

THE SNCF TRAVELLERS' MEDIATION SITE CONSUMER MEDIATION DECLARATION OF ACCESSIBILITY TO THE RGAA 4.1

 The SNCF Voyageurs' Mediation Website – Consumer Mediation English Français

Médiateur
SNCF Voyageurs [The SNCF Voyageurs' Mediation](#) [Referring to the Mediator](#) [The Mediator](#) [Useful links and addresses](#) [Concrete examples](#)

You want to refer

To 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 contesting an SNCF violation notice? The SNCF Voyageurs Mediator is there to help you resolve your dispute amicably and free of charge.

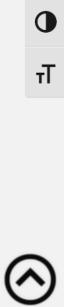


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ACCESSIBILITY DECLARATION

The SNCF group undertakes to make its internet, intranet and extranet sites and its 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 implements the following strategy and actions :

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

This accessibility statement applies to [Mediation SNCF Voyageurs' website - Consumer mediation](#)

COMPLIANCE STATUS

[Mediation SNCF Voyageurs' website - 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 :

90,74% of the RGAA version 4.1 criteria are respected

The average compliance rate of the site is 96.2%.

NON-ACCESSIBLE CONTENT

NON-COMPLIANCES

+ Colors :

- The keyboard focus in the top and bottom of the pages, grey background, and in the blue blocks of the pages "Contact the Mediator", "Useful links and addresses", "Case studies" and "Site map" have an insufficient contrast ratio.

+ Scripts :

- The buttons that unfold and fold the blocks in the "Contact the Ombudsman", "Useful links and addresses", "Case studies" and "Site map" pages are not correctly announced by screen readers.

+ 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.

CONTENTS NOT SUBJECT TO THE ACCESSIBILITY OBLIGATION

None.

ESTABLISHMENT OF THIS DECLARATION OF ACCESSIBILITY

This statement was issued on 9/20/22.

TECHNOLOGIES USED FOR THE REALIZATION OF THE MEDIATION SITE SNCF VOYAGEURS

HTML5
CSS
JavaScript
PHP.

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 ASSESSING ACCESSIBILITY

Color Contrast Analyser
PAC 2021.0.0.0
Stylus

PAGES OF THE SITE THAT HAVE BEEN CHECKED FOR COMPLIANCE

N° page	Title of the page	URL
P01	Headers, footers, modal accessibility tools, "back to top" arrow	https://mediation.sncf-voyageurs.com/?lang=en
P02	Homepage	https://mediation.sncf-voyageurs.com/?lang=en
P03	The Mediation	https://mediation.sncf-voyageurs.com/la-mediation/?lang=en
P04	Referring to the mediator	https://mediation.sncf-voyageurs.com/referring-to-the-mediator/?lang=en
P05	The Mediator	https://mediation.sncf-voyageurs.com/the-mediator/?lang=en
P06	Useful links and addresses	https://mediation.sncf-voyageurs.com/liens-utiles/?lang=en
P07	Concrete examples	https://mediation.sncf-voyageurs.com/cas-concrets/?lang=en
P08	GTC and legal notice	https://mediation.sncf-voyageurs.com/gtc-and-legal-notice/?lang=en

P09	Site map	https://mediation.sncf-voyageurs.com/site-map/?lang=en
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FEEDBACK AND CONTACT

If you are unable to access any content or service, you may contact [the Mediation SNCF Voyageurs website – Consumer Mediation to](#) be directed to an accessible alternative or obtain the content in another form.

Send a message : 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 Human Rights Defender](#)

[Contact the delegate of the Human Rights Defender in your region](#)

Send a letter by mail :

Défenseur des droits
Libre réponse
71120 75342
Paris CEDEX 07