ITA AIRWAYS refers to ITALIA TRASPORTO AEREO S.P.A – www.ita-airways.com

Digital Accessibility Statement

September 22, 2023

Summary

Scope of the accessibility statement

ITALIA TRASPORTO AEREO S.P.A is committed to making its www.ita- airways.com website accessible, in accordance with Law No. 4, dated 9 January 2004. The present accessibility statement refers to the aforementioned web site.

Assessment method

The assessment has been carried out by means of an accessibility audit conducted in accordance with the Web Content Accessibility Guidelines (WCAG) 2.1 AA.

The assessment involved the adoption of a combination of:

- advanced automatic tools (UsableNet AQA)
- a review of compliance in accordance with WCAG 2.1 AA guidelines
- assisted technology testing, which included, but was not limited to a) the use of a screen reader, keyboard-only navigation, screen magnifier, etc.,

The assessment covered the fundamental flow of the web site, particularly the web page templates used within the same.

Compliance Status

The assessment found that the website is Partially Compliant with WCAG 2.1 AA standards. ITA Airways will take all the necessary actions to resolve the issues identified during the assessment activities.

Non-compliance with the accessibility regulations

The content is that is currently non-compliant and subject to future rectification, includes, for example:

- 1.1.1 - Non-text Content: some images and icons do not have a meaningful alternative.
- 1.3.1 - Info and Relationships:
  - some headings are not managed correctly.
  - The relationships between certain elements on some of the pages are not managed correctly.

- 1.4.1 - Use of Color: the functionality of some of the elements are only identified using color.

- 1.4.3 - Contrast (Minimum): the text in some parts of the website does not contrast sufficiently with the background.

- 1.4.5 - Images of Text: images of text have been used on some of the pages.

- 2.1.1 - Keyboard: not all of the functions can be used by keyboard-only users.

- 2.4.1 – Bypass Blocks: there are no consistent mechanisms that enable the user to access the principal content of the page.

- 2.4.3 - Focus Order: the keyboard sequential navigation order is not always correct.

- 2.4.4 - Link Purpose (In Context): the purpose of some of the links on the website is not always clear.

- 2.4.6 - Headings and Labels:

  - the content of some of the headings is not managed correctly.

  - The content of some of the operable elements is not managed correctly.

- 2.4.7 - Focus Visible: the focus is not completely visible for all of the interactive elements.

- 3.3.1 - Error Identification: error messages can not be textually identified in some of the forms.

- 3.3.2 - Labels or Instructions: labels are not always visible for certain inputs.

- 4.1.2 - Name, Role, Value: some input elements no not have accessible names.

Drafting of the accessibility statement

The present statement was drafted on September 22, 2023.

The information contained in the present statement is the result of a third-party audit carried out by UsableNet inc.

How to report an issue and who to contact

If you have any specific questions or doubts about the accessibility of a page on our website, you can contact us at any time by writing to the following email address: digitalaccessibilitycare@ita-airways.com.

If an accessibility issue should occur, please specify the web page and the nature of the problem in your email and/or during your phone call. We will do all in our power to make the page or the information contained in the same accessible to you.

How to report an issue to the Italian Accessibility Agency (AgID)

In case of an unsatisfactory response or no reply within thirty days of reporting the issue or sending your request, affected users can report the issue by following the procedures indicated on the AgID website: https://www.agid.gov.it/

Website information

- Date published on the website: 23/02/2023

- Have usability tests been carried out: No

- CMS used for the website: Adobe AEM 6.5

Company structure information

- Number of employees with disabilities in management positions: 2

- Number of workspaces for employees with disabilities: 2