

Accessibility conformance report for

<https://www.smeg.com/be-nl>

Last updated: 4/09/2026

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.

SMEG S.p.A is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our service successfully.

This document explains the accessibility features of <https://www.smeg.com/be-nl>, 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.smeg.com/be-nl>.

We regularly review this informations as we enhance <https://www.smeg.com/be-nl>.

Overview

Service description

This is a B2C platform for purchasing products (home appliances) online.

How to Use <https://www.smeg.com/be-nl> (Accessibility & Operation)

We strive to make <https://www.smeg.com/be-nl> 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.smeg.com/be-nl>

Users can browse the catalogue, add products to the cart, create an account, and complete a purchase through a flow that includes entering personal details, delivery address, and payment information.

Accessibility of <https://www.smeg.com/be-nl>

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

If you need more explanation on using any part of <https://www.smeg.com/be-nl>, please contact our support for personalized assistance. We aim to provide any additional description or explanation necessary for you to operate the service smoothly.

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

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

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

Accessibility Compliance

(How We Meet Requirements)

We have assessed <https://www.smeg.com/be-nl> 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.smeg.com/be-nl> is:

Perceivable

- *Content is shown in a clear and logical order that assistive technologies can understand.*
- *Instructions do not rely only on things like shape, color, size, position, or sound.*
- *The content adapts correctly to the screen orientation, maintaining consistent display and functionality.*
- *When present, the purpose of input fields is clearly communicated to assistive technologies.*
- *Changing text spacing does not hide or remove information.*

Operable

- *Users can move freely with the keyboard and are never stuck in a component.*
- *If present, single-key shortcuts do not cause unexpected actions.*
- *There are no time limits, or users can control or extend them when needed.*
- *There is no flashing or blinking content that could cause seizures.*
- *Skip links let users jump directly to the main content.*
- *Content can be found in more than one way.*
- *Headings and labels clearly describe the content and functions.*
- *Elements that receive keyboard focus are always visible on the screen.*
- *All features work without needing complex gestures.*
- *Features do not start right away when touched, can be canceled, and do not require holding down.*

- All features work without needing to move the device or the user.
- All features work without needing to drag.
- Interactive elements are large enough to be easy to use.

Understandable

- Each page has a defined language that is used consistently.
- If present, changes in language within the text can be detected by assistive technologies.
- Focusing on an element with the keyboard does not cause unexpected changes.
- Activating an element does not cause unexpected changes.
- Navigation options are always in the same place across the service.
- Repeated interface elements are named and used consistently.
- Help and support options are consistent across the service.
- We write content in clear, simple language.

Robust

- Standard technologies that assistive technologies can understand are used.

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

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

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

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

Ongoing Monitoring and Maintenance

Accessibility is not a one-time effort for us – it's an ongoing process. Here's how we ensure <https://www.smeg.com/be-nl> stays accessible over time:

- Our Accessibility coordinator that oversees accessibility for <https://www.smeg.com/be-nl> and you can get in touch at this email roberto.truzzi@smeg.it.
- With the support of [AccessiWay](#), we carried out an external, expert-led manual audit on [4/09/2026](#) to verify our accessibility compliance. We maintain a cycle of continuous testing and improvement, with recurring support in place to ensure that comprehensive audits — including manual testing by professionals using assistive technologies — are conducted at least once a year.
- We use automated testing tools integrated into our development process to quickly identify common accessibility issues (such as missing alt text or form labeling). Every code update goes through these checks.

Feedback and Contact Information

We welcome your feedback to make <https://www.smeg.com/be-nl> 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.smeg.com/be-nl>, discover an accessibility issue, or have suggestions for improvement, please let us know.

Email: accessibility@smeg.it

Phone: [05228211](tel:05228211)

Company address: [Smeg S.p.A - Via Leonardo da Vinci, 4 42016 Guastalla \(RE\) Italia](#)

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 [4/09/2026](#). We plan to review it at least annually, or whenever significant changes to the service occur.

EN301549 technical report

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2 General	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2.1 Closed functionality	<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>	

Criteria	Conformance Level	Remarks and explanations
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	Heading cell no response required	Heading cell no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
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	Heading cell no response required	Heading cell no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	Heading cell no response required	Heading cell no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and explanations
6.1 Audio bandwidth for speech	Not Applicable	
6.2 Real-time text (RTT) functionality	Heading cell no response required	Heading cell no response required
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	Heading cell no response required	Heading cell no response required
6.5.1 General (informative)	Heading cell no response required	Heading cell no response required
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
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)	Advisory no response required	Advisory no response required

Chapter 7: ICT with Video Capabilities

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

Chapter 8: Hardware

Criteria	Conformance Level	Remarks and explanations
8.1.1 Generic requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
8.1.2 Standard connections	<i>Not Applicable</i>	
8.1.3 Colour	<i>Not Applicable</i>	
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	<i>Not Applicable</i>	
8.2.1.2 Incremental volume control	<i>Not Applicable</i>	
8.2.2.1 Fixed-line devices	<i>Not Applicable</i>	
8.2.2.2 Wireless communication devices	<i>Not Applicable</i>	
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	<i>Not Applicable</i>	
8.3.2.2 Unobstructed low forward reach	<i>Not Applicable</i>	
8.3.2.3.1 Clear space	<i>Not Applicable</i>	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	<i>Not Applicable</i>	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	<i>Not Applicable</i>	
8.3.2.4 Knee and toe clearance width	<i>Not Applicable</i>	
8.3.2.5 Toe clearance	<i>Not Applicable</i>	
8.3.2.6 Knee clearance	<i>Not Applicable</i>	
8.3.3.1 Unobstructed high side reach	<i>Not Applicable</i>	
8.3.3.2 Unobstructed low side reach	<i>Not Applicable</i>	
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	<i>Not Applicable</i>	
8.3.3.3.2 Obstructed (≤ 610 mm) side	<i>Not Applicable</i>	

Criteria	Conformance Level	Remarks and explanations
<i>reach</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>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>	
8.4 Mechanically Operable parts	<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

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	Some images, icons, or other non-text content do not have a text description.
1.2.1 Audio-only and Video-only (Prerecorded)	Partially supports	Some recorded audio-only or video-only content has no text or audio alternative.
1.2.2 Captions (Prerecorded)	Partially supports	Some recorded audio has no synced captions.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	
1.3.1 Info and Relationships	Partially supports	In some cases, the structure or meaning of content is shown only visually and is not coded so assistive tools can read it.
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially supports	In some cases, color alone is used to give meaning or show a difference.
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially supports	Some features cannot be used with a keyboard.
2.1.2 No Keyboard	Supports	

<i>Trap</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>Partially supports</i>	• <i>There is no way to pause, stop, or hide moving, blinking, scrolling, or auto-updating content that runs over 5 seconds next to other content.</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>Partially supports</i>	• <i>Some screens have no title that explains their topic or purpose.</i>
<i>2.4.3 Focus Order</i>	<i>Partially supports</i>	• <i>When users tab through content, the focus order does not match the meaning or how things work.</i>
<i>2.4.4 Link Purpose (In Context)</i>	<i>Partially supports</i>	• <i>The purpose of some links or controls is not clear from their text or context.</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>Partially supports</i>	• <i>For some components, the name read by assistive tools does not match the visible label.</i>
<i>2.5.4 Motion Actuation</i>	<i>Supports</i>	
<i>3.1.1 Language of</i>	<i>Supports</i>	

<i>Page</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>Partially supports</i>	When an error is detected, the wrong field is not shown or the error is not described in text.
<i>3.3.2 Labels or Instructions</i>	<i>Partially supports</i>	There are no labels or instructions when the user must enter data.
<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>	Some components do not pass their name, role, state, or value to assistive tools, or do not notify them of changes.

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>Partially supports</i>	Some recorded videos have no audio description.
<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</i>	<i>Partially supports</i>	Text and images of text do not

(Minimum)		always have enough contrast, except for items like logos.
1.4.4 Resize text	Partially supports	Some text cannot be made twice as big without losing content or features (captions and text images excluded).
1.4.5 Images of Text	Partially supports	Some images of text are used instead of real text, even though they are not needed and cannot be changed.
1.4.10 Reflow	Partially supports	Content that does not need a 2D layout does not reflow when the screen is resized.
1.4.11 Non-text Contrast	Partially supports	Some important components do not have a contrast ratio of at least 3:1 with nearby items.
1.4.12 Text Spacing	Supports	
1.4.13 Content on Hover or Focus	Partially supports	When extra content appears on hover or focus, the user cannot dismiss it, move onto it, or keep it visible long enough (with some exceptions).
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Partially supports	Some interactive elements have no visible focus indicator when using the keyboard.
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	Partially supports	When an error is found and a fix is known, the fix is not shown (unless it would break security or purpose).
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	Some status messages cannot be read by assistive tools without changing focus.

Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and explanations
10.0 General (informative)	Heading cell no response required	Heading cell no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	

<i>Criteria</i>	<i>Conformance Level</i>	<i>Remarks and explanations</i>
<i>10.6 Audio description timing</i>	<i>Not Applicable</i>	

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	<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>
11.5.2.1 Platform accessibility service support for software that provides a user interface	<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>
11.5.2.2 Platform accessibility service support for assistive technologies	<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>
11.5.2.3 Use of accessibility services	<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>
11.5.2.4 Assistive technology	<i>Not Applicable</i>	
11.5.2.5 Object information	<i>Not Applicable</i>	
11.5.2.6 Row, column, and headers	<i>Not Applicable</i>	
11.5.2.7 Values	<i>Not Applicable</i>	
11.5.2.8 Label relationships	<i>Not Applicable</i>	
11.5.2.9 Parent-child relationships	<i>Not Applicable</i>	
11.5.2.10 Text	<i>Not Applicable</i>	
11.5.2.11 List of available actions	<i>Not Applicable</i>	
11.5.2.12 Execution of available actions	<i>Not Applicable</i>	
11.5.2.13 Tracking of focus and selection attributes	<i>Not Applicable</i>	

Criteria	Conformance Level	Remarks and explanations
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	Heading cell no response required	Heading cell no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Not Applicable	
11.7 User preferences	Not Applicable	
11.8 Authoring tools	Heading cell no response required	Heading cell no response required
11.8.1 Content technology	Heading cell no response required	Heading cell no response required
11.8.2 Accessible content creation	See WCAG 2.2 section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.2 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and explanations
12.1 Product documentation	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
<i>12.1.1 Accessibility and compatibility features</i>	<i>Not Applicable</i>	
<i>12.1.2 Accessible documentation</i>	<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>
<i>12.2.2 Information on accessibility and compatibility features</i>	<i>Not Applicable</i>	
<i>12.2.3 Effective communication</i>	<i>Not Applicable</i>	
<i>12.2.4 Accessible documentation</i>	<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

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	<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>	
13.2 Access to relay services	<i>Not Applicable</i>	
13.3 Access to emergency services	<i>Not Applicable</i>	

Web accessibility

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

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

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

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

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

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

Test environments

Operating systems

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

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

Browsers and user software

In the latest versions available on the different operating systems:

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

Screen readers and assistive technologies

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

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

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

Methodology

Objective manual and semi-automatic verification methodology

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

Our verification is therefore compliant with WCAG 2.2 level AA, and the requirements in UNI EN 301549 Guidelines or their declination in the French RGAAs. Each tool produces results that are then analyzed by our experts: it is, therefore, possible that not all tool results appear because they are judged to be false negatives.

Automated tools for syntax checking

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

Automatic and semi-automatic tools for color verification

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

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- *Accescan*
- *Wave*

And other local tools:

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

Terms

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

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

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

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

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

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