Accessibility Statement

Italo S.p.A. is committed to providing an inclusive and accessible experience to everyone, including individuals with disabilities, in accordance with Italian Law #4 of 9 January 2004, known as the "Stanca Act". This accessibility statement applies to the website **https://www.italotreno.com**

Compliance status

This website is partially compliant with the requirements of Annex A of the UNI CEI EN 301549 standard, due to the cases of non-compliance and/or exemptions listed below. The accessibility analysis exclusively covered the website's internal features and content, excluding external components from third-party companies, which cannot be modified directly from the platform.

Contents assessed as “not accessible”

The contents listed below are not accessible for the following reasons of non compliance with the accessibility regulations:

- **C.9.1.1.1 Non-text Content (Level A):** Some images may have incorrect or insufficiently descriptive alternative text. Example: Images on the Destinations and Timetables subpages have inaccurate alternative text descriptions.
- **C.9.1.3.1 Info and relationships (Level A):** On some pages, the correct heading hierarchy is not ensured; for some elements, such as lists, the visual structure does not match the programmatically determined structure.
- **C.9.1.4.11 Non-text Contrast (Level AA):** Some elements, such as the homepage carousel controls, do not meet contrast requirements when they are in their inactive state.
- **C.9.1.4.12 Text Spacing (Level A):** Some components do not ensure the proper readability and perception of content when custom text spacing settings are applied.
- **C.9.2.4.4 Link purpose (in context) (Level A):** Some links may not have self-explanatory text.
- **C.9.4.1.2 Name, role, value (Level A):** Some elements do not have a correct accessible name or role. In some cases, the state of a component is not correctly communicated by assistive technologies; the train search

engine in mobile breakpoints changes its state when the user interacts with it, without communicating the expanded state and without allowing a return to the previous setting.

- **C.9.6 WCAG compliance requirements:** The website does not comply with Level A and AA success criteria from 9.1 to 9.4 of the WCAG.
- **C.11.7 User preferences:** The website does not respect user preferences such as dark mode or custom fonts.

Italo S.p.A. is working alongside accessibility experts to fix non-conformities and is also defining specific mitigating actions in the meantime.

Preparation of this accessibility statement

This statement was drafted on September 21, 2026.

The statement was prepared both through self-assessment and through evaluation carried out by third parties.

Reporting accessibility problems with this website

If you find any problems that are not listed on this page or you think we are not meeting the accessibility requirements, email us at: italo@pec.ntvspa.it

In the email you must include:

- Name and surname;
- Address of the web page or sections of the site that are the subject of the
- report;
- Clear and concise description of the encountered problem;
- Screenshot of the encountered problem (if applicable);
- Tools used during navigation like operating system version, browser version, assistive technologies used (if applicable).

Sending reports to AgID

In the event of an unsatisfactory response or failure to respond within thirty days to the notification or request, the interested party may submit a report using the method indicated on the sito istituzionale di AgID.

Website additional informations

1. Website publication date: June 23, 2026
2. Usability testing carried out: Yes

3. Content Management System (CMS) used: Sitecore

Structure Informations

1. Number of employees with disabilities as of 21/09/2026: 18
2. Number of workstations for employees with disabilities as of 21/09/2026: 18