

Accessibility Statement Template

Accessibility Statement for grespan.it

Last updated: [10/07/2025]

Introduction

Grespan Srl is committed to meeting accessibility and inclusivity standards. We want all our customers, including those with disabilities, to be able to successfully use our website **grespan.it**.

This accessibility statement describes the accessibility features of **grespan.it**, how we meet the requirements of EU Directive 2019/882 (EAA), and our actions to maintain and improve accessibility.

We have designed **grespan.it** in compliance with the **WCAG 2.1 AA** guidelines (latest version) and the European accessibility standard **EN 301 549**, which means that our service should be accessible to a wide range of users.

We regularly review this statement as we improve our service.

General description of the service

The service is available as a website.

How to use grespan.it. (Accessibility and functionality)

We're committed to making **grespan.it** easy for everyone to use. Here's an overview of how to navigate and use our service:

- **Navigation** : The main menu, located at the top of each page, allows you to access the various services. If you use a keyboard or an assistive device, you can navigate between links and buttons using the **Tab key** and activate a selected item with Enter.

If you require further explanation on how to use any part of **grespan.it**, please contact our support team for personalized assistance. We are committed to providing any additional descriptions or explanations necessary for the proper functioning of the service.

Accessibility Compliance (How We Meet Requirements)

We have assessed **grespan.it** against the requirements of the European Accessibility Directive (EU 2019/882) and ensured that our service meets them:

- **Perceivable** : We provide text alternatives for non-text content. All images, icons, and media have descriptive alt **text** or labels. We maintain a logical structure with headings and lists so that users using screen reading software can navigate effectively. Content is responsive; text size can be customized, while

the interface remains usable. We use sufficient color contrast for both text and images, adhering to recommended contrast ratios (at least 4.5:1 for normal text).

- **Usable** : All features of **grespan.it** are available via **keyboard** (or keyboard-based assistive technology). This includes menus, links, forms, sliders, and interactive controls. The keyboard focus is clearly visible. We have implemented jump links and ARIA landmarks to facilitate navigation with assistive technologies. There are no keyboard navigation impediments (you can freely navigate in and out of all components). For carousels or dynamic content, users can control the timing (pause, manually advance). We do not use flashing or pulsing content that could exceed the safety threshold for inducing seizures. Additionally, standard shortcuts (such as arrow keys in drop-down menus) are enabled without interfering with assistive technologies.

- **Understandable** : We write content in clear, simple language. Instructions and error messages are clear. Layout and navigation are consistent throughout the site: the same menu items appear in the same order everywhere. We support common conventions (for example, a question mark icon always opens help for that field). Our web pages have appropriate titles and focus order so users don't get confused. The reading order of content is logical.

- **Robust** : We build our platform with modern HTML5 and ARIA techniques, ensuring it works well with a variety of browsers and assistive technologies. We test **grespan.it** with screen reading software (such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS) to ensure all interactive elements are announced correctly and can be used. We also test our platform with screen magnification tools and high-contrast modes.

The site is coded to avoid known bugs or conflicts with assistive technologies. We aim for compatibility with current versions of major assistive tools. Our code follows the best practices outlined in WCAG and EN 301 549 for robust implementation, meaning it should remain accessible even as technology evolves.

Standards: Based on the above, we conform to **WCAG 2.1 AA** (latest version) for web content and apply the **EN 301 549** accessibility criteria. Compliance with these standards creates a presumption of conformity with the requirements of EU Directive 2019/882 (EAA).

We have conducted an internal audit to verify compliance and are continuing to test and improve (see the "Monitoring and ongoing maintenance" section).

Continuous monitoring and maintenance

For us, accessibility isn't a one-time commitment, but an ongoing process. Here's how we ensure **grespan.it** remains accessible over time: we have a **dedicated grespan.it accessibility team** . This team reviews every new feature or significant change for potential accessibility impact before release.

Our developers and content creators receive regular **training in accessible design** (e.g., training on ARIA techniques, color contrast, and writing descriptive link text). We keep everyone up-to-date on accessibility best practices.

We use **automated testing tools** integrated into our development process to quickly identify common accessibility issues (such as missing alt text or module labeling). Every code update goes through these checks.

Regular Audits : We perform comprehensive accessibility audits at least twice a year. This includes manual testing by experts using assistive technologies.

User feedback : We actively encourage users to report issues (see Contact Us). When we receive a complaint or question related to accessibility, it is logged in our monitoring system and reviewed by the Accessibility team. We address them as a priority and often release minor fixes in the next update cycle specifically to address user-reported issues.

Continuous monitoring : We monitor updates to standards and regulations. Likewise, we are aware of the evolution of assistive technology models and take them into account in our design updates.

Our goal is continuous improvement. Accessibility aspects are an integral part of our product roadmap. Additionally, we conduct regular tests with people with disabilities to gather real-world feedback on the usability of our service.

Thanks to these measures, we ensure that **grespan.it** not only **meets accessibility requirements now** , but will continue to do so in the future. We maintain documentation of all these processes and can provide further details upon request.

Known and alternative limitations *(if applicable)*

We're not aware of any major areas of **grespan.it** that are inaccessible. All key features have been built to meet the required standards.

We will update this statement as issues are resolved. We are committed to ensuring full accessibility in every aspect, and our team is actively working to address any remaining gaps.

Disproportionate burden exemption *(if applicable)*

grespan.it is designed to meet all applicable requirements. We do not claim any exemption or disproportionate burden for compliance with accessibility requirements.

(If in the future we are faced with a situation where a particular new requirement would impose a disproportionate burden, we will carry out the assessment against the criteria in Annex VI and update this statement accordingly, including the rationale and alternatives provided.)

Feedback and contact information

We appreciate your input, especially when something isn't working. If you're having trouble accessing any part of **grespan.it**, encounter an accessibility issue, or have suggestions for improvements, please let us know.

- **Email** : info@grespan.it

When contacting us, please provide as many details as possible about the issue (which page or feature, what happened, and what assistive technology you are using, etc.).

We will process your feedback within 2 business days and do our best to resolve the issue quickly (usually within 10 business days) or keep you informed of its progress.

Enforcement : If you feel your accessibility concerns have not been adequately addressed, you have the right to file a complaint. The Italian Authority, AGID, is responsible for enforcing accessibility requirements. You can contact them at <https://www.agid.gov.it/it> or by calling +39 06852641. We sincerely hope to resolve any issues before they reach this point, but please note that this option is also available.

Document History : This Accessibility Statement was first published on July 10, 2025. We plan to revise it annually or whenever significant changes occur to the service.

Annex 1 to the Guidelines on Accessibility of IT Tools

**Website and mobile application accessibility
declaration template for entities referred to in
Article 3, paragraph 1-bis of Law No. 4 of 9 January
2004**

Grespan Srl is committed to making its website accessible, in accordance with Law No. 4 of 9 January 2004. This accessibility statement applies to **grespan.it** .

Compliance status:

Partially compliant

This website is partially compliant with the requirements set out in [Appendix A of the UNI CE IEN 301549 standard due to the cases of non-compliance listed below.

Content not accessible

- 1.1.1 Non-text content: Non-text content: Some images do not have a text alternative.
- 1.3.1 Information and correlations: Some elements are missing from the HTML code that allow for better organization of the contents and ensure their readability when using assistive technologies.
- 2.4.4 Link Purpose (in Context): Some hyperlinks have no label or alternative text.
- 4.1.1 Syntactic analysis (parsing): Some elements of the HTML code are obsolete.

The documents downloadable from the site (PDF format) are not fully accessible.

These contents will be subject to correction activities, the planning of which is currently being defined.

accessibility statement

This statement was prepared on 07/10/2025.

The assessment was carried out by third parties through objective and subjective analyses (see Article 3(1) of Commission Implementing Decision EU 2018/1523).

This statement was last reviewed on July 10, 2025, in accordance with the recommendation to periodically review (at least annually) the accuracy of the statements made in this accessibility statement.

Feedback and contact information

If you wish to contact the website owner to report non-compliance or for any other inquiries regarding the accessibility of the site, please use the methods indicated on the page <https://www.grespan.it/en/contacts/>. In particular, we recommend submitting a report using the contact form on this page.

For any information regarding the processing of your personal data, please refer to the privacy policy available in the footer of the **grespan.it** website .

If you wish to contact the person responsible for handling user reports, you can send an email to info@grespan.it.