

Ita Airways – www.ita-airways.com / www.volare.ita-airways.com

Accessibility Statement

September 23, 2025

Scope of the accessibility statement

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

Our reference standard is the WCAG 2.2 AA, under which we undertake to provide an accessible experience for users with different abilities, including all possible forms of disabilities.

Assessment method

The assessment has been carried out by means of an accessibility audit conducted in accordance with the Web Content Accessibility Guidelines (WCAG) 2.2 AA.

The assessment involved the adoption of a combination of:

- advanced automatic tools (UsableNet AQA)
- a review of compliance in accordance with WCAG 2.2 AA guidelines
- assisted technology testing, which included the use of a screen reader, keyboard-only navigation, screen magnifier, etc.

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

Compliance Status

The assessment found that the website is Partially Compliant with WCAG 2.2 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 that is currently non-compliant and is subject to future rectification, includes, for example:

- 1.1.1 - Non-text Content: some images and input fields do not have a meaningful text alternative for users.
- 1.3.1 - Info and Relationships: html elements or roles have been used improperly, the relationships between html elements are not always respected.
- 1.3.2 - Meaningful Sequence: in some sections, the visual and reading sequence of the elements does not correspond to the sequence of those same elements in the DOM.

- 1.3.3 - Sensory Characteristics: in some elements, the current status (selected) is only indicated with a visual element.
- 1.3.5 - Identify Input Purpose: some input elements do not have the “autocomplete” attribute.
- 1.4.1 - Use of Color: some links can only be told apart from normal text by their color.
- 1.4.3 - Contrast (Minimum): the contrast between the color of the text and that of the background is not always sufficient.
- 1.4.4 - Resize Text: the zoom function in some pages is limited or not fully adjustable.
- 1.4.11 - Non-Text Contrast: the contrast between some informative graphic elements and their background is not always sufficient.
- 2.1.1 - Keyboard: not all interactive elements can be operated using a keyboard.
- 2.4.1 - Bypass Blocks: users who only use the keyboard to interact with the website have no way to bypass repeated blocks of content.
- 2.4.2 - Page Titled: the title of some pages is not significant.
- 2.4.3 - Focus Order: in some cases, the focus order of the elements does not correspond to the visual order of those same elements within the page.
- 2.4.4 - Link Purpose (In Context): some links do not have a meaningful name or text.
- 2.4.6 - Headings and Labels: not all accessible field names are meaningful.
- 2.4.7 - Focus Visible: the focus indicator is not fully visible on some interactive elements of the pages.
- 2.4.11 - Focus not Obscured (Minimum): the focus indicator and the interactive element that receives it are sometimes completely hidden by modal panels.
- 2.5.3 - Label in Name: the visible label of some interactive elements does not always appear in their accessible names.
- 3.1.1 - Language of Page: on some pages, the language is not set correctly in the HTML tag.
- 3.1.2 - Language of Parts: some elements report texts or names accessible in other languages.
- 3.2.2 - On Input: on the website there is a drop-down menu (select) that activates an unexpected page loading when the selected option is changed.
- 3.3.2 - Labels or Instructions: some text field labels do not clearly report the expected value.

- 4.1.2 - Name, Role, Value: the semantics of some elements is not implemented correctly, some elements do not report an accessible name.
- 4.1.3 - Status Messages: error messages within forms are not always read correctly by assistive technologies.

Drafting of the accessibility statement

This statement was drafted on September 23, 2025.

The information contained in this 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**](mailto: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 page 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

- Website publication date: 02/23/2023
- 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