in different states, have a colour contrast with adjacent elements that meets the minimum ratio of 3:1.
- Changing text spacing—in terms of line height, spacing between paragraphs, letters or words—does not result in a loss of information or content.
- There are no instances where additional content triggered by hover or focus disappears unexpectedly, cannot be closed without moving the pointer or focus, or does not remain visible.

Usable

- All features are accessible via the keyboard (or keyboard-like assistive technology). This includes menus, links, forms, sliders and interactive controls.
- There are no keyboard traps (it is possible to navigate freely within and outside all components).
- There is no interference with keyboard shortcuts consisting of single letters, numbers or symbols.
- There are no time limits imposed by the content or, if present, they are user-controllable, adjustable, extendable or justified by functional or regulatory requirements.
- All moving content, where present, is equipped with controls for pausing and/or playback.
- No flashing or intermittent content is used at levels that could trigger epileptic seizures, remaining within safety limits.
- Skip links are implemented to allow quick navigation to the main content, improving accessibility and the user experience.
- There are multiple ways to identify content within the environment.
- Headings and labels clarify content and functionality.
- The keyboard navigation focus indicator is visible on all interactive elements.
- Elements that can receive keyboard focus are always at least partially visible in the viewport.
- All features do not require complex gestures to use.
- Functions do not start immediately upon touch; they can be cancelled before completion and do not require a long press to operate.
- For user interface components with labels that include text or text images, the name read by assistive technologies contains the text presented visually.
- All features can be used without relying solely on device or user movement
- All features can be used without necessarily having to be dragged
- The clickable area of interactive elements is sufficiently large to ensure smooth interaction for users.

Understandable

- The language of each page is defined appropriately and used consistently throughout the service
- All text elements that require it can be identified programmatically.
- When user interface components receive focus via keyboard navigation, they do not cause unexpected changes in context that could disorient the user
- User interface components, when activated by the user via keyboard or assistive technologies, do not cause unexpected changes in context that could disorient the user
- The navigation mechanisms are positioned consistently throughout the entire service flow
- Repeated interface elements are defined consistently to facilitate their identification
- The mechanisms for requesting support or help are consistent throughout the environment.
- When an input error is automatically detected, the element in error is identified and the error is described in text.
- When an input error is identified and suggestions for correcting it are available, these suggestions are provided to the user, except in cases provided for by law
- We write content in clear and simple language.

Robust

- Standard development technologies that can be interpreted by assistive technologies are used
- User interface components (including form elements, links and script-generated components) have their names, roles, states, properties and values correctly set and correctly updated when they change
- Where present, status messages are made accessible so that assistive technologies can interpret them without requiring a shift in focus.

We have tested <https://coind.it/> with the most common assistive technologies across a wide variety of operating system and 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 used.
- We also test screen magnification and high-contrast modes.

We aim for compatibility with current versions of the main assistive technologies. 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 the latest WCAG 2.2 AA and EN 301 549 criteria to ensure accessibility. Compliance with these standards creates a presumption of compliance with the requirements of the EAA, the ADA and other regulations based on the same technical standards.

Ongoing monitoring and maintenance

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

- With the support of [AccessiWay](#), on **28 April 2026** we carried out an external manual audit led by experts to verify our compliance with accessibility standards. We maintain a cycle of continuous testing and improvements, with regular support to ensure that comprehensive audits are conducted at least once a year, including manual testing by professionals using assistive technologies.
- We use automated testing tools integrated into our development process to promptly identify the most common accessibility issues (such as missing alt text or form labelling). Every code update goes through these checks.

Feedback and Contact

We welcome your suggestions on how to improve <https://coind.it/>. If you encounter any issues or have suggestions, please contact us by email, phone or post. Please explain the details of the problem so that we can assist you.

We value our users' feedback, especially when they let us know that something isn't working. If you have difficulty accessing any part of <https://coind.it/>, if you encounter an accessibility issue, or if you have suggestions for improvement, please let us know.

Email: accessibilita@coind.it

Phone: [+39 051 6328511](tel:+390516328511)

Company address: [Via Saliceto 22/H, 40013 Castel Maggiore \(BO\)](#)

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

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

Document history: This document was last reviewed and updated on [28/04/2026](#). We plan to review it at least annually, or whenever significant changes to the service occur.

EN301549 technical report

Chapter 5: General requirements

Criteria	Conformity levels	Notes
5.1 Closed functionality	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
5.1.2 General	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
5.1.2.1 Feature disabled	<i>See sections 5.2 to 13</i>	<i>See information from 5.2 to 13</i>
5.1.2.2 Assistive technology	<i>See sections 5.1.3 to 5.1.6</i>	<i>See information from 5.1.3 to 5.1.6</i>
5.1.3 Non-visual access	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
5.1.3.1 Audio output of visual information	Not applicable	
5.1.3.2 Playback of audio output including speech	Not applicable	
5.1.3.3 Correlation of audio output	Not applicable	
5.1.3.4 User control of speech output	Not applicable	
5.1.3.5 Automatic interruption of speech output	Not applicable	
5.1.3.6 Speech output for non-textual content	Not applicable	
5.1.3.7 Speech output for video information	Not applicable	
5.1.3.8 Masked input	Not applicable	

Criteria	Conformity levels	Notes
5.1.3.9 Private access to personal data	Not applicable	
5.1.3.10 Interference-free audio output	Not applicable	
5.1.3.11 Private listening volume	Not applicable	
5.1.3.12 Speaker volume	Not applicable	
5.1.3.13 Volume reset	Not applicable	
5.1.3.14 Spoken languages	Not applicable	
5.1.3.15 Identification of non-visual errors	Not applicable	
5.1.3.16 Receipts, tickets, transaction results	Not applicable	
5.1.4 Functionality disabled when text is enlarged	Not applicable	
5.1.5 Visual output for audio information	Not applicable	
5.1.6 Operation without a keyboard interface	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
5.1.6.1 Feature disabled	<i>See sections 5.1.3.1 to 5.1.3.16</i>	<i>See information from 5.1.3.1 to 5.1.3.16</i>
5.1.6.2 Input focus	Not applicable	
5.1.7 Non-speech access	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	

Criteria	Conformity levels	Notes
5.5 Usable parts	<i>Header cell – no response required</i>	<i>Header cell: no response required</i>
5.5.1 Method of use	Not applicable	
5.5.2 Distinguishability of usable parts	Not applicable	
5.6 Locking or switching controls	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
5.6.1 Tactile or audible status	Not applicable	
5.6.2 Visual status	Not applicable	
5.7 Key repetition	Not applicable	
5.8 Double-key acceptance	Not applicable	
5.9 Simultaneous user actions	Not applicable	

Chapter 6: ICT with two-way voice communication

Criteria	Conformity levels	Notes
6.1 Audio bandwidth for speech	<i>Not applicable</i>	
6.2 Real-time text (RTT) functionality	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
6.2.1.1 Real-time text (RTT) communication	Not applicable	
6.2.1.2 Simultaneous voice and text	Not applicable	
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable direction of sending and receiving	Not applicable	
6.2.2.3 Speaker identification	Not applicable	
6.2.2.4 Visual indicator of real-time text (RTT) audio	Not applicable	
6.2.3 Interoperability	Not applicable	
6.2.4 Real-time text (RTT) responsiveness	Not applicable	
6.3 Caller identification	Not applicable	
6.4 Alternatives to voice-based services	Not applicable	
6.5 Video communications	<i>Header cell, no response required</i>	<i>Header cell: no response required</i>
6.5.1 General (informative)	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
6.5.2 Resolution	Not applicable	

Criteria	Conformity levels	Notes
6.5.3 Frame rate	Not applicable	
6.5.4 Audio-video synchronisation	Not applicable	
6.5.5 Visual indicator of audio with video	Not applicable	
6.5.6 Speaker identification with video communication (sign language)	Not applicable	
6.6 Alternatives to video-based services (informative)	<i>Advisory – no response required</i>	<i>Advisory – no response required</i>

Chapter 7: ICT with video functionality

Criteria	Conformance levels	Notes
7.1 Subtitle processing technology	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
7.1.1 Subtitle playback	Not applicable	
7.1.2 Subtitle synchronisation	Not applicable	
7.1.3 Preservation of subtitles	Not applicable	
7.1.4 Subtitle characteristics	Not applicable	
7.1.5 Spoken subtitles	Not applicable	
7.2 Audio description technology	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
7.2.1 Playback of audio description	Not applicable	
7.2.2 Audio description synchronisation	Not applicable	
7.2.3 Preservation of audio description	Not applicable	
7.3 User controls for subtitles and audio description	Not applicable	

Chapter 8: Hardware

Criteria	Conformance levels	Notes
8.1.1 General requirements	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
8.1.2 Standard connections	Not applicable	
8.1.3 Colour	Not applicable	
8.2 Hardware products with voice output	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
8.2.1.1 Voice volume range	Not applicable	
8.2.1.2 Incremental volume control	Not applicable	
8.2.2.1 Fixed-line devices	Not applicable	
8.2.2.2 Wireless communication systems	Not applicable	
8.3 Fixed ICT	<i>Header cell – no response required</i>	<i>Header cell: no response required</i>
8.3.2.1 Unobstructed front access at the top	Not applicable	
8.3.2.2 Unobstructed front access at the bottom	Not applicable	
8.3.2.3.1 Clear surface	Not applicable	
8.3.2.3.2 Front access with obstacles (< 510 mm)	Not applicable	
8.3.2.3.3 Front access with obstacles (< 635 mm)	Not applicable	
8.3.2.4 Knee and foot space width	Not applicable	

Criteria	Conformance levels	Notes
8.3.2.5 Foot space	Not applicable	
8.3.2.6 Knee clearance	Not applicable	
8.3.3.1 Unobstructed side access at the top	Not applicable	
8.3.3.2 Unobstructed side access at the bottom	Not applicable	
8.3.3.3.1 Side access with obstacles (< 255 mm)	Not applicable	
8.3.3.3.2 Side access with obstacles (< 610 mm)	Not applicable	
8.3.4.1 Change in level	Not applicable	
8.3.4.2 Clear surface or working area	Not applicable	
8.3.4.3.2 Frontal approach	Not applicable	
8.3.4.3.3 Side approach	Not applicable	
8.3.5 Visibility	Not applicable	
8.3.6 Installation instructions	Not applicable	
8.4 Mechanically operated parts	<i>Header cell – no response required</i>	<i>Header cell: no response required</i>
8.4.1 Numeric keys	Not applicable	
8.4.2.1 Methods of operation of mechanical parts	Not applicable	
8.4.2.2 Operating force of mechanical parts	Not applicable	
8.4.3 Keys, tickets and fare cards	Not applicable	

Criteria	Conformance levels	Notes
8.5 Tactile indication of voice mode	Not applicable	

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

Compliant with WCAG 2.2 Level A

Criteria	Conformance levels	Notes
1.1.1 Non-text content	Partially supported	There is non-textual content presented to the user that does not have an equivalent text alternative.
1.2.1 Audio-only and video-only (pre-recorded)	Supported	
1.2.2 Subtitles (pre-recorded)	Supported	
1.2.3 Audio description or alternative media (pre-recorded)	Supported	
1.3.1 Information and relationships	Partially supported	In some cases, information, structure or relationships conveyed by the page layout cannot be determined programmatically (or are not available via text);
1.3.2 Meaningful sequence	Supported	
1.3.3 Sensory characteristics	Supported	
1.4.1 Use of colour	Supported	
1.4.2 Sound control	Supported	
2.1.1 Keyboard	Supported	
2.1.2 No barriers to	Supported	

keyboard use		
2.1.4 Shortcut keys	Supported	
2.2.1 Adjustment of execution times	Supported	
2.2.2 Pause, Stop, Hide	Supported	
2.3.1 Three flashes or below threshold	Supported	
2.4.1 Block skip	Supported	
2.4.2 Page heading	Partially supported	Some sections do not have titles describing their subject or purpose;
2.4.3 Focus order	Partially supported	In some sections that can be navigated sequentially and where the navigation sequence affects their meaning and functionality, certain elements that could receive focus do not receive it in an order that preserves their meaning and functionality;
2.4.4 Purpose of the link (in context)	Partially supported	The purpose of some links cannot be determined from the link text or from the link text together with adjacent content;
2.5.1 Pointer movements	Supported	
2.5.2 Undo of pointer actions	Supported	
2.5.3 Label in the name	Supported	
2.5.4 Motion-activated	Supported	
3.1.1 Page language	Supported	
3.2.1 On Focus	Supported	
3.2.2 On input	Supported	
3.2.6 Consistent help	Supported	
3.3.1 Error identification	Supported	
3.3.2 Labels or instructions	Partially supported	In some cases, no labels or instructions are provided when the content requires

		user input;
3.3.7 Redundant input	Supported	
4.1.1 Syntax analysis (parsing)	Supported	
4.1.2 Name, role, value	Supported	

Compliant with WCAG 2.2 Level AA

Criteria	Conformance levels	Notes
1.2.5 Audio description (pre-recorded)	Supported	
1.3.4 Orientation	Supported	
1.3.5 Identifying the purpose of inputs	Supported	
1.4.3 Minimum contrast	Supported	
1.4.4 Text resizing	Supported	
1.4.5 Text images	Partially supported	In some cases, text images have been used instead of plain text; these are neither customisable nor essential to the type of information conveyed;
1.4.10 Flow recalculation	Partially supported	Content that does not require a two-dimensional representation (such as data tables or maps) does not re-layout when the viewport size changes;
1.4.11 Contrast in non-text content	Supported	
1.4.12 Text spacing	Supported	
1.4.13 Content with Hover or Focus	Supported	
2.4.5 Different modes	Supported	

2.4.6 Headings and labels	Supported	
2.4.7 Visible focus	Supported	
2.4.11 Focus not hidden (minimum)	Supported	
2.5.7 Drag gestures	Supported	
2.5.8 Lens size (minimum)	Supported	
3.1.2 Language versions	Supported	
3.2.3 Consistent navigation	Supported	
3.2.4 Consistent identification	Supported	
3.3.3 Error hints	Supported	
3.3.4 Error prevention (legal, financial, data)	Supported	
3.3.8 Accessible authentication (minimum)	Supported	
4.1.3 Status messages	Supported	

Chapter 10: Non-web documents

Criteria	Conformance Levels	Notes
10.0 General (informative)	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
From 10.1.1.1 to 10.4.1.3	See the WCAG 2.2 section	See the information in the WCAG 2.2 section
10.5 Caption placement	Not applicable	
10.6 Audio description timing	Not applicable	

Chapter 11: Software

Criteria	Conformance levels	Notes
11.0 General (informative)	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
From 11.1.1.1 to 11.4.1.3	See the WCAG 2.2 section	See the information in the WCAG 2.2 section
11.5 Interoperability with assistive technology	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
11.5.1 Closed functionality	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
11.5.2 Accessibility services	<i>Header cell: no response required</i>	<i>Header 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 to 11.5.2.17	See information from 11.5.2.5 to 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See sections 11.5.2.5 to 11.5.2.17	See information from 11.5.2.5 to 11.5.2.17
11.5.2.3 Use of accessibility services	See sections 11.5.2.5 to 11.5.2.17	See the information in sections 11.5.2.5 to 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	
11.5.2.5 Information about the object	Not applicable	
11.5.2.6 Row, column and headers	Not applicable	
11.5.2.7 Values	Not applicable	
11.5.2.8 Label reports	Not applicable	

Criteria	Conformance levels	Notes
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 Performing available actions	Not applicable	
11.5.2.13 Tracking of focus and selection attributes	Not applicable	
11.5.2.14 Modifying focus and selection attributes	Not applicable	
11.5.2.15 Notification of changes	Not applicable	
11.5.2.16 Changes to states and properties	Not applicable	
11.5.2.17 Changes to values and text	Not applicable	
11.6 Documentation of accessibility usage	<i>Header cell – no response required</i>	<i>Header cell: no response required</i>
11.6.1 User control of accessibility features	Not applicable	
11.6.2 No disruption of accessibility features	Not applicable	
11.7 User preferences	Not applicable	
11.8 Development tools	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
11.8.1 Content technology	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
11.8.2 Creating accessible content	See the WCAG 2.2 section	See the information in the WCAG 2.2 section

Criteria	Conformance levels	Notes
	(If the software is not a development tool, enter “Not applicable”)	
11.8.3 Preserving accessibility information during transformations	Not applicable	
11.8.4 Repair suggestions	Not applicable	
11.8.5 Templates	Not applicable	

Chapter 12: Documentation and support services

Criteria	Conformity levels	Notes
12.1 Product documentation	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
12.1.1 Accessibility and compatibility features	Not applicable	
12.1.2 Accessible documentation	See the WCAG 2.2 section	See the information in the WCAG 2.2 section
12.2 Support services	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
12.2.2 Information on accessibility and compatibility features	Not applicable	
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	See the WCAG 2.2 section	See the information in the WCAG 2.2 section

Chapter 13: ICT providing relay or access to emergency services

Criteria	Conformance levels	Notes
13.1 Requirements for relay services	<i>Header cell: no response required</i>	<i>Header cell: no response required</i>
13.1.2 Text relay services	Not applicable	
13.1.3 Sign retransmission services	Not applicable	
13.1.4 Lip-reading relay services	Not applicable	
13.1.5 Telephony services with subtitles	Not applicable	
13.1.6 Text-to-speech services	Not applicable	
13.2 Access to relay services	Not applicable	
13.3 Access to emergency services	Not applicable	

Web Accessibility

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

Web accessibility involves 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 be perceived. For example, by providing text equivalents for all non-text content, which can then be presented in other formats according to the user's needs: large print, Braille, speech synthesis, symbols or simplified language.

Operable: user interface and navigation components must be operable. For example, by making all functions available via the 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: the content must be sufficiently robust to be reliably rendered by a wide range of user agents, including assistive technologies.

Test environments

Operating systems

- Apple Mac OS X (latest version)
- Microsoft Windows (latest version)
- Apple iOS (latest version)
- Google Android (latest version)

We have not used Linux as it is currently not widely used by users with disabilities.

Browsers and user software

The latest versions available on the various operating systems:

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

Screen readers and assistive technologies

To ensure the most standardised assessment possible, we test everything using the default settings for assistive technologies.

To make the assessment more realistic, we also test:

- Graphical adjustments available in different systems (colours, contrast, subtitles, etc.)
- Mouse emulators, screen magnifiers and on-screen keyboards, or advanced keyboard settings, again across different systems
- VoiceOver – on Apple systems only
- TalkBack – on Android only
- NVDA (latest version) and Freedom Scientific JAWS (penultimate version) – on PC systems only

Methodology

Objective methodology of manual and semi-automatic testing

We analyse content using various automated and semi-automated systems and compare the results across these tools to achieve the most comprehensive and objective verification possible. Unless otherwise specified, the reference standard is always the latest available (WCAG 2.2), thereby ensuring compliance in all countries from which the touchpoint (website, app, etc.) can be accessed.

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

Automated syntax checking tools

- **W3C Markup Validation Service:** Used with generated code, as it is the official tool for checking HTML, XHTML, MathHTML, etc.
- **W3C CSS Validation Service:** Although the correctness of CSS does not directly affect accessibility, it could impact certain aspects that do relate to it, should it not be interpreted correctly due to errors. Verification is therefore advisable and is carried out using the W3C CSS Validation Service
- **PAC PDF Checker**

Automatic and semi-automatic tools for colour verification

- **Color Contrast Analyser (CCA):** Used specifically for cases of questionable contrast.
- **WCAG Colour Contrast Checker:** Used as an initial check to verify the colour contrasts used in the pages' CSS.
- **Text on background image a11y check:** Used to check cases where text should overlap images.
- **Colour contrast accessibility evaluator:** Used as an additional check for certain online pages.

Automated and semi-automated tools for accessibility checking

Some online validators used as examples on the pages:

- Accescan
- Wave

And other tools:

- **Web Developer Toolbar:** Used to support manual verification. It allows you to identify images without alternative text, fields without labels, etc.

- **AXE and Lighthouse for Chrome:** These provide precise guidance on accessibility issues in HTML code, as well as on WAI-ARIA attributes, which are essential for web applications and interactive components.

Terminology

The terms used in the information on Conformity Levels are defined as follows:

Supported: the product feature has at least one method that meets the criterion without any known defects, or that meets it with an equivalent workaround.

Partially supported: some features of the product do not meet the criterion

Not supported: most of the product's features do not meet the criterion.

Not applicable: the criterion is not relevant to the product.

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