

Accessibility Statement

Guidelines on the accessibility of IT tools

Introduction

Trenord S.r.l. is committed to making its website accessible, in accordance with Legislative Decree 10 August 2018, no. 106, which transposed EU Directive 2016/2102 of the European Parliament and of the Council.

This accessibility statement refers to the native Trenord application for Android and iOS platforms.

Compliance Status

The websites www.trenord.it and www.malpensaexpress.it are partially compliant with the requirements set out in Annex A to the UNI EN 301549:2018 standard (WCAG 2.1) due to the non-compliance cases and/or exceptions listed below.

Trenord S.r.l. is conducting an analysis with its suppliers to make the necessary interventions to make the sites in question accessible and compliant with the regulations.

In the perspective of a progressive improvement of the experience on its web clients, Trenord S.r.l. has also proactively implemented the SaaS software Eye-Able® by Web Inclusion GmbH during 2023. This tool allows users of the websites to use important functions that can improve navigation, including voice assistant, font size control, contrast control, and blue light filter.

The code evolutions carried out since February 2023 and future ones have been and will be developed in compliance with the WCAG 2.1 directives.

Drafting of the Accessibility Statement

The statement was drafted on **22/09/2024**.

The statement was made using an evaluation compliant with the requirements of Directive (EU) 2016/2102 through self-assessment carried out directly by the provider.

Website Information

1. Date of the last publication of the site: **22/09/2024**.
2. Have usability tests been carried out? **YES**.
3. Content Management System (CMS) used: **Typo3**.

Structure Information

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

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

Reporting to the Provider

It is possible to report any difficulties in accessing the app's content.

Reports can be made via email to: **accessibilita@trenord.it**

The email must include:

- Name and surname;
- Section or area of the app subject to the report;
- Clear and concise description of the problem encountered;
- Tools used (brand and model of the device, operating system version, Trenord app version, assistive technologies).

Reporting to AgID

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