

Accessibility Statement

Website accessibility declaration for Private Subjects pursuant to art. 3 paragraph 1 of Law no. 4 of 9 January 2004

Declaration

Trenord undertakes to make its mobile app accessible, in accordance with Law no. 4 of 9 January 2004. This accessibility statement applies to: **Trenord App - v.4.10.0 iOS**

Compliance status:

Partially compliant

This mobile app partially complies with the requirements of Appendix A of the UNI CEI EN 301549 standard due to the cases of non-compliance listed below

Content not accessible

The contents listed below are not accessible for the following reasons in compliance with Law no. 4 of 9 January 2004:

- C.11.1.1.1 - Some non-text content presented to the user does not have an equivalent text alternative that serves the same purpose;
- C.11.1.3.1 - In some cases, information, structure or correlations conveyed by the presentation of the pages cannot be programmatically determined (or are not available by text);
- C.11.1.3.2 - In some cases, where the sequence in which the content is presented affects its meaning, this is only visual and not structural;
- C.11.1.3.4 - The display and operation of some content does not vary depending on the orientation of the screen;
- C.11.1.4.1 - In some cases was color alone used to identify a purpose or distinguish a piece of information or a function;
- C.11.1.4.3 - The visual representation of text and images containing text does not always have the minimum contrast ratio required, except for exceptions provided for by the legislation (e.g. logos);
- C.11.1.4.4 - Some texts, with the exception of subtitles and images containing text, cannot be resized up to 200 percent without using assistive technologies and without losing content and functionality;
- C.11.1.4.11 - For some essential components, even in different states, the colour contrast with respect to adjacent elements does not exceed a ratio of 3:1;
- C.11.2.1.1 - Some functions cannot be used via keyboard (or interface with similar input);
- C.11.2.4.3 - In some Web pages that can be navigated sequentially and in which the navigation sequence affects their meaning and functioning, some objects that could receive the focus do not receive it in an order that preserves their meaning and operation;
- C.11.2.4.4 - The purpose of some links cannot be determined by the text of the link or by

the text of the link together with adjacent content;

- C.11.2.4.6 - Headings and/or labels do not sufficiently clarify content or functionality;
- C.11.2.5.3 - For some user interface components with labels that include text or images of text, the name read from the aids does not contain the text that is presented visually;
- C.11.3.1.1 - Some pages do not define the language;
- C.11.3.3.2 - In some cases, no labels or instructions are provided when the content requires input actions from the user;
- C.11.4.1.2 - In some cases the user interface components (including: form elements, links and scripted components...), name, role, states, properties and values are incorrect or set or the user and his assistive technologies are not warned when these change;

Drafting of the accessibility statement

This declaration was drawn up on **7/03/2025**.

The assessment was **carried out by third parties** through objective and subjective analyses (see Article 3(1) of Commission Implementing Decision EU 2018/1523).

The statement was last reviewed on **7/03/2025**, complying with the recommendation to review periodically (at least annually) the accuracy of the statements contained in this accessibility statement.

About the Website

1. Date of last publication of the site: **07/03/2025**
2. Have you carried out usability tests? **YES**
3. Content Management System (CMS) used: **Typo3**

Property Information

1. The number of employees with disabilities present in the administration 35
2. The number of workstations for employees with disabilities n/a

The figure refers to the total number of employees hired by law as protected categories and as disabled by the group updated to December 2022.

Sending reports to the Provider

You can report any cases of difficulty in accessing the content of the site.

The report can be made by e-mail to the e-mail address: **accessibilita-digitale@trenord.it**

In the email, you will need to indicate:

- Name and surname;
- Address of the web page or sections of the website or customer area subject to the report;
- Clear and concise description of the problem encountered;
- Tools used (operating system, browser, assistive technologies).

Sending reports to AgID

In the event of an unsatisfactory response or no response, within thirty days, to the notification or request, the interested party may forward a report to **protocollo@pec.agid.gov.it**