

Accessibility conformance report

for

ADR Digital Services

(Although this does not fall within the scope of Legislative Decree No. 82 of 27 May 2022, please refer to the accessibility statement prepared in accordance with Law No. 4 of 9 January 2004)

Last updated: 22 September 2026

This document has been drafted in a simplified format, using clear and understandable language, in accordance with the accessibility principles and requirements set out in Directive (EU) 2019/882 and Legislative Decree No. 82 of 27 May 2022, with particular reference to the obligation to provide information that is perceivable, operable, understandable and robust for all users, including persons with disabilities. This statement relates to the digital services provided in the field of passenger air transport and included among the services identified in Article 1 of Legislative Decree No. 82 of 27 May 2022. Pursuant to Article 12 of Legislative Decree No. 82/2022 and Annex I, Sections III and IV, information concerning the accessibility of services must be presented in a clear, comprehensible and accessible manner, including through the use of plain language and a straightforward structure. The decision to keep this document concise and easy to understand therefore constitutes direct compliance with a regulatory requirement and does not represent a limitation on the information available, which remains fully governed by the relevant technical and legal documentation. This document is provisional and is intended to fulfil the obligations arising from the European Accessibility Act pursuant to Legislative Decree No. 82 of 27 May 2022, pending publication of the official template by the competent national authority. Each complex paragraph is preceded by an explanation in simpler language.

Introduction

We want everyone, including people with disabilities, to be able to use our service easily. This document explains what we do to ensure it is accessible and complies with laws and standards such as the European Accessibility Act and the WCAG. Aeroporti di Roma is committed to accessibility and inclusivity. We want all our customers, including people with disabilities, to be able to use our service successfully. This document outlines the accessibility features of the digital services offered by Aeroporti di Roma, how we meet the requirements of the European Accessibility Act, the EN 301549 standard, WCAG 2.2, the ADA and Section 508, and what we are doing to maintain and improve accessibility. We regularly review this information as we continue to improve.

Overview

Service description

The platform is a digital service aimed directly at consumers (B2C), which enables users to access and make use of the services offered via online tools and features. Given the nature of the services provided, the platform falls within the scope of Article 1 of Legislative Decree No. 82 of 27 May 2022, with particular reference to the following categories of services:

- Aeroporti di Roma websites;
- mobile services, including mobile applications;
- the provision of information relating to transport services, including real-time travel information; in the case of information screens, this is limited to interactive screens located within the territory of the Union;
- interactive self-service terminals.

How to use them

(Accessibility & Operability)

We strive to make the digital services we offer easy for everyone to use. Here is an overview of how to navigate and use our service when using assistive technologies or special set-ups:

Accessibility

We use standard methods of interacting with the operating system and assistive technologies. If you require further clarification on how to use any part of our digital services, please contact our support team for personalised assistance. We aim to provide any additional descriptions or explanations necessary for the service to function correctly.

Accessibility Compliance

(How we meet the requirements)

We have assessed our digital services against the requirements of the European Accessibility Act (and, where applicable, its local implementation), the ADA and WCAG 2.1, and we are committed to ensuring that they are:

Perceptible

We are committed to ensuring that:

- content is presented in a clear and logical order that can be correctly interpreted by assistive technologies;
- instructions do not rely solely on elements such as shape, colour, size, position or sound;
- the content adapts correctly to the screen orientation, whilst maintaining consistent display and functionality;
- the purpose of input fields, where present, is clearly communicated to assistive technologies;
- information is not conveyed solely through colour and is accompanied, where necessary, by clear text or symbols;
- the content can be resized whilst keeping the interface usable;
- information is presented as text rather than as text images, except where necessary;
- the content adapts correctly to different screen sizes, where a two-column layout is not required;
- important components and elements have sufficient colour contrast with adjacent elements, in all their states;
- changing the text spacing does not result in the loss of information or functionality;
- content displayed on hover or when focused, where applicable, does not disappear unexpectedly and can be closed easily.

Suitable for use

We are committed to ensuring that:

- users can navigate and use the service via the keyboard without becoming stuck within any component;
- single-character keyboard shortcuts, where present, do not trigger unexpected actions;
- no unnecessary time limits are imposed, or that such limits can be controlled or extended by the user where necessary;
- moving content has controls that allow it to be paused or managed;
- there is no flashing or flickering content that could trigger epileptic seizures;
- every screen has a title that clearly indicates its purpose;
- the text of links, or the surrounding context, clearly indicates the destination;
- content can be accessed via multiple navigation methods;
- elements that receive keyboard focus are always visible on the screen;
- all features can be used without requiring complex gestures;

- features do not activate unexpectedly when tapped, can be cancelled where intended, and do not require a long press;
- the name announced by assistive technologies matches the visible label text;
- all features can be used without requiring the device or the user to move;
- all features can be used without requiring dragging;
- interactive elements have a clickable area large enough to allow for easy use.

Understandable

We are committed to ensuring that:

- each page has a defined language that is used consistently;
- any changes of language within the text can be recognised by assistive technologies;
- moving the keyboard focus to an element does not cause unexpected changes;
- activating an element does not cause unexpected changes;
- navigation options are maintained consistently throughout the service;
- repeated interface elements are consistent and easily recognisable;
- help and support options are consistent throughout the service;
- input errors are clearly identified and described in text;
- input fields have labels or instructions where necessary;
- useful guidance is provided to correct input errors, where possible;
- content is written using clear and simple language.

Sturdy

We are committed to ensuring that:

- technologies and standards are used that enable assistive technologies to interpret content and functionality correctly;
- testing is carried out with the main assistive technologies and across a wide variety of operating system–browser combinations;

- tests are carried out with screen readers, including NVDA and JAWS on Windows and VoiceOver on macOS and iOS, to verify the correct rendering and usability of interactive elements;
- checks are carried out using screen magnification tools and high-contrast modes;
- compatibility with current versions of the main assistive technologies is maintained;
- the code is developed and maintained in accordance with best practice and the criteria set out in WCAG 2.1 and EN 301 549;
- the applicable criteria of WCAG 2.1 at Level AA and EN 301 549 are applied as a reference for the design, development and testing of accessibility;
- the necessary measures are progressively implemented to ensure compliance with the applicable accessibility requirements, including, where relevant, those arising from the European Accessibility Act (EAA), the relevant national implementing legislation, the ADA and other applicable legislation.

Our commitment will focus on the continuous improvement of accessibility and the implementation of the measures necessary to achieve and maintain compliance with the applicable requirements.

For us, accessibility is not a one-off commitment, but an ongoing process. Here's how we ensure that our digital services remain accessible over time:

- With the support of Accessibit, we have carried out an external, expert-led manual audit to verify our compliance with accessibility standards. We maintain a cycle of continuous testing and improvements, with ongoing support to ensure that comprehensive audits are carried out at least once a year, including manual testing by professionals using assistive technologies.
- We use automated testing tools integrated into our development process to promptly identify the most common accessibility issues (such as missing alt text or form labelling). Every code update undergoes these checks.

Feedback and Contact

We are delighted to receive your suggestions on how to improve our digital services. If you encounter any problems or have any suggestions, please contact us by email, telephone or post. Please explain the details of the problem so that we can help you. We greatly value feedback from our users, particularly

when they let us know that something isn't working. If you have difficulty accessing any digital service, encounter an accessibility issue, or have suggestions for improvement, please let us know through the [Talk to Us – Feedback](#) page.

When you contact us, please provide as many details as possible about the issue (such as which page or feature, what happened, and what assistive technology you are using, if applicable). We will aim to acknowledge your feedback and will do our best to resolve the issue quickly or to keep you informed of our progress. Application: Should you feel that your accessibility issues have not been adequately addressed, you have the right to lodge a complaint. We sincerely hope to resolve any issues with you before it reaches this stage.