

Accessibility conformance report for

zotter.at

Last updated: 23/07/2025

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 zotter.at easily. This statement explains the steps we take to make it accessible, following laws and standards like the European Accessibility Act and WCAG.

Zotter Schokolade GmbH is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our website successfully.

This accessibility statement explains the accessibility features of zotter.at, how we meet the requirements of

- European Accessibility Act
- EN 301549
- Web Content Accessibility Guidelines (WCAG) 2.2
- Barrierefreiheitsgesetz (Austrian Accessibility Act)

and what we are doing to maintain and improve accessibility. This statement covers only zotter.at.

We regularly review this statement as we enhance zotter.at.

Overview

zotter.at is an informational site and online shop where users can order food products, gift items and vouchers. Users can search for products, add them to a shopping cart, and proceed to checkout.

How to Use zotter.at (Accessibility & Operation)

We strive to make zotter.at 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

The main navigation is located at the top of each page, providing access to product categories, offers, and account settings. The search bar offers suggestions while typing. Results can be selected using arrow keys. Product pages display titles, images, prices, and descriptions. A clearly labeled form must be completed to place an order.

Accessible Features of zotter.at

We have integrated features to support various needs, many of which meet accessibility standards. The most important functions and their assessments are included in this document. The navigation can be operated entirely by keyboard (e.g. with TAB).

If you need more explanation on using any part of zotter.at, please visit <https://faq.zotter.at> for guides, or contact our support for personalized assistance (email: schokolade@zotter.at, phone: +43 3152 5554). 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 zotter.at against the European Accessibility Act, Barrierefreiheitsgesetz (Austrian Accessibility Act), EN 301 549 and WCAG 2.2 and ensured it meets them.

We commit to ensuring that zotter.at is:

Perceivable

- 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.
- Content is adaptable, allowing users to customise text size while maintaining a fully usable interface.
- Changing text spacing (such as line height, paragraph spacing, or spacing between letters or words) does not result in loss of information or content.

Operable

- No keyboard traps are present (it is possible to navigate freely into and out of all components).
- 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.

- Headings and labels provide clear information about contents and functionality.
- Elements that can receive keyboard navigation focus are always at least partially visible within the viewport.
- For user interface components with labels that include text or text images, the name read by assistive technologies includes the visually presented text.
- 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
- User interface components, when receiving keyboard navigation focus, 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
- When an input error is automatically detected, the erroneous element is identified and the error is described using text.
- When an input error is identified and suggestions for correction are known, those suggestions are provided to the user, unless prohibited by regulation

Robust

- Standard development technologies that can be interpreted by assistive technologies are used

We test zotter.at 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 zotter.at stays accessible over time:

- **Accessibility Team**

This team reviews any new features or significant changes for potential accessibility impacts before release. We monitor updates to standards and regulations. Similarly, we are aware of evolving assistive technology patterns and consider those in our design update.

- **Regular Training**

Our developers and content creators receive regular training in accessible design (for example, training on ARIA techniques, color contrast, writing descriptive link text). We keep everyone up-to-date on accessibility best practice.

- **External Audits**

With the support of [AccessiWay](#), we carried out an external, expert-led manual audit on 07/07/2025 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.

Feedback and Contact Information

We welcome your feedback to make zotter.at 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 zotter.at, discover an accessibility issue, or have suggestions for improvement, please let us know.

Contact:

- Email: schokolade@zotter.at
- Tel: +43 3152 5554
- Postal Address: Zotter Schokolade GmbH, Bergl 56, 8333 Riegersburg, Austria

If you contact us, please state as detailed as possible:

- the affected page or feature,
- what happened,
- which assistive technology you use, if any.

We will acknowledge your feedback within 3 business days and do our best to resolve the issue quickly (typically within 10 business days or inform you of progress).

Enforcement:

In the event you feel we have not addressed your accessibility concerns adequately, you have the right to escalate your complaint. In this case you can contact the Austrian Sozialministeriumservice der Landesstelle Oberösterreich (Social Ministry Service).

Contact:

Gruberstraße 63, 4021 Linz

Tel: 0732/7604-0

Fax: 0732/7604-4400

Email: post.oberoesterreich@sozialministeriumservice.at

The complaints are examined by the Social Ministry Service to determine whether they relate to violations of the provisions of the Austrian Accessibility Act (Barrierefreiheitsgesetz), in particular deficiencies in compliance with the accessibility requirements, by the federal government or an organisation attributable to it.

If the complaint is justified, the Social Ministry Service must issue recommendations for action to the federal government or the legal entities concerned and propose measures to remedy the existing deficiencies.

Document History:

This Accessibility Statement was first published on June 27th, 2025. It was last reviewed and updated on July 23rd, 2025. We plan to review it at least annually, or whenever significant changes to the service of zotter.at occur.

EN301549 technical report

Chapter 4: Functional Performance Statements (FPS)

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

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
<i>5.1 Closed functionality</i>		
<i>5.1.2 General</i>		
<i>5.1.2.1 Closed functionality</i>	<i>See 5.2 through 13</i>	<i>See information in 5.2 through 13</i>
<i>5.1.2.2 Assistive technology</i>	<i>See 5.1.3 through 5.1.6</i>	<i>See information in 5.1.3 through 5.1.6</i>
<i>5.1.3 Non-visual access</i>		
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
<i>5.1.6 Operation without keyboard interface</i>		
<i>5.1.6.1 Closed functionality</i>	<i>See 5.1.3.1 through 5.1.3.16</i>	<i>See information in 5.1.3.1 through 5.1.3.16</i>
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
<i>5.5 Operable parts</i>		
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
<i>5.6 Locking or toggle controls</i>		
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	

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

Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and explanations
6.1 Audio bandwidth for speech	<i>Not Applicable</i>	
6.2 Real-time text (RTT) functionality		
<i>6.2.1.1 RTT communication</i>	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.2.3 Speaker identification	Not Applicable	
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 RTT responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication		
<i>6.5.1 General (informative)</i>		
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	<i>Advisory no response required</i>	<i>Advisory no response required</i>

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and explanations
<i>7.1 Caption processing technology</i>		
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
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
<i>8.1.1 Generic requirements</i>		
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
<i>8.2 Hardware products with speech output</i>		
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
<i>8.3 Stationary ICT</i>		
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
8.3.3.2 Unobstructed low side reach	Not Applicable	
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	
8.3.4.1 Change in level	Not Applicable	
8.3.4.2 Clear floor or ground space	Not Applicable	
8.3.4.3.2 Forward approach	Not Applicable	
8.3.4.3.3 Parallel approach	Not Applicable	
8.3.5 Visibility	Not Applicable	
8.3.6 Installation instructions	Not Applicable	
<i>8.4 Mechanically Operable parts</i>		
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

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

Corresponding to WCAG 2.2 Level A

Success Criteria	Conformance Level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none">- General > Redundant image and textual link with redundant alt text- General > Incomplete textual description is provided for the image link- General > Missing alternative text for informative image <p>Home Page > Redundant image and textual link with redundant alt text</p> <p>Home Page > Missing alternative for image links</p> <p>Contact Page > Unnecessary alternative text for decorative images</p> <p>Legal Notice > Inappropriate alternative text for informative images</p> <p>Legal Notice > Incomplete textual description is provided for the informative images</p> <p>Authentication > Missing alternative for image buttons</p> <p>Produktübersicht > Inappropriate alternative for image links</p> <p>Produktübersicht > Redundant image and textual link with redundant alt text</p> <p>Marken > Missing alternative for image links</p> <p>Marken > Warning icon</p> <p>Produkt Detail > Redundant image and textual link with redundant alt text</p> <p>Produkt Detail > Inappropriate alternative text for informative images</p>

1.2.1 Audio-only and Video-only (Prerecorded)	Supports	
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative Supports	Supports	
1.3.1 Info and Relationships	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Placeholder used as label - General > Missing heading mark-up - General > Missing list mark-up - General > Landmarks not defined <p>Home Page > Missing h1 heading mark-up</p> <p>Home Page > Inappropriate heading structure</p> <p>Contact Page > Missing heading mark-up</p> <p>Site Map > Missing heading mark-up</p> <p>Authentication > Inappropriate heading structure</p> <p>Authentication > Missing heading mark-up</p> <p>Search Results > Missing heading mark-up</p> <p>Search Results > Missing list mark-up</p> <p>Produktübersicht > Missing list mark-up</p> <p>Produktübersicht > Heading mark-up used unnecessarily</p> <p>Marken > Missing explicit association of form fields</p> <p>Marken > Current state is not defined</p> <p>Marken > Missing heading mark-up</p> <p>Einkaufswagen > Missing list mark-up</p> <p>Einkaufswagen > Inappropriate heading structure</p> <p>Einkaufswagen > Missing heading mark-up</p> <p>Kassa > Inappropriate heading structure</p> <p>Kassa > Missing heading mark-up</p> <p>Kassa > Missing explicit association of form fields</p>

		Preise > Missing heading mark-up Anfahrt > Missing list mark-up Anfahrt > Missing heading mark-up
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Partially supports	Exceptions include: Home Page > Color alone used to convey selected state
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially supports	Exceptions include: Authentication > Tooltip content not accessible with a keyboard Marken > Custom checkboxes not operable with a keyboard Einkaufswagen > Buttons not operable with a keyboard
2.1.2 No Keyboard Trap	Supports	
2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Supports	
2.2.2 Pause Stop Hide	Supports	
2.3.1 Three Flashes or Below Threshold	Supports	

2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Content on hover - General > Illogical tab order <p>Home Page > Content on hover</p> <p>Authentication > Focus does not move to the error message</p>
2.4.4 Link Purpose (In Context)	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Missing Skip to content link - General > Non-descriptive link text - General > Not meaningful links - General > Missing alternative text for informative image <p>Home Page > Non-descriptive link text</p> <p>Site Map > Identical link text</p> <p>Authentication > Identical link text</p> <p>Marken > Non-descriptive link text</p>
2.5.1 Pointer Gestures	Partially supports	<p>Exceptions include:</p> <p>Anfahrt > Use of pointer gestures without alternative way</p>
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	

3.2.1 On Focus	Supports	
3.2.2 On Input	Partially supports	Exceptions include: Marken > Form controls update content on input
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Partially supports	Exceptions include: Einkaufswagen > Missing form label or "title" attribute
3.3.7 Redundant Entry	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name Role Value	Partially supports	Exceptions include: Authentication > ARIA tab semantics defined inappropriately Authentication > Missing accessible name for modal dialog Marken > Inappropriate use of ARIA attributes Produkt Detail > Modal dialog is not programmatically identified Produkt Detail > Current state is not defined Einkaufswagen > Unnecessary use of ARIA attribute Kassa > Missing accessible name for modal dialog Kassa > Current state is not defined

Corresponding to WCAG 2.2 Level AA

Success Criteria	Conformance Level	Remarks and explanations
1.2.4 Captions (Live)	Supports	
1.2.5 Audio Description (Prerecorded)	Supports	
1.3.4 Orientation	Supports	
1.3.5 Identify Input Purpose	Supports	
1.4.3 Contrast (Minimum)	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Insufficient color contrast for text Home Page > Insufficient color contrast of user interface controls Home Page > Insufficient color contrast for text Contact Page > Insufficient color contrast for text Authentication > Insufficient color contrast for text Produktübersicht > Insufficient color contrast for text Produkt Detail > Insufficient color contrast for text Einkaufswagen > Insufficient color contrast for text Kassa > Insufficient color contrast for text Preise > Insufficient color contrast for text Anfahrt > Insufficient color contrast for text Essbarer Tiergarten > Insufficient color contrast for text
1.4.4 Resize text	Supports	
1.4.5 Images of Text	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> Home Page > Image of text used

1.4.10 Reflow	Partially supports	Exceptions include: - General > Content fails to reflow
1.4.11 Non-text Contrast	Partially supports	Exceptions include: Marken > Insufficient color contrast of user interface controls Einkaufswagen > Insufficient color contrast for the borders of form controls
1.4.12 Text-spacing	Supports	
1.4.13 Content on Hover or Focus	Partially supports	Exceptions include: Authentication > Additional content available on hover or focus not dismissible Authentication > Additional content available on hover or focus not hoverable
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Partially supports	Exceptions include: Produkt Detail > Focus not visible Einkaufswagen > Focus not visible Kassa > Focus not visible Preise > Focus not visible Essbarer Tiergarten > Focus not visible
2.4.11 Focus Not Obscured (Minimum)	Supports	
2.5.7 Dragging Movements	Supports	

2.5.8 Target Size (Minimum)	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (LFD)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	Exceptions include: - General > Status message not defined programmatically

Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and explanations
10.0 General (informative)		
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	
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Criteria	Conformance Level	Remarks and explanations
11.0 General (informative)		
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and explanations
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage		
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		
11.8.1 Content technology		

Criteria	Conformance Level	Remarks and explanations
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
<i>12.1 Product documentation</i>		
12.1.1 Accessibility and compatibility features	Not Applicable	
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
<i>12.2 Support Services</i>		
12.2.2 Information on accessibility and compatibility features	Not Applicable	
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section

Chapter 13: ICT Providing Relay or Emergency Service Access

Criteria	Conformance Level	Remarks and explanations
<i>13.1 Relay services requirements</i>		
13.1.2 Text relay services	Not Applicable	
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

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 no adaptation.**

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

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

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. <https://validator.w3.org/>
- **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 <https://jigsaw.w3.org/css-validator/>
- **PAC PDF checker** : <https://pdfua.foundation/en/pdf-accessibility-checker-pac/>

Automatic and semi-automatic tools for color verification

- **Color Contrast Analyser (CCA)** : used punctually on dubious contrasts <https://developer.paciellogroup.com/resources/contrastanalyser/>
- **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 <https://www.brandwood.com/a11y/>
- **Color contrast accessibility evaluator** : used as an additional control for some online pages <https://color.a11y.com/Contrast/>

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- Accescan <https://www.accessiway.com/accessscan>
- Wave <https://wave.webaim.org/>

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. <https://chrispederick.com/work/web-developer/>
- **AXE & Lighthouse for Chrome:** they have provided us with precise indications on the defects of the accessibility of the HTML code but also on WAI ARIA attributes, fundamental in the case of web applications and interactive components.
- **Siteimprove for Chrome:** like AXE, it provides useful indications for verifying compliance but is a tool evaluated by AgID useful for monitoring public sites.

Terms

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

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

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

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

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

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