

# RODIN

## DECLARATION OF ACCESSIBILITY

### RGAA 4.1.2

*If you are having trouble accessing the SNCF Voyageurs Mediator's complaint form, your internet browser may be outdated. We suggest that you update it.*

What is the subject of your complaint?



 You have a dispute with SNCF Voyageurs >



You have a dispute with Eurostar >



You have a dispute with THALYS >



You have a dispute with Corsican Railways >

## Table of contents

1. DECLARATION OF ACCESSIBILITY
2. COMPLIANCE STATUS
3. TESTS RESULTS
4. NON-ACCESSIBLE CONTENTS
  - Non-compliance
5. REMEDIATION PLAN
6. DEROGATIONS FOR DISPROPORTIONAL CHARGES
7. CONTENT NOT SUBJECT TO THE ACCESSIBILITY OBLIGATION
8. ESTABLISHMENT OF THIS DECLARATION OF ACCESSIBILITY
  - Technologies used to create the RODIN website
  - Test Environment
  - Accessibility evaluation tools
  - Website pages verified for compliance in test environment
9. CONTACT AND INFORMATION PLAYBACK
10. REMEDIES

## DECLARATION OF ACCESSIBILITY

The Direction of SNCF Voyageurs Mediation undertakes to make its internet, intranet and extranet sites and software packages accessible, as well as its mobile applications and digital street furniture, in accordance with article 47 of law no. 2005-102 of February 11, 2005.

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

- Pluriannual accessibility plan for 2023 – 2025 (to be published soon)
- 2023 action plan (to be published soon)
- this declaration of accessibility applies to the RODIN device.

## COMPLIANCE STATUS

The RODIN device is partially compliant with the general accessibility improvement framework (RGAA) RGAA, version 4.1.2, due to the non-compliances hereafter listed.

## TEST RESULTS

The compliance audit carried out by the SNCF's Digital Department (Direction du Numérique SNCF) reveals that

- 71.69% of RGAA version 4.1.2 criteria are met.
- For information, the average compliance rate for the site is 76.8% (this rate represents the average compliance rate for each page).

## NON-ACCESSIBLE CONTENTS

### NON-COMPLIANCES

- Scripts
  - Heading levels are poorly implemented in the mediator's presentation paragraph, which impacts playback by screen readers.
  - Additional content (pop-up examples of parking tickets or on-board payment receipts) displayed when the mouse hovers over certain zones cannot be reached or activated using the keyboard.
  - Using the site on a cell phone with the screen reader does not allow you to navigate using the title shortcuts. Using the cell phone does not allow you to navigate from title to title.
  - Links are systematically avoided and ignored by screen readers when browsing on cell phones.
- Structuring

- The title level of "Supporting documents" does not comply.
- Supporting documents are not structured as a list.
  - Presentation
- Carrier block focus is not visible.
- The example of the penalty notice and receipt for indemnity appears as a pop-up and only on mouse-over. This information does not appear when using the keyboard.
- The structure of the step list components is not correctly implemented.
  - Forms
- Checkboxes in the personal data insert have no label.
- Mandatory fields are not correctly implemented.
- Some input error messages are not accompanied by clear instructions on the expected format (e.g. telephone number, zip code; give an example of correct input).
  - Navigation
- The tabbing order is not compliant : the links to the General Terms and Condition of Use of the Website and "Here for more informations about the use of your data" as well as the SNCF Voyageurs carrier information icon cannot be reached by tabbing.
- The "SNCF Voyageurs covers:" modal window opens with the mouse but does not take focus and cannot be activated with the keyboard.

## REMEDIATION PLAN

- + Actions are underway to define a remedial action plan aimed at correcting non-conformities.

## DEROGATIONS FOR DISPROPORTIONAL CHARGES

None.

## CONTENT NOT SUBJECT TO THE ACCESSIBILITY OBLIGATION

None.

## ESTABLISHMENT OF THIS DECLARATION OF ACCESSIBILITY

This declaration was established on July 31, 2023.

- Technologies used to create the RODIN website

HTML5

CSS

JavaScript

- Test Environment

Content restitution checks were carried out in a production environment, on the basis of the combination provided by the RGAA 4.1.2 reference database, with the following versions :

- Firefox 102.12.0esr
- Chrome 114.0.5735.134
- Accessibility evaluation tools
  - Colour Contrast Analyser
  - Stylus
  - ARC Toolkit
  - NVDA
  - WebDeveloper
- Website pages verified for compliance in test environment

Page number	Page title	URL
P01	Homepage + SNCF Voyageurs commercial litigation process	<a href="https://mediation-sncf.my.site.com/mediation/s/?language=fr">https://mediation-sncf.my.site.com/mediation/s/?language=fr</a>
P02	Mobile phone interface production URL	<a href="https://mediation-sncf.my.site.com/mediation/s/?language=fr">https://mediation-sncf.my.site.com/mediation/s/?language=fr</a>

## 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](mailto: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://mediationsncf.force.com/mediation/s/?language=en\\_US](https://mediationsncf.force.com/mediation/s/?language=en_US)) or by mail to the following address:

Médiatrice SNCF Voyageurs

TSA 37 701

59 973 TOURCOING CEDEX

## REMEDIES

You have notified the website manager of a failure of accessibility that is preventing you from accessing content or one of the portal's services and you have not received a satisfactory response.

Write a message to the Rights Defender (Défenseur des droits)  
[<https://formulaire.defenseurdesdroits.fr/>]

Contact the Rights Defender delegate in your region  
[<https://www.defenseurdesdroits.fr/saisir/delegues>]

Send a letter by post (free, do not use a stamp)

Défenseur des droits  
Libre réponse 71120  
75342 Paris CEDEX 07