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.trenord.it**

Compliance status: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 accessibleContent not accessible

The content listed below is not accessible due to non-compliance with the requirements of Law No. 4 of 9 January 2004:

1. C.9.1.1.1 – Some non-text content does not have an appropriate text alternative, while some decorative images and icons are not correctly ignored by assistive technologies;
2. C.9.1.3.1 – In some cases, information, structure and relationships conveyed through presentation cannot be programmatically determined, including incorrect heading hierarchies, lists, form labels and groupings;
3. C.9.1.4.1 – In some cases, colour is used as the only visual means of conveying information or identifying a state, and some links or focus states are distinguished only by colour;
4. C.9.1.4.3 – Some text and images of text do not meet the required minimum contrast ratio;
5. C.9.1.4.4 – Some text cannot be resized up to 200% without loss of content or functionality;
6. C.9.1.4.10 – At 400% zoom, some content does not reflow correctly and may be clipped, obscured or unavailable;
7. C.9.1.4.11 – Some user interface components, graphical objects and focus indicators do not meet the minimum 3:1 non-text contrast ratio;
8. C.9.1.4.12 – In some cases, increasing text spacing causes text to be clipped or overlap;
9. C.9.1.4.13 – Some additional content displayed on hover or keyboard focus cannot be dismissed without moving the pointer or focus;
1. C.9.2.1.1 – Some functions and interactive components cannot be operated using a keyboard or an equivalent input method;
2. C.9.2.4.1 – A mechanism for bypassing repeated blocks of content, such as a “Skip to main content” link, is not available;
3. C.9.2.4.2 – Some pages or PDF documents do not have a meaningful title describing 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, particularly in menus, modal dialogs, maps and dynamically displayed components;

5. C.9.2.4.4 – The purpose of some links cannot be determined from the link text alone or together with its surrounding context, and some repeated or hidden links create redundancy;
6. C.9.2.4.6 – Some headings, labels and accessible names do not adequately describe the related content or functionality, or are not provided in the selected site language;
7. C.9.2.4.7 – The keyboard focus indicator is not visible on some interactive elements;
8. C.9.2.5.8 – Some interactive targets are smaller than 24 × 24 CSS pixels and do not provide an equivalent surrounding target area;
9. C.9.3.1.1 – The language of some web pages and PDF documents is not correctly specified;
10. C.9.3.3.1 – When input errors are detected, the field in error is not always clearly identified and the error is not always described in text;
11. C.9.3.3.2 – Some forms do not provide adequate labels, instructions or explanations for required fields;
12. C.9.4.1.2 – For some user interface components, the accessible name, role, state, properties or values are missing, incorrect or not updated programmatically;
13. C.9.4.1.3 – Some status and error messages are not programmatically exposed to assistive technologies without requiring a change of focus;
14. C.10.1.3.1 – Some PDF documents are not correctly tagged, so their structure and reading order may not be available to assistive technologies;
15. C.10.2.4.2 – Some PDF documents do not have a meaningful document title;
16. C.10.3.1.1 – The language of some PDF documents is not correctly set in the document metadata.

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

The 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**