

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 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:

- 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;
- 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);
- 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;
- 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);
- 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;
- 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;
- 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;
- 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;
- 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content does not remain visible until the hover or focus event is removed, you delete it or your information is no longer valid, subject to certain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;

- C.9.2.1.1 - Some functions cannot be used via keyboard (or interface with similar input);
- C.9.2.4.1 - Lacks a mechanism to skip content blocks that are repeated on multiple Web pages;
- C.9.2.4.2 - Some web pages do not have titles describing their subject matter or purpose;
- C.9.2.4.3 - 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.9.2.4.4 - 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.9.2.4.7 - On some interactive elements the focus indicator is not visible;
- C.9.3.2.4 - Some components with the same functionality within a set of Web pages are not consistently identified;
- C.9.3.3.1 - In some cases, when an input error is automatically detected, the element in error is not identified and/or the error is not described by text;
- C.9.4.1.2 - In some cases the components of the user interface (including: elements of a form, links and components generated by scripts...), name, role, states, properties and values are incorrect or set or the user and his assistive technologies are not warned when they change;
- C.9.4.1.3 - In some cases status messages are not presented to the user so that assistive technologies interpret them without having to shift 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 **17/03/2025**.

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 **17/03/2025**, 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: **17/03/2025**
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**