

DECLARATION OF ACCESSIBILITY

The Direction of SNCF Voyageurs Mediation, editor of the SNCF Voyageurs mediation website, undertakes to make its website and mobile application accessible in accordance with Article 47 of Law No. 2005-102 of 11 February 2005.

To this end, it is implementing the following strategy and actions:

- Implementation of the SNCF group's pluriannual accessibility plan for 2020-2022
- 2022-2023 action plan (to be published soon)

This declaration of accessibility applies to: <https://mediation-sncf.force.com/mediation/>

COMPLIANCE STATUS

The SNCF Voyageurs mediation website partially complies with the general accessibility improvement framework (RGAA), version 4.1 due to the non-compliances and the exemptions hereafter listed.

TESTS RESULTS

The compliance audit realised by the Digital Accessibility Team shows that:

- 94.33% of the RGAA 4.1 criteria are respected
- However, the average compliance rate of the website is 94.3%

NON-ACCESSIBLE CONTENTS

○ **NON-COMPLIANCES**

- Some content and interface components are not sufficiently contrasted.
- The structuration of the titles (supporting documents) is poorly organised.
- There is a loss in content when the screen width is 320 px, which requires horizontal scrolling.
- Some focus shots are not sufficiently visible to the user.

○ **EXEMPTIONS**

- None.

○ **CONTENT NOT SUBJECT TO THE ACCESSIBILITY OBLIGATION**

- None

ESTABLISHMENT OF THIS DECLARATION OF ACCESSIBILITY

This declaration was established on 25/11/2021.

TECHNOLOGIES USED FOR THE AUDIT.

- HTML
- CSS
- JAVASCRIPT

TEST ENVIRONMENT

The content playback checks were carried out based on the combination provided by the rgaa 4.1 test environments (<https://www.numerique.gouv.fr/publications/rgaa-accessibilite/methode-rgaa/environnement/#contenu>), with the following versions:

User agents	Assistive technology
Firefox 92.0.1	NVDA 2020.4

Tools to assess accessibility:

- Color contrast Analyser
- Stylus
- Web developer toolbar
- Headingmaps
- Landmark

PAGE OF THE WEBSITE SUBJECT TO THE COMPLIANCE CHECK

The drop-down dialogue page => <https://recette-mediation-sncf.cs105.force.com/mediation/s/?language=fr>

CONTACT AND INFORMATION PLAYBACK

If you cannot access a content or a service, you can contact the website manager of the SNCF Voyageur mediation website (<https://mediation-sncf.force.com/mediation/>) to be redirected to an accessible alternative or to obtain the content under another form.

To contact the customer relations of the website by email: mediateur-voyageurs@sncf.fr

Please, be aware that this email address does not allow you to make a claim to the SNCF Mediator. Please note that any claim sending to this email address will not be processed.

However, you can file a claim to the SNCF Mediator online (https://mediation-sncf.force.com/mediation/s/?language=en_US) or by mail to the following address:

Médiateur SNCF Voyageurs
TSA 37 701
59 973 TOURCOING CEDEX

REMEDIES

This procedure can be used in the following case:

You reported a lack of accessibility that prevents you from accessing a content or a service of the portal to the website manager and you have not received a satisfactory response.

- Write a message to the Defender of Rights :
https://formulaire.defenseurdesdroits.fr/code/afficher.php?ETAPE=accueil_2016
- Contact the Defender of Rights' delegate in your region :
<https://www.defenseurdesdroits.fr/saisir/delegues>

- Send your letter by post (free, do not put a stamp)
Défenseur des droits
Libre réponse 71120
75342 PARIS CEDEX 07