

# THE SNCF PASSENGER MEDIATION WEBSITE

## CONSUMER MEDIATION

### DECLARATION OF ACCESSIBILITY TO THE RGAA 4.1

## Do you want to contact the SNCF Voyageurs Mediator?

Do you have a commercial dispute with SNCF Voyageurs, Eurostar, Thalys or Chemins de Fer de la Corse that you are unable to resolve? Are you disputing an SNCF violation notice? The SNCF Voyageurs Mediator is there to help you resolve your dispute amicably and free of charge.

 Before submitting your application, make sure it is eligible.

[I refer to the Mediator](#) [Learn more >](#)



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## ACCESSIBILITY DECLARATION

The SNCF group is committed to making its internet, intranet and extranet sites and software packages accessible, as well as its mobile applications and digital street furniture, in accordance with Article 47 of Law no. 2005-102 of 11 February 2005.

To this end, it is implementing the following strategy and actions:

- Multi-year accessibility plan 2020-2022,
- Actions completed in 2019-2020,
- Action plan 2020-2021.

This declaration of accessibility applies to the [SNCF Voyageurs Mediation Site - Consumer Mediation](#).

## CONFORMITY STATUS

[SNCF Voyageurs Mediation Site - Consumer Mediation](#) is in partial compliance with the General Accessibility Guidelines (GAAR), version 4.1 due to the non-conformities and deviations listed below.

## TEST RESULTS

The compliance audit conducted by the Digital Accessibility team of the SNCF Digital Department reveals that :

- 65,38% of the RGAA version 4.0 criteria are met
- The site's average compliance rate is 87,9%

## NON-ACCESSIBLE CONTENTS

### Non-compliances

#### + Images :

- Images that provide information do not have a textual alternative on the home page, in the "Contact the mediator" and "Useful links and addresses" pages.

#### + Colors :

- Information is given only by color: in all pages, in the header area, the indication of language change is given only by the presence of flags.
- Contrast ratios between texts and their background are insufficient in the footer, in the pages "Contact the mediator", "Jean-Luc Dufournaud" (the mediator), "General conditions of use".
- A contrast ratio in an image link is not sufficient in the "Case Studies" page.

#### + Links :

- Some link titles are not explicit in the "Home page" and in the "Links and useful addresses" pages.
- There are untitled links in the "Useful links and addresses" and "Case studies" pages.
- + Scripts :
  - The accessibility tools modal and the back to top arrow are not reachable by tabbing.
  - In the "Links and useful addresses" page, some link titles do not have an accessible alternative.
  - On the "Terms of Use" page, the link to return to the home page is not compatible with assistive technologies. In addition, the user is not notified that he or she will be changing pages to return to the site's home page.
- + Required elements :
  - In each page, title tags are used only for the purpose of presenting the visible title at the top of the page.
  - The title of the "Useful links and addresses" page is not relevant.
- + Structuring :
  - The use of titles is not appropriate for the pages "Seizing the Ombudsman" and "Jean-Luc Dufournaud" (the Mediator).
  - The markup on the "Terms of Use" page is insufficient.
- + Information presentation :
  - Using the 200% zoom hides the language change functionality in all pages. In addition, in the "links and useful addresses" page, two blocks of text become difficult to understand when the 200% zoom is activated.
  - The focus is hardly visible for all pages.
  - The text spacing properties cannot be used for all the images containing information (postal addresses of the various carriers) on the "Links and useful addresses" page.
  - The color of a link is not contrasted enough with the surrounding text in the "GTC" page
- + Navigation :
  - Grouping areas cannot be reached or avoided.
- + Consultation :
  - The downloadable PDF documents "Annual Report 2021" and "Mediation Protocol" are not fully accessible.

## EXEMPTIONS FOR DISPROPORTIONATE BURDEN

None.

## CONTENT NOT SUBJECT TO ACCESSIBILITY

None.

## ESTABLISHMENT OF THIS ACCESSIBILITY STATEMENT

Cette déclaration a été établie le 20/09/22.

## Technologies used to create the SNCF Voyageurs Mediation site.

HTML5

CSS

JavaScript.

### Test environment

The content restitution checks were carried out on the basis of the combination provided by the RGAA 4.1 reference base, with the following versions:

- Firefox 92.0 and NVDA 2022.2.3

### Tools for evaluating accessibility

- Color Contrast Analyser
- PAC 2021.0.0.0
- Stylus

### Pages of the site that were subject to the compliance audit

Page number	Page title	URL
P01	Recurring elements: Page headers, footers, modal "accessibility tools," "back to top" arrow	<a href="https://int-mediation.sncf-voyageurs.com/">https://int-mediation.sncf-voyageurs.com/</a>
P02	Homepage	<a href="https://int-mediation.sncf-voyageurs.com/">https://int-mediation.sncf-voyageurs.com/</a>
P03	The Mediation	<a href="https://int-mediation.sncf-voyageurs.com/la-mediation/">https://int-mediation.sncf-voyageurs.com/la-mediation/</a>
P04	Referring to the Mediator	<a href="https://int-mediation.sncf-voyageurs.com/saisir-le-mediateur/">https://int-mediation.sncf-voyageurs.com/saisir-le-mediateur/</a>
P05	The Mediator	<a href="https://int-mediation.sncf-voyageurs.com/le-mediateur/">https://int-mediation.sncf-voyageurs.com/le-mediateur/</a>
P06	Useful links	<a href="https://int-mediation.sncf-voyageurs.com/liens-utiles/">https://int-mediation.sncf-voyageurs.com/liens-utiles/</a>
P07	Concrete exemples	<a href="https://int-mediation.sncf-voyageurs.com/cas-concrets/">https://int-mediation.sncf-voyageurs.com/cas-concrets/</a>
P08	Terms and conditions of use	<a href="https://int-mediation.sncf-voyageurs.com/conditions-generales-dutilisation/">https://int-mediation.sncf-voyageurs.com/conditions-generales-dutilisation/</a>
P09	Site Map	<a href="https://int-mediation.sncf-voyageurs.com/plan-du-site/">https://int-mediation.sncf-voyageurs.com/plan-du-site/</a>

## FEEDBACK AND CONTACT

If you are unable to access a content or service, you can contact the SNCF Voyageurs Mediation - Consumer Mediation site manager to be directed to an accessible alternative or to obtain the

content in another form.

- Send a message: [mediateur-voyageurs@sncf.fr](mailto:mediateur-voyageurs@sncf.fr)
- Contact the SNCF Voyageurs Mediation Service:

Médiateur SNCF Voyageurs

TSA 37 701

59 973 TOURCOING CEDEX

**Please note that this e-mail address does not allow you to contact the SNCF Voyageurs Mediator. Complaints sent to this e-mail address will not be processed.**

## REMEDIES

You have notified the website manager of a lack of accessibility that prevents you from accessing a content or service of the portal and you have not received a satisfactory response.

- Write a message to the Defender of Rights [<https://formulaire.defenseurdesdroits.fr/>]
- Contact the delegate of the Human Rights Defender in your region [<https://www.defenseurdesdroits.fr/saisir/delegates>]

- Send a letter by mail (free, do not put a stamp)

Défenseur des droits

Libre réponse 71120

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