Accessiway

Accessibility conformance report for

https://www.pupamilano.com

Last updated on: 30/03/2026

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

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

The decision to render this document concise and simple is thus a direct implementation of a legislative obligation and does not represent any form of limitation of the information available, which continues to be fully governed by the relative technical and legal reference.

This document has been provided by Accessiway to comply with the obligations of the European Accessibility Act until such time as the relative national authorities provide an official mode.

Each full paragraph is preceded by an explanatory introduction in simpler language.

Introduction

Our aim is to ensure that everyone, including disabled people, are able to easily use our service. This document explains how we ensure we are accessible and comply with laws and standards such as the European Accessibility Act or WCAG.

Micys Company S.p.A. is committed to accessibility and inclusiveness. Our aim is to ensure that all our clients, including disabled people, are able to successfully use our service.

This document illustrates the accessibility features of https://www.pupamilano.com, 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 declaration only concerns https://www.pupamilano.com.

We regularly review this information as we improve https://www.pupamilano.com.

Overview

Service description

This is a B2C platform for buying beauty and skincare products online.

How to use https://www.pupamilano.com (Accessibility & Operations)

We strive to make https://www.pupamilano.com easy for everyone to use. This is an overview of how to navigate and use our service when using assistive technologies or special configurations:

How to use https://www.pupamilano.com

Users can browse PUPA Milano's products, view editorial content, add products to their shopping carts and also complete their purchase via a range of payment methods. They can also create a personal account, which allows them to access certain information and consult their purchases and wish list.

Accessibility of https://www.pupamilano.com

The website uses standard modes of interaction with the operating system and assistive technologies.

If you need further information on using any part of https://www.pupamilano.com, please contact our support for personalised assistance. We are on hand to provide any additional description or explanation necessary for the proper functioning of the service.

Accessibility compliance

(How we comply with requirements)

We have assessed https://www.pupamilano.com with regard to the requirements of the European Accessibility Act (including its local application if necessary), ADA, WCAG 2.2, and Section 508, and it is:

Perceivable

- The content is presented in an order that reflects the logical and semantic structure, allowing assistive technologies to interpret it correctly.
- The instructions provided for understanding and operating on the content are not based solely on the sensory characteristics of the components such as shape, colour, size, visual location, orientation or sound.
- Content adapts correctly to screen orientation, maintaining display and operation consistent.
- Where present, the purpose of input fields accepting specific data is correctly communicated to the aids and implemented in a compliant manner.
- Information is either not presented exclusively via colour, or is accompanied by an accessible alternative such as text or symbols.
- The content is adaptable, allowing users to customise the size of the text while maintaining a fully usable interface.
- Information is presented using text, avoiding non-essential, non-customisable text images.
- Content that does not require two-dimensional representation redisplays itself correctly when the size displayed by the user programme is changed.
- Changing the spacing of texts, in terms of line height or spaces between paragraphs, letters or words, does not cause any loss of information or content.
- There are no cases in which additional content activated by hover or focus disappears unexpectedly, cannot be closed without moving the pointer or focus, or does not remain visible.

Operable

- There are no keyboard traps (it is possible to freely navigate both inside and outside of all components).
- There are no interferences with hotkeys composed of individual letters, numbers or symbols.
- There are no time limits imposed by the content, and any time limits present can be adjusted, extended or controlled by the user, or are justified by functional or regulatory requirements.
- There is no content that is intermittent or flashes at levels that may provoke epileptic seizures, thus remaining within safe limits.
- Skiplinks are implemented to allow rapid navigation to the main content, improving accessibility and user experience.
- The purpose of links can be determined by the link text itself or at least by the link text in relation to adjacent content.
- There are several ways to identify an item of 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 the focus of keyboard navigation are always at least partially visible in the viewport.
- No functions require complex gestures to be used.
- Features do not start immediately on touch, they can be cancelled before completing them, and they do not need to be pressed and held to make them work.
- For user interface components with labels that include text or text images, the name read by the aids contains the visually presented text.
- All functions can be used without relying solely on the movement of the device or the user.
- All functions are usable without necessarily having to be dragged.
- The clickable area of interactive elements is large enough to ensure easy interaction for users.

Understandable

- The language of each page is appropriately defined and used in a consistent manner throughout the service.
- All language content that requires so may be programmatically determined.
- When any user interface component receives focus from keyboard-based

navigation, it does not initiate any unexpected changes in context that may disorient the user.

- When any user interface component is activated by the user via keyboard or assistive technologies, it does not initiate any unexpected changes in context that may disorient the user.
- The navigation mechanisms present are consistently positioned throughout the entire service flow.
- Repeated elements of the interface are consistently defined to facilitate their identification.
- Mechanisms for requesting support or assistance are consistent within the environment.
- If an input error is automatically detected, the item that is in error is identified and the error is described in text.
- If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, save for cases provided for by legislation.
- We write content in clear and simple language.

Robust

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

We have tested https://www.pupamilano.com with the most common assistive technologies in a wide variety of Operating System-Browser configurations:

- Screen readers (such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS) to ensure 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 major assistive technologies. Our code follows the best practices outlined in WCAG 2.2 and EN 301 549 for robust implementation, which means it should remain accessible even as technology evolves.

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

Continuous monitoring and maintenance

We see accessibility as an ongoing process, not as a one-off commitment. This is how we ensure that https://www.pupamilano.com remains accessible over time:

- With the support of AccessiWay, on 30/03/2026 we carried out a manual external audit under expert guidance to verify our conformity in terms of accessibility. We maintain a cycle of continuous testing and improvement, with recurring 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 built into our development process to promptly detect the most common accessibility problems (such as missing alt text or form labelling). Every code update is subjected to this testing.

Feedback and Contacts

We welcome your suggestions on how to improve https://www.pupamilano.com. If you encounter any problems or have any suggestions, please contact us by email, telephone or post. Provide us with details of the problem, so that we can help you.

We value our users' input, particularly when they tell us that something is not working. If you have difficulty accessing any part of https://www.pupamilano.com, if you encounter an accessibility problem or have any suggestions for improvement, please let us know.

Email: cs1.pupa@villaeriva.it

Telephone: +39 039 95 30 201

Address: https://www.pupa.it/customer-care#contactus-form.

When contacting us, please provide as many details about the problem as possible (the page or function, what happened, and what, if any, service technology you are using). We will aim to acknowledge your feedback within 15 working days and will do our best to solve the problem quickly or to give you information on progress.

Application: If you feel that your accessibility problems have not been adequately addressed, you have the right to file a complaint. We sincerely hope to be able to work with you to resolve any problems before they reach this stage.

Document history: This document was last reviewed and updated on 30/03/2026. We aim to review it at least once a year, or whenever there are significant changes to the service.

EN301549 technical report

Chapter 5: Generic requirements

Criteria	Level of conformity	Notes
5.1 Closed functionality	*Header cell no response required*	*Header cell no response required*
5.1.2 General	*Header cell no response required*	*Header cell no response required*
5.1.2.1 Closed functionality	*See 5.2 to 13*	*See information 5.2 to 13*
5.1.2.2 Assistive technology	*See 5.1.3 to 5.1.6*	*See information 5.1.3 to 5.1.6*
5.1.3 Non-visual access	*Header cell no response required*	*Header cell no response required*
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	

Criteria	Level of conformity	Notes
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	
5.1.3.12 Speaker volume	Not applicable	
5.1.3.13 Volume reset	Not applicable	
5.1.3.14 Spoken languages	Not applicable	
5.1.3.15 Non-visual error identification	Not applicable	
5.1.3.16 Receipts, tickets and transactional outputs	Not applicable	
5.1.4 Functionality closed to text enlargement	Not applicable	
5.1.5 Visual output for auditory information	Not applicable	
5.1.6 Operation without keyboard interface	*Header cell no response required*	*Header cell no response required*
5.1.6.1 Closed functionality	*See 5.1.3.1 to 5.1.3.16*	*See information 5.1.3.1 to 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	Not applicable	

Criteria	Level of conformity	Notes
information during conversion		
5.5 Operable parts	*Header cell no response required*	*Header 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	*Header cell no response required*	*Header 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	Level of conformity	Notes
6.1 Audio bandwidth for speech	*Not applicable*	
6.2 Real-Time Text (RTT) functionality	*Header cell no response required*	*Header 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	*Header cell no response required*	*Header cell no response required*
6.5.1 General (informative)	*Header cell no response required*	*Header cell no response required*
6.5.2 Resolution	Not applicable	

Criteria	Level of conformity	Notes
6.5.3 Frame Rate	Not applicable	
6.5.4 Synchronisation between audio and video	Not applicable	
6.5.5 Visual indicator of audio with video	Not applicable	
6.5.6 Speaker identification with video (sign language) communication	Not applicable	
6.6 Alternatives to video-based services (informative)	*Advisory no response required*	*Advisory no response required*

Chapter 7: ICT with video capabilities

Criteria	Level of conformity	Notes
7.1 Caption processing technology	*Header cell no response required*	*Header 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 Caption characteristics	Not applicable	
7.1.5 Spoken subtitles	Not applicable	
7.2 Audio description technology	*Header cell no response required*	*Header cell no response required*
7.2.1 Audio description playback	Not applicable	
7.2.2 Audio description synchronisation	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	Level of conformity	Notes
8.1.1 Generic requirements	*Header cell no response required*	*Header cell no response required*
8.1.2 Standard connections	Not applicable	
8.1.3 Colour	Not applicable	
8.2 Hardware products with speech output	*Header cell no response required*	*Header cell no response required*
8.2.1.1 Speech volume range	Not applicable	
8.2.1.2 Incremental volume control	Not applicable	
8.2.2.1 Fixed-line devices	Not applicable	
8.2.2.2 Wireless communication devices	Not applicable	
8.3 Stationary ICT	*Header cell no response required*	*Header cell no response required*
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	

Criteria	Level of conformity	Notes
8.3.2.5 Toe clearance	Not applicable	
8.3.2.6 Knee clearance	Not applicable	
8.3.3.1 Unobstructed high side reach	Not applicable	
8.3.3.2 Unobstructed low side reach	Not applicable	
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not applicable	
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not applicable	
8.3.4.1 Change in level	Not applicable	
8.3.4.2 Clear floor or ground space	Not applicable	
8.3.4.3.2 Forward approach	Not applicable	
8.3.4.3.3 Parallel approach	Not applicable	
8.3.5 Visibility	Not applicable	
8.3.6 Installation Instructions	Not applicable	
8.4 Mechanically operable parts	*Header cell no response required*	*Header cell no response required*
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	

Criteria	Level of conformity	Notes
8.5 Tactile indication of speech mode	Not applicable	

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

Corresponding to WCAG 2.2 Level A

Criteria	Level of conformity	Notes
1.1.1 Non-text content	Partially supported	There is non-text content shown 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 Captions (pre-recorded)	Supported	
1.2.3 Audio description or media alternative (pre-recorded)	Supported	
1.3.1 Information and relationships	Partially supported	In some cases, information, structure or relationships conveyed by the presentation of pages cannot be determined programmatically (or are not available through text).
1.3.2 Meaningful sequence	Supported	
1.3.3 Sensory characteristics	Supported	
1.4.1 Use of colour	Supported	

1.4.2 Audio control	Supported	
2.1.1 Keyboard	Partially supported	Some functions cannot be used via a keyboard (or interface with similar input).
2.1.2 No keyboard trap	Supported	
2.1.4 Character key shortcuts	Supported	
2.2. 1 Timing adjustable	Supported	
2.2.2 Pause, stop, hide	Partially supported	There are no mechanisms present to interrupt or hide certain animations, flashing, scrolling or auto-updating information initiated automatically, with a duration of more than five seconds or presented in parallel with other content.
2.3.1 Three flashes or below threshold	Supported	
2.4.1 Bypass blocks	Supported	
2.4.2 Page titled	Partially supported	Some sections do not have titles describing their topic or purpose.
2.4.3 Focus order	Partially supported	In some sections that can be navigated sequentially and where the sequence of navigation affects their meaning and operation, certain objects that could receive focus do not receive it in such an order as to preserve their meaning and function.
2.4.4 Link purpose (in context)	Supported	

2.5.1 Pointer gestures	Supported	
2.5.2 Pointer cancellation	Supported	
2.5.3 Label in name	Supported	
2.5.4 Motion actuation	Supported	
3.1.1 Language of page	Supported	
3.2.1 On focus	Supported	
3.2.2 On input	Supported	
3.2.6 Consistent support	Supported	
3.3.1 Error identification	Supported	
3.3.2 Labels or instructions	Partially supported	In certain cases, no labels or instructions are provided when the content requires input action from the user.
3.3.7 Redundant input	Supported	
4.1.1 Parsing	Supported	
4.1.2 Name, role, value	Partially supported	In certain cases, user interface components (including: form elements, links and script-generated components...), name, role, statuses, properties and values are not correct or set, or no notification is provided to the user or their assistive technologies when these change.

Corresponding to WCAG 2.2 Level AA

Criteria	Level of conformity	Notes

1.2.5 Audio description (pre-recorded)	Supported	
1.3.4 Orientation	Supported	
1.3.5 Identify input purpose	Supported	
1.4.3 Contrast (minimum)	Partially supported	The visual representation of text and images containing text does not always have the required minimum contrast ratio, save for exceptions as per legislation (e.g. logotypes).
1.4.4 Resize text	Supported	
1.4.5 Images of text	Supported	
1.4.10 Reflow	Supported	
1.4.11 Non-text contrast	Partially supported	For certain essential components, also in different states, colour contrast in relation to adjacent elements does not exceed a ratio of 3:1.
1.4.12 Text spacing	Supported	
1.4.13 Content on hover or focus	Supported	
2.4.5 Multiple ways	Supported	
2.4.6 Headings and labels	Supported	
2.4.7 Focus visible	Supported	
2.4.11 Non-hidden focus (minimum)	Supported	
2.5.7 Drag movements	Supported	
2.5.8 Target size (minimum)	Supported	

3.1.2 Language of parts	Supported	
3.2.3 Consistent navigation	Supported	
3.2.4 Consistent identification	Supported	
3.3.3 Error suggestion	Supported	
3.3.4 Error prevention (legal, financial, data)	Supported	
3.3.8 Accessible authentication (minimum)	Supported	
4.1.3 Status messages	Partially supported	In certain cases, status messages are not presented to the user in such a way that assistive technologies interpret them without having to shift focus.

Chapter 10: Non-web documents

Criteria	Level of conformity	Notes
10.0 General (informative)	*Header cell no response required*	*Header cell no response required*
From 10.1.1.1 to 10.4.1.3	See WCAG section 2.2	See information in WCAG section 2.2
10.5 Caption positioning	Not applicable	
10.6 Audio description timing	Not applicable	

Chapter 11: Software

Criteria	Level of conformity	Notes
11.0 General (informative)	*Header cell no response required*	*Header cell no response required*
From 11.1.1.1 to 11.4.1.3	See WCAG section 2.2	See information in WCAG section 2.2
11.5 Interoperability with assistive technology	*Header cell no response required*	*Header cell no response required*
11.5.1 Closed functionality	*Header cell no response required*	*Header cell no response required*
11.5.2 Accessibility services	*Header cell no response required*	*Header cell no response required*
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 11.5.2.5 to 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 to 11.5.2.17	See information 11.5.2.5 to 11.5.2.17
11.5.2.3 Use of accessibility services	See 11.5.2.5 to 11.5.2.17	See information 11.5.2.5 to 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	
11.5.2.5 Object information	Not applicable	
1.5.2.6 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	

Criteria	Level of conformity	Notes
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	*Header cell no response required*	*Header 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	*Header cell no response required*	*Header cell no response required*
11.8.1 Content technology	*Header cell no response required*	*Header cell no response required*
11.8.2 Accessible content creation	See WCAG section 2.2 (If the software is not	See information in WCAG section 2.2

Criteria	Level of conformity	Notes
	an authoring tool, enter “Not applicable”)	
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	Level of conformity	Notes
12.1 Product documentation	*Header cell no response required*	*Header cell no response required*
12.1.1 Accessibility and compatibility features	Not applicable	
12.1.2 Accessible documentation	See WCAG section 2.2	See information in WCAG section 2.2
12.2 Support Services	*Header cell no response required*	*Header cell no response required*
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 section 2.2	See information in WCAG section 2.2

Chapter 13: ICT providing relay or emergency service access

Criteria	Level of conformity	Notes
13.1 Relay services requirements	*Header cell no response required*	*Header cell no response required*
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 limitation in activity or restriction of participation in society, experienced by a person as a result of a substantial, long-term or permanent impairment of one or more physical, sensory, mental, cognitive or psychic functions, a multiple disability or a disabling health condition.

Web accessibility consists of rendering online public communication services accessible to disabled people and is based on four fundamental principles:

Perceivable: Information and user interface components must be presented to users in ways they can perceive. For example, providing text equivalents for all non-text content that can then be presented in other forms according to the needs of the user: large print, braille, speech synthesis, symbols or simplified language.

Operable: User interface components and navigation must be operable. For example, rendering all functions available via the keyboard.

Understandable: Information and the operation of user interface must be understandable. Text content must be rendered readable and navigation must be consistent.

Robust: Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Testing environments

Operating systems

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

We did not use Linux as it is currently extremely uncommon among disabled users.

Browser and user software

In the latest versions available for the various operating systems:

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

Screen readers and assistive technologies

To achieve the most standardised assessment possible, we test everything with the default configuration of assistive technologies.

To render assessment more realistic, we also test:

- Graphic adaptations in the different systems (colours, contrast, captions, etc.).
- Mouse emulations, screen keyboards and magnifiers or advanced keyboard settings, again for the various systems
- VoiceOver - on Apple systems only
- TalkBack - on Android only
- NVDA (latest version) and Freedom Scientific JAWS (penultimate version) - on PC systems only

Methods

Objective manual and semi-automatic auditing methods

We analyse the content with various automatic and semi-automatic systems and compare the results between the tools to obtain the most complete and objective audit possible. The reference standard, unless specifically requested, is always the latest available (WCAG 2.2), in order to ensure compliance in all countries from which the touchpoint (site, app, etc.) can be accessed.

Our audit is therefore compliant with WCAG 2.2 level AA and the requirements of the UNI EN 301549 Guidelines or their interpretation through the French RGAA. Each tool produces results that are then analysed by our experts: it is therefore possible that not all instrument results appear, as they are considered to be false negatives.

Automatic syntax checking tools

- **W3C Markup Validation Service:** Used with generated code, as this is the official tool for checking HTML, XHTML, MathML, etc.
- **W3C CSS Validation service:** Although the correctness of CSS does not directly affect accessibility, it may affect certain related aspects if it is not interpreted correctly due to errors. An audit is therefore opportune and is carried out with the W3C CSS Validation Service.
- **PAC PDF checker**

Automatic and semi-automatic tools for colour verification

- **Colour Contrast Analyser (CCA):** Used precisely on doubtful contrasts.
- **WCAG Colour contrast checker:** Used as an initial check for colour contrast used in page CSS.
- **A11y text on background image check:** Used to check cases where images are overlaid with text.
- **Colour contrast accessibility evaluator:** Used as an additional check for certain online pages.

Automatic and semi-automatic tools for accessibility control

Some online validators used as samples on pages:

- AccessScan

- Wave

And other instruments:

- **Web developer toolbar**: Used to assist in manual verification. It allows images without alternative text, fields without labels, etc. to be identified.
- **AXE and Lighthouse for Chrome**: These provide precise indications on accessibility defects in HTML code, but also on WAI-ARIA attributes, which are crucial in the case of web applications and interactive components.

Terminology

The terms used in information regarding Levels of Conformity are defined as follows:

Supported: the functionality of the product has at least one method that satisfies the criterion with no known faults or that satisfies said criterion with an equivalent facilitation.

Partially supported: some product features do not satisfy the criterion.

Unsupported: most product features do not satisfy the criterion.

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

Not assessed: the product has not been assessed with regard to the criterion. This can only be used in level-AAA WCAG criteria.