

Accessibility Conformance Report

ADA/WCAG/UNI-EN301549/Section 508

(based on [VPAT®](#))

Client: Fruition

URL:

<https://test-southcoast-health-multi.southcoast-health.org/>

Date: 18/11/2025

Table of Contents:

Table of Contents:	2
00. Introduction	3
01.1 – About	4
01.2 – Test environments	4
02. Accessibility Conformance Report	6
02.1 – General information	7
03. WCAG 2.2 Report	9
03.1 – Success Criteria, Level A	10
03.2 – Success Criteria, Level AA	17
04. Revised Section 508 Report	23
04.1 Chapter 3: Functional Performance Criteria (FPC)	24
04.2 Chapter 4: Hardware	25
04.3 Chapter 5: Software	29
04.4 Chapter 6: Support Documentation and Services	31
05. EN 301 549 Report	33
05.1 Chapter 4: Functional Performance Statements (FPS)	34
05.2 Chapter 5: Generic Requirements	35
05.3 Chapter 6: ICT with Two-Way Voice Communication	37
05.4 Chapter 7: ICT with Video Capabilities	39
05.5 Chapter 8: Hardware	39
05.6 Chapter 9: Web (see WCAG 2.2 section)	41
05.7 Chapter 10: Non-Web Documents	42
05.8 Chapter 11: Software	42
05.9 Chapter 12: Documentation and Support Services	44
05.10 Chapter 13: ICT Providing Relay or Emergency Service Access	45
06. Annexes	47

06.1 – Web accessibility	48
06.2 – WCAG	49
06.3 – Methodology	51

00. Introduction

01.1 – About

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549, and International, including all the standards.

This document is based on the WCAG edition of the VPAT. It includes the following standards/guidelines: · Web Content Accessibility Guidelines 2.0 · Web Content Accessibility Guidelines 2.1.

For [more information read ITI web page](#)

PLEASE NOTE: While a VPAT can be an essential aid in assessing the availability of ICT products with accessibility features, it is important to note that, even in cases where a product conforms to relevant standards and technical specifications, an end user may still encounter difficulties utilizing it due to the nature or severity of their disability. On the other hand, a product that may not fully conform to all technical requirements may still be perfectly accessible to an end user with a disability but does not need a particular accessibility feature, e.g., a large-button telephone handset for an individual with a hearing disability.

01.2 – Test environments

Operating systems

- Apple Mac Os X (latest version)
- Microsoft Windows (latest version)
- Apple ios (latest version)
- Google Android (latest version)

We have not used Linux as it is currently very uncommon among users with disabilities.

Browsers and user software

In the latest versions available on the different operating systems:

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

Screen readers and assistive technologies

To achieve the most standard evaluation **we test everything with no adaptation.**

To make the most realistic evaluation **we also make some adaptations:**

- Graphic adaptations present on the different systems (colors, contrasts, subtitles, etc.)
- Mouse emulations, magnifiers, and screen keyboards or keyboard improved settings always of the different systems
- Voiceover – Apple systems only
- Talkback – Android only
- NVDA (last version) and Freedom Scientific Jaws (second-to-last version) – PC systems only

02.

Accessibility Conformance Report

02.1 – General information

Company: Fruition

Name of Product/Version:

<https://test-southcoast-health-multi.southcoast-health.org/>

Report Date: 18/11/2025

Product Description: Web store

Contact Information: info@examplewebsite.com

Evaluation Methods Used: (see [05.3 – Methodology](#))

Applicable Standards/Guidelines covered in this document

Web Content Accessibility Guidelines 2.0	Level A (YES) Level AA (YES) Levels AAA (NO)
Web Content Accessibility Guidelines 2.1	Level A (YES) Level AA (YES) Levels AAA (NO)
Web Content Accessibility Guidelines 2.2	Level A (YES) Level AA (YES) Levels AAA (NO)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	YES
EN 301 549 Accessibility requirements for ICT products and services – V3.1.1 (2019-11) AND EN 301 549	YES

Accessibility requirements for ICT products and services – V3.2.1 (2021-03)	
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Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

03. WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

03.1 – Success Criteria, Level A

Success Criteria	Conformance Level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	<p>Exceptions include:</p> <p>Home > Screen Reader: Home: Incorrect alternative text is implemented for the image</p> <p>Home > Screen Reader: Home: Unnecessary alternative text is implemented for the decorative image</p> <p>Home > Screen Reader: Home: Alternative text is missing for the 'Opens in a new tab' icon</p> <p>Home > Screen Reader: Home: Incorrect alternative text is provided for the image</p> <p>Book > Screen Reader: Book: Alternative text is not provided for the star icons</p> <p>Locations > Screen Reader: Locations: Alternative text not announced for the award images</p> <p>Professional > Screen Reader: Professional: Alternative text not announced for the star icons</p> <p>Contact us > Screen Reader: Contact us: Alternative text unnecessarily announced for the decorative image</p>
1.2.1 Audio-only and	Supports	

Video-only (Prerecorded)		
1.2.2 Captions (Prerecorded)	Supports	
1.2.3 Audio Description or Media Alternative Supports	Supports	
1.3.1 Info and Relationships	Partially supports	<p>Exceptions include:</p> <p>Home > Screen Reader: Home: Unnecessary heading announced</p> <p>Book > Screen Reader: Book: Radio buttons are not grouped with the label</p> <p>Book > Other A11y: Book: Certain ARIA roles don't contain particular children</p> <p>Locations > Other A11y: Locations: Broken ARIA references provided on the page</p> <p>Locator > Other A11y: Locator: Certain ARIA roles do not contain particular children</p> <p>Search > Screen Reader: Search: there are two main elements</p> <ul style="list-style-type: none"> - General > Screen Reader: Home: List markup is missing for the list items - General > Screen Reader: Home: Screen reader is announcing the dialog twice - General > Screen Reader: Home: Association is missing for the search field - General > Screen Reader: Home: Heading texts not announced as a heading <p>Book > Screen Reader: Book: Incorrect heading level announced on the page and some headings have not been marked up semantically</p> <p>Book > Screen Reader: Book: List markup is</p>

		<p>missing for the links</p> <p>Book > Screen Reader: Book: Pagination region is missing</p> <p>Book > Screen Reader: Book: Incorrect list is implemented for the pagination links</p> <p>treatments > Screen Reader: treatments: Incorrect heading level announced for several headings</p> <p>Locations > Screen Reader: Locations: Heading not announced for the visual headings</p> <p>Locations > Screen Reader: Locations: Row headers not defined</p> <p>Location info > Screen Reader: Location info: Incorrect heading level announced for the doctor's names</p> <p>Location info > Screen Reader: Location info: Incorrect heading level announced</p> <p>Locator > Screen Reader: Locator: Grouping not announced for the filter checkboxes</p> <p>Locator > Screen Reader: Locator: Incorrect heading level announced for several headings</p> <p>Locator > Screen Reader: Locator: Incorrect heading level announced on the overlay</p> <p>Professional > Screen Reader: Professional: Heading not announced for the visual heading</p> <p>a11y > Screen Reader: a11y: Heading not announced for the visual headings</p> <p>Contact us > Screen Reader: Contact us: Incorrect heading level announced for the heading</p> <p>Contact us > Screen Reader: Contact us: Heading not announced for the visual headings</p> <p>Treatment > Screen Reader: Treatment: Incorrect heading level announced on the modal</p> <p>Treatment > Screen Reader: Treatment: Heading</p>
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		<p>announced in parts</p> <p>Treatment > Screen Reader: Treatment: Heading not announced for the news headlines</p> <p>Search > Screen Reader: Search: Visual Label not associated with the Search edit field</p> <p>Search > Screen Reader: Search: Incorrect heading level announced by the screen reader</p> <p>Search > Screen Reader: Search: Grouping not announced for the Filter checkboxes</p> <p>Page with accordions and CTA > Screen Reader: Page with accordions and CTA: Heading not announced for the visual headings</p>
1.3.2 Meaningful Sequence	Partially supports	<p>Exceptions include:</p> <p>Book > Screen Reader: Book: Incorrect reading order is observed</p>
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Supports	
1.4.2 Audio Control	Supports	
2.1.1 Keyboard	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Keyboard Navigation: Home: The language dropdown options are not focusable <p>treatments > Keyboard Navigation: treatments: 'Search suggestions' are not focusable</p> <p>Treatment > Keyboard Navigation: Treatment: 'Close' button is not focusable</p>
2.1.2 No Keyboard Trap	Supports	

2.1.4 Character Key Shortcuts	Supports	
2.2.1 Timing Adjustable	Supports	
2.2.2 Pause Stop Hide	Supports	
2.3.1 Three Flashes or Below Threshold	Supports	
2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Keyboard Navigation: Home: 'Language' dropdown receives focus twice Locator > Keyboard Navigation: Locator: Focus moves to the background elements Book > Keyboard Navigation: Book: Focus moves to the disabled element Book > Keyboard Navigation: Book: Incorrect focus order found on the page Treatment > Keyboard Navigation: Treatment: Focus moves to the disabled element
2.4.4 Link Purpose (In Context)	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Screen Reader: Home: Incorrect link text is provided for the link - General > Screen Reader: Home: Incorrect link text is provided for the logo link Home > Screen Reader: Home: Incorrect link text announced by the screen reader Book > Screen Reader: Book: Insufficient link text is provided for the review link

		<p>Book > Screen Reader: Book: Insufficient link text is provided for the pagination links</p> <p>Locations > Screen Reader: Locations: Insufficient link text announced for the Learn More links</p> <p>Treatment > Screen Reader: Treatment: The link containing the rating stars has a non-meaningful name that does not describe its purpose</p>
2.5.1 Pointer Gestures	Supports	
2.5.2 Pointer Cancellation	Supports	
2.5.3 Label in Name	Supports	
2.5.4 Motion Actuation	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.2.6 Consistent Help	Supports	
3.3.1 Error Identification	Supports	
3.3.2 Labels or Instructions	Partially supports	<p>Exceptions include:</p> <p>Book > Other A11y: Book: Empty form element is provided</p> <p>Locator > Other A11y: Locator: Visual label</p>

		missing for several comboboxes
3.3.7 Redundant Entry	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name Role Value	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Other A11y: Home: ARIA input fields doesn't have an accessible name Locations > Other A11y: Locations: Unsupported ARIA attributes are used Locator > Other A11y: Locator: ARIA commands do not have an accessible name a11y > Other A11y: a11y: ARIA roles used do not conform to valid values - General > Screen Reader: Home: Incorrect role is provided for the site search button - General > Screen Reader: Home: Incorrect label is provided for the close button - General > Screen Reader: Home: Role and label is missing for the social media links - General > Screen Reader: Home: Role is missing for the links Home > Screen Reader: Home: Incorrect role is provided for the link Home > Screen Reader: Home: Group label is missing for the search suggestions list Book > Screen Reader: Book: Accessible name is missing for the combobox treatments > Screen Reader: treatments: Incorrect role announced for the tabs Locations > Screen Reader: Locations: Role not announced for the jump links Locator > Screen Reader: Locator: State not

		<p>announced for the Additional Filters button</p> <p>Locator > Screen Reader: Locator: Role not announced for the pagination buttons</p> <p>Locator > Screen Reader: Locator: Label not announced for the dialog</p> <p>Professional > Screen Reader: Professional: Current state not announced for the active jump link</p> <p>Treatment > Screen Reader: Treatment: Dialog not announced by the screen reader</p> <p>Treatment > Screen Reader: Treatment: Incorrect role announced for the button</p> <p>Page with accordions and CTA > Screen Reader: Page with accordions and CTA: Role and State not announced for the accordions</p> <p>- General > Screen Reader: Page with accordions and CTA: Incorrect label announced for the navigation landmark</p>
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03.2 – Success Criteria, Level

AA

Success Criteria	Conformance Level	Remarks and explanations
1.2.4 Captions (Live)	Supports	
1.2.5 Audio Description	Supports	

(Prerecorded)		
1.3.4 Orientation	Supports	
1.3.5 Identify Input Purpose	Supports	
1.4.3 Contrast (Minimum)	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Color Contrast: Home: The text like 'Find a Provider' fails the color contrast ratio in hover state - General > Color Contrast: Home: The placeholder text 'Search For Keyword' fails the color contrast ratio Home > Color Contrast: Home: The text like 'Location' fails the color contrast ratio on unselected state Home > Color Contrast: Home: The text like 'General Care Services' fails the color contrast ratio Home > Color Contrast: Home: The text like 'Events and Seminars' fails the color contrast ratio on unselected state Home > Color Contrast: Home: The text like 'Continue Reading' fails the color contrast ratio Locations > Color Contrast: Locations: The text like 'Arthritis management & treatment' fails the color contrast ratio on hover state Treatment > Color Contrast: Treatment: The text like 'Services' fails the color contrast ratio
1.4.4 Resize text	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Zoom: Home: The text 'Join Our Newsletter' disappears at 200% zoom

1.4.5 Images of Text	Supports	
1.4.10 Reflow	Partially supports	<p>Exceptions include:</p> <p>Home > Reflow: Home: The placeholder text truncated on the 400% enlarged view of 1280X1024</p> <p>- General > Reflow: Home: There is a horizontal bar present on the 400% enlarged view of 1280X1024</p> <p>- General > Reflow: Home: The text 'Join Our Newsletter' disappears on the 400% enlarged view of 1280X1024</p> <p>Book > Reflow: Book: The pagination disappears on the 400% enlarged view of 1280X1024</p>
1.4.11 Non-text Contrast	Partially supports	<p>Exceptions include:</p> <p>Page with accordions and CTA > Color Contrast: Page with accordions and CTA: The expanded button fails the color contrast ratio on hover state</p> <p>- General > Color Contrast: Home: The focus indicator fails the color contrast ratio</p> <p>Locator > Color Contrast: Locator: Boundary of the checkbox fails the color contrast ratio</p> <p>Book > Color Contrast: Book: The toggle button fails the color contrast ratio</p> <p>Professional > Color Contrast: Professional: The rating stars fail the color contrast ratio</p> <p>Search > Color Contrast: Search: Boundary of the checkbox fails the color contrast ratio</p>
1.4.12 Text-spacing	Partially supports	<p>Exceptions include:</p> <p>Professional > Other A11y: Professional: The text 'Pulmonary Medicine' misaligns when applying</p>

		<p>text spacing</p> <p>- General > Other A11y: Home: Placeholder text truncated on applying text spacing</p>
1.4.13 Content on Hover or Focus	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Partially supports	<p>Exceptions include:</p> <p>Location info > Screen Reader: Location info: Descriptive heading not provided</p> <p>Location info > Screen Reader: Location info: Insufficient label announced for the expandable buttons</p> <p>Locator > Screen Reader: Locator: Insufficient label announced for the pagination buttons</p> <p>Search > Screen Reader: Search: Insufficient label announced for the Checkboxes</p>
2.4.7 Focus Visible	Partially supports	<p>Exceptions include:</p> <p>Locator > Keyboard Navigation: Locator: Focus is partially visible for the 'Close' button</p> <p>Home > Keyboard Navigation: Home: Focus is not visible on the 'Doctor' icon</p> <p>Home > Keyboard Navigation: Home: Focus is not properly visible on the 'Locations'</p> <p>Book > Keyboard Navigation: Book: Focus is not visible on the 'Toggle' button</p> <p>treatments > Keyboard Navigation: treatments: Focus is not visible on the 'Treatment' links</p> <p>Page with accordions and CTA > Keyboard Navigation: Page with accordions and CTA: Focus is not visible on the expand/collapse</p>

		<p>buttons</p> <p>Search > Keyboard Navigation: Search: Focus is not visible on the 'Check box'</p>
2.4.11 Focus Not Obscured (Minimum)	Supports	
2.5.7 Dragging Movements	Supports	
2.5.8 Target Size (Minimum)	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Supports	
3.3.4 Error Prevention (LFD)	Supports	
3.3.8 Accessible Authentication (Minimum)	Supports	
4.1.3 Status Messages	Partially supports	<p>Exceptions include:</p> <ul style="list-style-type: none"> - General > Screen Reader: Home: Search suggestions not announced by the screen reader <p>Home > Screen Reader: Home: Search</p>

		<p>suggestions not announced by the screen reader</p> <p>Home > Screen Reader: Home: Slide changing notification not announced automatically</p> <p>Book > Screen Reader: Book: Error message not announced automatically</p> <p>Book > Screen Reader: Book: Updated results not announced automatically</p> <p>Locator > Screen Reader: Locator: Filter results not automatically announced by the screen reader</p> <p>Locator > Screen Reader: Locator: Loading notification not automatically announced by the screen reader</p>
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04. Revised Section 508 Report

04.1 Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and explanations
302.1 Without Vision	Partially Supports	See WCAG/EN301549 issues
302.2 With Limited Vision	Partially Supports	See WCAG/EN301549 issues
302.3 Without Perception of Color	Partially Supports	See WCAG/EN301549 issues
302.4 Without Hearing	Partially Supports	See WCAG/EN301549 issues
302.5 With Limited Hearing	Partially Supports	See WCAG/EN301549 issues
302.6 Without Speech	Not applicable	
302.7 With Limited Manipulation	Not applicable	
302.8 With Limited Reach and Strength	Not applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	See WCAG/EN301549 issues

04.2 Chapter 4: Hardware

Criteria	Conformance Level	Remarks and explanations
402 Closed Functionality	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
402.1 General	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
402.2 Speech-Output Enabled	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
403.1 General	Not Applicable	
404 Preservation of Information	<i>Heading cell – no</i>	<i>Heading cell – no response</i>

Criteria	Conformance Level	Remarks and explanations
<i>Provided for Accessibility</i>	<i>response required</i>	<i>required</i>
404.1 General	Not Applicable	
<i>405 Privacy</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
405.1 General	Not Applicable	
<i>406 Standard Connections</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
406.1 General	Not Applicable	
<i>407 Operable Parts</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
407.2 Contrast	Not Applicable	
<i>407.3 Input Controls</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<i>407.8 Reach Height and Depth</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
408 Display Screens	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
409 Status Indicators	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
409.1 General	Not Applicable	
410 Color Coding	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
410.1 General	Not Applicable	
411 Audible Signals	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
411.1 General	Not Applicable	
412 ICT with Two-Way Voice	<i>Heading cell – no</i>	<i>Heading cell – no response</i>

Criteria	Conformance Level	Remarks and explanations
Communication	<i>response required</i>	<i>required</i>
412.2 Volume Gain	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
412.3 Interference Reduction and Magnetic Coupling	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
413 Closed Caption Processing Technologies	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
413.1.1 Decoding and Display of Closed Captions	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

04.3 Chapter 5: Software

Criteria	Conformance Level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	<i>See information in WCAG 2.2 section</i>
502 Interoperability with Assistive Technology	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
Information		
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>

Criteria	Conformance Level	Remarks and explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.2 section	See information in WCAG 2.2 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

04.4 Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and explanations
603.2 Information on Accessibility and Compatibility Features	Not Applicable	
603.3 Accommodation of Communication Needs	Not Applicable	

05. EN 301 549 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

05.1 Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and explanations
4.2.1 Usage without vision	Partially Supports	
4.2.2 Usage with limited vision	Partially Supports	
4.2.3 Usage without perception of color	Partially Supports	
4.2.4 Usage without hearing	Partially Supports	
4.2.5 Usage with limited hearing	Partially Supports	
4.2.6 Usage with no or limited vocal capability	Partially Supports	
4.2.7 Usage with limited manipulation or strength	Partially Supports	
4.2.8 Usage with limited reach	Partially Supports	
4.2.9 Minimize photosensitive seizure triggers	Partially Supports	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	
4.2.11 Privacy	Partially Supports	

05.2 Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and explanations
5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2 General	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.2.1 Closed functionality	<i>See 5.2 through 13</i>	<i>See information in 5.2 through 13</i>
5.1.2.2 Assistive technology	<i>See 5.1.3 through 5.1.6</i>	<i>See information in 5.1.3 through 5.1.6</i>
5.1.3 Non-visual access	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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	Conformance Level	Remarks and explanations
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	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
5.1.6.1 Closed functionality	<i>See 5.1.3.1 through 5.1.3.16</i>	<i>See information in 5.1.3.1 through 5.1.3.16</i>
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 information during conversion	Not Applicable	
5.5 Operable parts	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>

Criteria	Conformance Level	Remarks and explanations
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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	

05.3 Chapter 6: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and explanations
6.1 Audio bandwidth for speech	<i>Not Applicable</i>	
6.2 Real-time text (RTT) functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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		

Criteria	Conformance Level	Remarks and explanations
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	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
6.5.1 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization 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 (advisory only)	<i>Advisory no response required</i>	<i>Advisory no response required</i>

05.4 Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and explanations
7.1 Caption processing technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Not Applicable	

05.5 Chapter 8: Hardware

Criteria	Conformance Level	Remarks and explanations
8.1.1 Generic requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>

Criteria	Conformance Level	Remarks and explanations
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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	
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 (\leq 255 mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed (\leq 610 mm) side	Not Applicable	

Criteria	Conformance Level	Remarks and explanations
reach		
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	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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	
8.5 Tactile indication of speech mode	Not Applicable	

05.6 Chapter 9: Web (see WCAG 2.2 section)

05.7 Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and explanations
10.0 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

05.8 Chapter 11: Software

Criteria	Conformance Level	Remarks and explanations
11.0 General (informative)	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
11.5 Interoperability with assistive technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.1 Closed functionality	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.2 Accessibility services	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.5.2.1 Platform accessibility service	See 11.5.2.5 through	See information in 11.5.2.5

Criteria	Conformance Level	Remarks and explanations
support for software that provides a user interface	11.5.2.17	through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 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	
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	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>

Criteria	Conformance Level	Remarks and explanations
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	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.8.1 Content technology	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
11.8.2 Accessible content creation	See WCAG 2.2 section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.2 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

05.9 Chapter 12:

Documentation and Support Services

Criteria	Conformance Level	Remarks and explanations
12.1 Product documentation	<i>Heading cell no</i>	<i>Heading cell no response</i>

Criteria	Conformance Level	Remarks and explanations
	<i>response required</i>	<i>required</i>
12.1.1 Accessibility and compatibility features	Not Applicable	
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
12.2 Support Services	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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 2.2 section	See information in WCAG 2.2 section

05.10 Chapter 13: ICT Providing Relay or Emergency Service Access

Criteria	Conformance Level	Remarks and explanations
13.1 Relay services requirements	<i>Heading cell no response required</i>	<i>Heading cell no response required</i>
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	

Criteria	Conformance Level	Remarks and explanations
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	

06. Annexes

06.1 – Web accessibility

Disability is defined as any activity limitation or participation restriction in society, experienced by a person as a result of a substantial, lasting, or definitive alteration of one or more physical, sensory, mental, cognitive, or psychic functions, a multiple disability, or a disabling health condition (article L. 114 of the Social Action and Families Code).

Web accessibility consists of making online public communication services accessible to people with disabilities, and is based on four fundamental principles:

Perceivable: Information and user interface components must be presented to the user in such a way that they can perceive them. For example, providing textual equivalents for all non-textual content that can then be presented in other forms according to the user's needs: large characters, braille, speech synthesis, symbols, or simplified language.

Operable: User interface and navigation components must be operable. For example, making all functionality available via keyboard.

Understandable: Information and the use of the user interface must be understandable. Textual content must be made readable and navigation must be consistent.

Robust: Content must be sufficiently robust to be reliably interpreted by a wide variety of user agents, including assistive technologies.

06.2 – WCAG

WCAG Overview

The Web Content Accessibility Guidelines, more commonly referred to as WCAG, is a set of guidelines developed with the aim of making web content more accessible to people with disabilities. It is developed by the World Wide Web Consortium (W3C), an international organization that develops open standards to ensure the long-term growth of the Web. The W3C's Web Accessibility Initiative (WAI) specifically handles the development and management of the WCAG.

The WCAG guidelines are globally recognized and adopted as the standard for digital accessibility. They have undergone multiple revisions since the release of WCAG 1.0 in 1999, with WCAG 2.0 being published in 2008, WCAG 2.1 in 2018, and WCAG 2.2 in 2023. These updates aim to account for changes in technology and a better understanding of different accessibility needs.

Levels of Conformance

The WCAG guidelines are divided into three levels of conformance: A (lowest), AA (midrange), and AAA (highest). Each level has specific criteria that must be satisfied to achieve that level of conformance. The guidelines are designed this way to meet the needs of different individuals and situations, with Level A addressing the most severe and limiting accessibility issues, and Level AAA addressing more comprehensive accessibility considerations.

It's important to remember that while WCAG is an excellent guideline and standard, achieving 100% compliance with WCAG does not necessarily mean a website is completely accessible to all users. It's crucial to complement these guidelines with user testing and continual reassessment of your site's accessibility needs.

Accessibility web page

An accessibility page on a website is a place where website owners can detail the measures they have taken to make their website accessible to individuals with disabilities. This is a best practice in web design and development to enhance digital accessibility. Here are a few components you might often find on an accessibility page:

- **Commitment Statement:** This is a formal statement where the business or organization expresses its commitment to digital accessibility.
- **Standards Compliance:** This is where the website indicates the accessibility standards it adheres to, such as WCAG 2.1 Level AA. This may also include information about how the site has been tested for compliance with these standards.
- **Accessibility Features:** A rundown of the main accessibility features of the site, such as keyboard shortcuts, text size options, color contrast options, etc.
- **Instructions for Using Accessibility Features:** Detailed instructions on how to use the site's accessibility features, like how to turn on captions or use keyboard navigation.
- **Contact and Feedback:** Information on how to contact the website team to report accessibility issues, request accommodations, or provide feedback on the site's accessibility.
- **Update and Revision Date:** The date of the last update to the accessibility page or compliance information.

It's important to remember that the presence of an accessibility page doesn't guarantee in itself that the site is accessible, but it's an indicator of the company's commitment to digital accessibility.

06.3 – Methodology

Objective manual and semi-automatic verification methodology

We analyze content with different automatic and semiautomatic systems and compare the results between tools to obtain the most complete and objective verification. The reference standard, unless specifically requested, that we use is always the latest (WCAG 2.2) so that we can ensure compliance in all countries from which the touchpoint (site, app, etc.) can be accessed.

Our verification is therefore compliant with WCAG 2.2 level AA, and the requirements in [UNI EN 301549 Guidelines](#) or their declination in the French RGAAAs. Each tool produces results that are then analyzed by our experts: it is, therefore, possible that not all tool results appear because they are judged to be false negatives.

Automated tools for syntax checking

- **W3C Markup Validation Service:** used with generated code, because it is the official tool for checking HTML, XHTML, MathHTML, etc. <https://validator.w3.org/>
- **W3C CSS Validation service:** although the correctness of the CSS does not affect accessibility, it could affect some aspects that still have an impact on it if not correctly interpreted because it is incorrect. The verification is therefore appropriate and done with <https://jigsaw.w3.org/css-validator/>
- **PAC PDF checker:** <https://pdfua.foundation/en/pdf-accessibility-checker-pac/>

Automatic and semi-automatic tools for color verification

- **Color Contrast Analyser (CCA):** used punctually on dubious contrasts <https://developer.paciellogroup.com/resources/contrastanalyser/>
- **WCAG Color contrast checker:** used as the first check to verify the contrasts of the colors used in the CSS of the pages.

- **Text on background image a11y check:** used to check when text should overlap images <https://www.brandwood.com/a11y/>
- **Color contrast accessibility evaluator:** used as an additional control for some online pages <https://color.a11y.com/Contrast/>

Automatic and semi-automatic tools for checking accessibility

Some online validators used as samples on the pages:

- Accescan <https://accessibe.com/accessscan>
- Wave <https://wave.webaim.org/>

And other local tools:

- **Web developer toolbar:** Used to support manual verification. It allowed us to locate images without alt texts, fields without labels, etc. <https://chrispederick.com/work/web-developer/>
- **AXE e Lighthouse for Chrome:** they have provided us with precise indications on the defects of the accessibility of the HTML code but also on WAI ARIA attributes, fundamental in the case of web applications and interactive components.
- **Siteimprove for Chrome:** like AX, it provides useful indications for verifying compliance but is a tool evaluated by AgID as useful for monitoring public sites.

Terms

The terms used in the Conformance Level information are defined as follows:

Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially Supports: Some functionality of the product does not meet the criterion.

Does Not Support: The majority of product functionality does not meet the criterion.

Not Applicable: The criterion is not relevant to the product.

Not Evaluated: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

Compliance levels

To meet the needs of various groups and different contexts, three levels of compliance have been defined: A (lowest), AA, and AAA (highest).

Level A Criterion: Minimum level. Impacts the experience of a wide range of users / often requires simple implementation techniques.

Level AA Criterion: Improved accessibility level. Impacts a smaller group of users / may require more specific implementation techniques.

Level AAA Criterion: Maximum level of accessibility, suitable only for certain contexts.