Accessibility Statement

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

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Codice Fiscale / P.IVA 06705490966
Capitale Sociale Euro 76.120.000 i.v.
C.C.I.A.A. Milano / R.E.A. 1909555

Declaration

Trenord undertakes to make its website accessible, in accordance with Law no. 4 of 9 January 2004. This accessibility statement applies to: **www.malpensaexpress.it**

Compliance status:

Partially compliant

This website 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:

1. C.9.1.1.1 - Some non-text content presented to the user does not have an equivalent text alternative that serves the same purpose;
2. C.9.1.3.1 - In some cases, information, structure or correlations conveyed by the presentation of the pages cannot be programmatically determined (or are not available by text);
3. C.9.1.4.1 - In some cases was color alone used to identify a purpose or distinguish a piece of information or a function;
4. C.9.1.4.3 - 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);
5. C.9.1.4.4 - Some texts, with the exception of subtitles and images containing text, cannot be resized by up to 200 percent without using assistive technologies and without losing content and functionality;
6. C.9.1.4.10 - Content that does not require a two-dimensional representation (such as data tables or maps) does not rearrange when the size displayed by the user agent changes;
7. C.9.1.4.11 - For some essential components, even in different states, the colour contrast with respect to adjacent elements does not exceed a ratio of 3:1;
8. C.9.1.4.12 - Changing the spacing of texts in relation to line height, spaces between paragraphs, letters or words results in some loss of information or content;
9. C.9.1.4.13 - In some cases, when hovering or keyboard focus makes content visible and hidden, there is no mechanism to delete the additional content without moving the mouse pointer or keyboard focus, the pointer cannot be moved to additional content without it disappearing, or the additional content does not remain visible until the hover or focus event is removed, you delete it or your information is no longer valid, subject to certain

exceptions;

1. C.9.2.1.1 - Some website functions and interactive controls cannot be operated using a keyboard or a keyboard-equivalent interface;
2. C.9.2.4.1 - No mechanism is provided to bypass blocks of content that are repeated across multiple web pages;
3. C.9.2.4.2 - Some web pages do not have a title that accurately describes their topic or purpose;
4. C.9.2.4.3 - In some cases, the keyboard focus order does not preserve the meaning and operability of the content, including menus, dialogs, dynamically displayed results and other interactive components;
5. C.9.2.4.4 - The purpose of some links cannot be determined from the link text alone or from the link text together with its programmatically determined context;
6. C.9.2.4.7 - The keyboard focus indicator is not visible on some interactive elements;
7. C.9.2.5.8 - Some interactive targets are smaller than 24 by 24 CSS pixels and do not provide sufficient surrounding spacing;
8. C.9.3.1.1 - The language of some pages or documents is not correctly identified programmatically;
9. C.9.3.3.1 - In some cases, automatically detected input errors are not clearly identified and described in text;
10. C.9.3.3.2 - In some cases, labels or instructions are not provided when user input is required, including identification of required fields;
11. C.9.4.1.2 - In some cases, user interface components do not expose the correct name, role, state, properties or values to assistive technologies;
12. C.9.4.1.3 - In some cases, status messages and dynamic updates are not programmatically exposed so that assistive technologies can announce them without moving focus;

You can get an alternative version accessible if you configure the appropriate adaptations to your needs via the EyeAble widget interface (overlay). For everything to work, the widget must be fully loaded and adaptations must be activated. Incorrect widget configuration may reduce site accessibility.

Drafting of the accessibility statement

This declaration was drawn up on **21/09/2026.**

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 **21/09/2026**, 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: **21/09/2026**
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**