

Accessibility Statement for the website <https://www.reply.com> for the entities referred to in Article 3, paragraph 1-bis of Law No. 4 of 9 January 2004.

Reply Spa is committed to making its website accessible in accordance with Law No. 4 of 9 January 2004. This accessibility statement applies to the website <https://www.reply.com>.

Compliance Status

This website is in partial compliance with the Appendix A of the UNI CEI EN 301549 standard due to the non-conformities and deviations listed below.

Non-Accessible Content

The following content does not comply with the accessibility laws due to the following reasons:

- a) Non-compliance with Law No. 4 of 9 January 2004.

Text Alternatives

Provide textual alternatives for any non-text content, so it can be presented in different ways that people may need, such as large text, braille, words, symbols, or simpler language. Additionally, each image should be coded as either meaningful or decorative. Some portal images lack appropriate alt text, creating redundancy in content.

Multimedia Content

Provide alternatives for time-based multimedia content, such as captions, audio descriptions, and transcripts. Some videos lack these features.

Autoplaying Animated Content

Provide users with the capacity to pause the autoplay in all animated content. Some slide carousels and videos lack this feature.

Element Hierarchy

The categorization of elements (e.g., headings) should correspond correctly. Headings lack a consistent and hierarchical structure within pages.

Distinguishable Content

Users should be able to resize text up to 200% without loss of content or functionality, without relying on assistive technologies. Colour should not be the sole visual means of conveying information, indicating



actions, requesting responses, or providing visual distinction. In some cases, increasing the font size does not allow full content consumption and feedback is conveyed solely through colour use, such as the state of enabled/disabled arrows.

Keyboard Accessibility

Allow users to navigate through all interactive components of the interface using the keyboard. Not all elements are correctly interactable via the keyboard.

Visible Focus

All interactive elements should be identifiable through a visible focus when active. Not all interactive elements have a visible focus.

Navigability

Provide users with multiple ways to navigate the page, find content, and determine their location. Proper use of landmarks, section content that encompasses the main parts of a page, is essential for this task. They should contain and list all parts that make up the page, excluding repetitive content. Pages should also provide a keyboard-accessible mechanism to bypass repetitive content. Links should explicitly convey their purpose through the link name or in association with the previous page content. Some pages lack "main" landmarks, there is no block bypass system, and some links have inadequate meaning.

Input Assistance

Help users avoid and correct errors. If an input error is detected, the involved component must be identified, and the error described textually. Instructions for correcting the error should be provided, and errors should be detected by assistive technologies. Within forms, some errors are not adequately communicated and are only indicated through generic error messages. These errors are not detected by assistive technologies (such as screen readers).



Preparation of Accessibility Statement

This statement was prepared on 30/05/2023.

The information in this statement was derived from:

- An evaluation conducted by third parties.

Performed by Reply Digital Experience Ltd, a subsidiary of Reply Spa.

The statement was last reviewed on 07/09/2023

Reporting Methods and Contact Information of the Service Provider

This statement can be accessed on the webpage <https://reply.com/en/accessibility>. To report any issues or provide feedback, please send an email to accessibility@reply.com.

The contact person for reporting is i.caia@reply.com.

Reporting Methods to AgID (Agenzia per l'Italia Digitale)

In case of an unsatisfactory response or lack of response within thirty days to the notification or request, the individual concerned can submit a report using the method indicated on AgID's institutional website .

Information about the website/mobile application

1. The website publication date: 03/12/2022
2. Usability testing has been conducted: yes.
3. CMS used for the website: TamTamy Bento.
4. The mobile application is compatible with the following operating systems:
 - a. Android
 - b. iOS

There is currently no mobile application, but the website is developed in a responsive mode and can be accessed on any mobile device.

Information about the structure

1. The number of employees with disabilities in the administration: 5.
2. The number of workstations for employees with disabilities: 0.