

Declaration of accessibility

for the persons referred to in Article 3, paragraph 1-bis of Law No. 4 of 9 January 2004

Poste Italiane S.p.A. undertakes to make the website accessible, in accordance with Law no. 4 of 9 January 2004.

This declaration of accessibility applies to the "posteitaliane.it" website (<https://www.posteitaliane.it>).

Compliance status

Partially compliant.

This website is partially compliant with the requirements of Appendix A of standard UNI CEI EN 301549 due to the cases of non-compliance listed below.

Non-accessible content

The contents below are not accessible for the following reason:

Disproportionate burden

The Posteitaliane.it website is at the end of life as an experience and infrastructure and will be migrated to a new portal. In the course of this migration, a number of targeted interventions were nevertheless carried out on the pages/functions with the greatest impact, also taking into account reports received from users, which led to tangible improvements in terms of accessibility.

The technical tests were carried out on a representative sample; below are the non-accessible contents for which people with disabilities might have difficulties:

- some functions cannot be reached by browsing from the keyboard (9.2.1.1);
- difficulty in using content for the limitation of user controls available to disable and control scrolling/movement, automatic refresh or flashing present (9.2.2.2);
- browsing with assistive technologies may be limited due to components that cannot be detected or used, or due to the lack of start/end tags (9.4.1.1 - 9.4.1.2);
- the user's compilation error is not identified on time and no additional, descriptive information is provided (10.3.3.1);
- on some elements, the focus indicator is not visible in the keyboard user interface (9.2.4.7);
- users may find it difficult to browse the contents due to the absence of a keyboard focus order with a sequential order of the contents, to access the main content or a descriptive page title (9.2.4.2 - 9.2.4.3 - 10.2.4.3);
- the language used is not correctly identified (9.3.1.1);
- subtitle data is not stored for some audio videos (7.1.3 - 9.1.2.2).
- for video content in synchronised media, it is not possible to select and play the audio

description on the preferred audio channel (7.2.1 - 7.2.3);

- the alternative text that makes graphic elements (e.g. images) accessible to assistive technologies is not present in many cases (9.1.1.1);
- alternative descriptions are not available for some videos (9.1.2.1).
- difficulty in perceiving and understanding information content and its correlations due to a lack of consistency in the formatting used (9.1.3.1);
- in some cases, colour is used as the only visual modality to represent information or distinguish a visual element (9.1.4.1);
- on all pages using the 200% zoom the content does not fit correctly and textual content is not identified due to lack of adequate contrast (9.1.4.3 - 9.1.4.4)
- no automatic resizing of enlarged content that avoids horizontal scrolling. (9.1.4.10);
- the documentation describing the accessibility and compatibility features of digital services and assistance is not always adequate (12.1.1 - 12.1.2 - 12.2.2 - 12.2.4);

Poste is planning a series of corrective actions to be implemented to improve accessibility.

Drafting the accessibility declaration

This declaration was reviewed on 23/09/2023.

The declaration was made using a third-party assessment in accordance with the requirements of Directive (EU) 2016/2102.

The declaration was last updated on 23/09/2024.

Reporting procedures and contact details of the dispatching entity

You can report any non-compliance with accessibility principles by accessing the following link:

<https://www.poste.it/dichiarazione-accessibilita.html>.

How to send reports to AgID (the Agency for Digital Italy)

In the event of an unsatisfactory reply or failure to reply within thirty days to the notification or request, the person concerned may submit a complaint using the following link:

<https://www.agid.gov.it>.

About the website

Website publication date: December 2014.

Usability tests carried out: no.

CMS used for the website: Oracle Web Centre Site.

Structure information

1. The number of employees with disabilities in Poste Italiane: 4,851
2. The number of workstations for employees with disabilities: 903 (individual)