SONY Corporation

Déclaration d’accessibilité et son statut

Accessibility Declaration and its Status

Support

8.5.7

31/07/2026

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[Sony Corporation] Accessibility Conformance Report 14

Name of Product/Version: *Support* 14

Report Date: 31/07/2026 14

Product Description: An application recording daily activities 14

Contact Information: https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile 14

Notes: Terms in the Conformance Level information are modified from the original template and only uses "Supports", "Does not support" and "Not applicable". 14

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Version / Version	Date / Date	Détails du changement / Details of Change	Publié par / Issued by
1.0	*12/04/2021*	First edition	SONY Corporation
2.0	*29/07/2022*	Second edition	SONY Corporation
3.0	*31/07/2023*	Third edition	SONY Corporation
4.0	*31/07/2024*	Fourth edition	SONY Corporation
5.0	*31/07/2026*	Fifth edition	SONY Corporation

DECLARATION D'ACCESSIBILITE / ACCESSIBILITY DECLARATION

SONY Corporation s'engage à rendre ses applications mobiles accessibles conformément à l'article 47 de la loi n°2005-102 du 11 février 2005.

A cette fin, elle met en œuvre la stratégie et les actions suivantes :

- Schéma pluriannuel d'accessibilité pour les applications Mobile Juillet 2026 – Juin 2029

Cette déclaration d'accessibilité s'applique au ***Support***.

SONY Corporation hereby undertakes to make its mobile application(s) accessible in accordance with Article 47 of Law No. 2005-102 of 11 February 2005.

To this end, it will implement the following strategy and actions:

- Multiannual Accessibility Plan for Mobile Applications July 2026 – June 2029

This accessibility declaration applies to ***Support***.

ETAT DE CONFORMITE / COMPLIANCE STATUS

Support est pleinement conforme avec l'EN 301 549 V3.2.1 (2021-03) en raison des non-conformités énumérées ci-dessous.

Support is in Full Compliance with EN 301 549 V3.2.1 (2021-03) due to non-conformities listed below.

RESULTAT DES TESTS / TEST RESULTS

L'audit de conformité réalisé en interne révèle que :

- *100* % des critères de l'EN 301 549 V3.2.1 (2021-03) sont respectés.
- Le rapport de test est accessible grâce à ce lien

The compliance audit performed Internally and found that:

- *100*% of the criteria of EN 301 549 V3.2.1 (2021-03) are met.
- Test report can be accessed via this link.

ETABLISSEMENT DE CETTE DECLARATION D'ACCESSIBILITE / ESTABLISHMENT OF THIS ACCESSIBILITY DECLARATION

Cette déclaration a été établie le 31/07/2026.

Technologies utilisées pour la réalisation de *Support*

Calculateur de rapport de contraste et application Talk Back fournis par Google

Outils utilisés pour évaluer l'accessibilité

Outil de contrôle d'accessibilité fourni par Google

Environnement de Test

Les combinaisons de navigateurs et de lecteurs d'écran utilisées pour effectuer les contrôles de conformité. Et des tests manuels.

Ecrans ayant fait l'objet de la vérification de conformité

L'écran principal de l'application de ciblage.

This declaration was established on 31/07/2026

Technology used to create *Support*

Contrast ratio calculator and Talk back app provided by Google

Tools used to assess accessibility

Accessibility check tool provided by Google

Test Environment

The combinations of browsers and screen readers used to perform the compliance checks. And manual testing.

Screens that have been checked for compliance

The targeting application main screen.

RETOUR D'INFORMATION ET CONTACT / FEEDBACK AND CONTACT

Si vous n'arrivez pas à accéder à un contenu ou un service, vous pouvez contacter le responsable de *Support* pour être orienté vers une alternative accessible ou obtenir le contenu sous une autre forme.
Envoyer un message via un formulaire en ligne.
https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile

If you are unable to access any content or a service, you can contact the party responsible for *Support*, to be directed towards an accessible alternative or to obtain the content in another form.
Send a message via online
https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile

VOIES DE RECOURS

Cette procédure est à utiliser dans le cas suivant.

Vous avez signalé au responsable du site internet un défaut d'accessibilité qui vous empêche d'accéder à un contenu ou à un des services du portail et vous n'avez pas obtenu de réponse satisfaisante.

- Écrire un message au Défenseur des droits [https://formulaire.defenseurdesdroits.fr/]
- Contacter le délégué du Défenseur des droits dans votre région [https://www.defenseurdesdroits.fr/saisir/delegues]
- Envoyer un courrier par la poste (gratuit, ne pas mettre de timbre)
  Défenseur des droits
  Libre réponse
  71120 75342 Paris CEDEX 07

[ANNEXE-1 / ANNEX-1] Schéma pluriannuel de mise en accessibilité pour les applications Mobile / Multiannual Accessibility Plan for Mobile Applications

SONY

Schéma pluriannuel de mise en accessibilité pour les applications Mobile

Juillet 2026 - Juin 2029

Multiannual Accessibility Plan for Mobile Applications

July 2026 - June 2029

SONY Corporation

Version 5.0

31/07/2026

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3.0	*31/07/2023*	Third edition	SONY Corporation
4.0	*31/07/2024*	Fourth edition	SONY Corporation
5.0	*31/07/2026*	Fifth edition	SONY Corporation

1. Présentation / Introduction

Le Schéma pluriannuel de mise en accessibilité pour applications Mobile 2026-2029 (ci-après « le Schéma ») a été élaboré conformément au point III de l'article 47 de la Loi n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées. Ce Schéma vise à garantir l'amélioration continue des applications Mobile de *Sony corporation* (ci-après « Sony ») proposés en France et leur accessibilité à tous, y compris aux personnes handicapées et aux personnes âgées.

The Multiannual Accessibility Plan for Mobile Applications 2026-2029 (hereinafter – Plan) has been established in accordance with III of Article 47 of *Law No. 2005-102 of 11 February 2005 for equal rights and opportunities, participation and citizenship of people with disabilities*. This Plan seeks to ensure a gradual improvement of *Sony corporation* (hereinafter – Sony) mobile applications offered in France and their accessibility to all, including members of the disabled community and the elderly.

2. Applications Mobile Concernées / Applicable Mobile Applications

Ce Schéma s'applique à l'application mobile Support.

This Plan applies to Support mobile application.

3. Politique d'accessibilité de Sony / Sony Accessibility Policy

Sony s'engage à concevoir et à développer des applications Mobile accessibles sur la base de l'EN 301 549 V3.2.1 et s'efforce d'améliorer et de garantir l'accessibilité.

Sony is committed to design and develop accessible mobile applications based on EN 301 549 V3.2.1 (2021-03) and is striving to improve and maintain the accessibility.

4. Ressources d'accessibilité / Accessibility Resources

Sony dispose d'une équipe dédiée qui promeut en permanence l'accessibilité des applications Mobile, et d'une équipe utilisant les outils liés à l'accessibilité.

Sony has a team that will continually promote accessibility of mobile applications, and a team uses accessibility related tools.

5. Sensibilisation et formations / Awareness and Trainings

Sony réalisera une gamme de formations sur l'accessibilité ciblant les nouveaux employés et les différents rôles dans l'organisation; de l'introduction à l'accessibilité jusqu'à des formations plus ciblées pour les ingénieurs et les développeurs.
De plus, Sony organisera des formations régulières sur l'accessibilité pour les agents du service client qui, entre autres, décrivent ce qu'est l'accessibilité, quels sont les bénéficiaires de l'accessibilité, les exigences légales en matière d'accessibilité en France, la manière de répondre aux demandes et questions relatives à l'accessibilité des applications Mobile.

Sony will conduct a range of accessibility trainings targeting new employees and different roles in the organization; from the introduction to accessibility to more targeted trainings for engineers and developers.
Moreover, Sony will conduct regular training on accessibility for customer service agents which, among others, describe what accessibility is, who requires accessibility, legal requirements on accessibility in France, how to address requests and questions on mobile applications' accessibility.

6. Recrutement / Recruitment

Lors de la création des descriptions de poste et durant les procédures de recrutement, une attention particulière sera portée sur l'intérêt porté sur le sujet de l'accessibilité par les potentiels employés.

When creating job descriptions and during the recruitment procedures, attention will be paid to the interest in accessibility of the potential employees.

7. Demandes des clients / Customer requests

Les personnes qui souhaitent signaler un problème ou poser une question concernant l'accessibilité des applications Mobile peuvent compléter le formulaire en ligne
https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile

People who wish to report a problem or to send a question on mobile applications' accessibility can do so via online form
https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile

8. Répondre aux exigences d'accessibilité / Addressing Accessibility Requirements

Sony répond aux exigences d'accessibilité, pas seulement en France, mais sur le plan organisationnel. Le siège de Sony a émis une norme technique et un manuel technique auxquels l'ensemble du groupe Sony, incluant *Sony corporation,* s'efforcera de respecter.

Le siège de Sony, en coopération avec les équipes régionales de l'UE, communiquera les exigences d'accessibilité françaises aux filiales du groupe Sony concernées, et s'assurera que l'ensemble des exigences pour les applications Mobile soient respectées dans le délai fixé.

A l'avenir, chaque application Mobile sera soumise à un contrôle lors du premier lancement ou d'une mise à jour majeure dans le but de se conformer à l'EN 301 549. Ces contrôles garantiront l'élaboration et la publication de la déclaration d'accessibilité conformément à la loi. Les contrôles, y compris les évaluations de conformité, seront réalisés par des experts internes expérimentés en accessibilité des applications Mobile.

Sony is addressing accessibility requirements not just in France but from an organizational perspective. Sony headquarters has issued a technical standard and technical manual which the whole Sony Group, including *Sony Corporation*, will strive to comply.

Sony headquarters in cooperation with EU regional team will communicate the French accessibility requirements to the relevant Sony Group companies and will ensure that all the requirements for mobile applications are met before the deadline.

Moving forward, every mobile application will be subject to a control during the initial launch or a major update aiming to comply with EN 301 549. Such controls will ensure a preparation and publication of the accessibility declaration in accordance with the terms of the law. The control, including conformity assessment, will be carried out by internal experts competent in mobile application accessibility.

[ANNEXE-2 / ANNEX-2] Rapport sur la conformité à l'accessibilité / Accessibility Conformance Report

[Sony Corporation] Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Support*

Report Date: 31/07/2026

Product Description: An application recording daily activities

Contact Information: https://services.sony.fr/supportmvc/fr/Contact/Email?cat=mobile

Notes: Terms in the Conformance Level information are modified from the original template and only uses "Supports", "Does not support" and "Not applicable".

Evaluation Methods Used: Manual test and contrast ratio calculator

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report	
Web Content Accessibility Guidelines 2.0	Level A	Yes
	Level AA	Yes
	Level AAA	No
Web Content Accessibility Guidelines 2.1	Level A	Yes
	Level AA	Yes
	Level AAA	No

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.2.1 (2021-03)	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: All assessed screens have successfully passed the assessment and are compliant with the criterion.
- **Does Not Support**: If at least one screen from all the assessed screens has failed the assessment and is not compliant with the criterion.
- **Not Applicable**: If the criterion is not applicable to all assessed screens.

WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality)
- Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.1.1 Keyboard (Level A) Also applies to:	Web: NA Electronic Docs: NA	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Software: Support Closed: Support Authoring Tool: NA	
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web)	Web: NA Electronic Docs: NA	

Criteria	Conformance Level	Remarks and Explanations
• 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Software: Support Closed: Support Authoring Tool: NA Web: NA	
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply	Web: NA Electronic Docs: NA Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA	
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
3.2.2 On Input (Level A) Also applies to:	Web: NA Electronic Docs: NA	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Software: Support Closed: Support Authoring Tool: NA	
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web)	Web: NA Electronic Docs: NA Software: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Authoring Tool: NA	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.4.3 Contrast (Minimum) (Level AA)	Web: NA	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Supports Closed: Support Authoring Tool: NA	
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Authoring Tool: NA	
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	Web: NA Electronic Docs: NA Software: Support	

Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Closed: Support Authoring Tool: NA	
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Closed: NA Authoring Tool: NA	
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Authoring Tool: NA	
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Authoring Tool: NA	
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Authoring Tool:NA	
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: NA Electronic Docs: NA Authoring Tool: NA	

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs)		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Software: Support Closed: Support Authoring Tool: NA	
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: NA Electronic Docs: NA Authoring Tool: NA	

Table 3: Success Criteria, Level AAA

Notes: All not applicable for mobile application “Support”.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes: All not applicable for mobile application “Support”

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	NA	NA
5.1.3.2 Auditory output delivery including speech	NA	NA
5.1.3.3 Auditory output correlation	NA	NA
5.1.3.4 Speech output user control	NA	NA
5.1.3.5 Speech output automatic interruption	NA	NA
5.1.3.6 Speech output for non-text content	NA	NA
5.1.3.7 Speech output for video information	NA	NA
5.1.3.8 Masked entry	NA	NA
5.1.3.9 Private access to personal data	NA	NA
5.1.3.10 Non-interfering audio output	NA	NA

Criteria	Conformance Level	Remarks and Explanations
5.1.3.11 Private listening volume	NA	NA
5.1.3.12 Speaker volume	NA	NA
5.1.3.13 Volume reset	NA	NA
5.1.3.14 Spoken languages	NA	NA
5.1.3.15 Non-visual error identification	NA	NA
5.1.3.16 Receipts, tickets, and transactional outputs	NA	NA
5.1.4 Functionality closed to text enlargement	NA	NA
5.1.5 Visual output for auditory information	NA	NA
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	NA	NA
5.1.7 Access without speech	NA	NA
5.2 Activation of accessibility features	NA	NA
5.3 Biometrics	NA	NA
5.4 Preservation of accessibility information during conversion	NA	NA
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	NA	NA
5.5.2 Operable parts discernibility	NA	NA
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	NA	NA
5.6.2 Visual status	NA	NA
5.7 Key repeat	NA	NA
5.8 Double-strike key acceptance	NA	NA
5.9 Simultaneous user actions	NA	NA

Chapter 6: ICT with Two-Way Voice Communication

Notes: All not applicable for mobile application “Support”

Chapter 7: ICT with Video Capabilities

Notes: All not applicable for mobile application “Support”

Chapter 8: Hardware

Notes: All not applicable for mobile application “Support”

Chapter 9: Web *(see WCAG 2.x section)*

Notes: All not applicable for mobile application “Support”

Chapter 10: Non-web Documents

Notes: All not applicable for mobile application “Support”

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Support	
11.5.2.4 Assistive technology	Support	
11.5.2.5 Object information	Support	
11.5.2.6 Row, column, and headers	Support	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.7 Values	Support	
11.5.2.8 Label relationships	Support	
11.5.2.9 Parent-child relationships	Support	
11.5.2.10 Text	Support	
11.5.2.11 List of available actions	Support	
11.5.2.12 Execution of available actions	Support	
11.5.2.13 Tracking of focus and selection attributes	Support	
11.5.2.14 Modification of focus and selection attributes	Support	
11.5.2.15 Change notification	Support	
11.5.2.16 Modifications of states and properties	Support	
11.5.2.17 Modifications of values and text	Support	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Support	
11.6.2 No disruption of accessibility features	Support	
11.7 User preferences	Support	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	NA	NA
11.8.4 Repair assistance	NA	NA
11.8.5 Templates	NA	NA

Chapter 12: Documentation and Support Services

Notes:.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Support	
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Support	
12.2.3 Effective communication	Support	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: All not applicable for mobile application “Support”.

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This Accessibility Conformance Report is provided for informational purposes only. It reflects the results of the conformity assessment performed and might be subject to change.