

Accessibility statement

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GSD Sistemi e Servizi S.C.a R.L. is committed to making its website accessible, in compliance with Law 9 January 2004, no. 4. This accessibility statement applies to the English version of the website www.gsdinternational.com/.

Compliance status

The website does not comply with the requirements provided by the Appendix A of the UNI CEI EN 301549 standard. The cases of non-compliance are listed below.

Non-accessible contents

The following contents are not accessible according to the following requirements of UNI EN 301549:

WCAG 2.1 Criteria	Non-compliance
1.2.1: Audio-only and Video-only (Prerecorded)	The video in the “Discover Our World” section does not have a separate audio track or transcript. The “GSD in the World” globe lacks a textual alternative (e.g., an alphabetical list of foreign locations).
1.2.2: Captions (Prerecorded)	The video in the “Discover Our World” section has an audio commentary but lacks subtitles.

WCAG 2.1 Criteria	Non-compliance
1.2.3: Audio Description or Media Alternative (Prerecorded)	The video in the “Discover Our World” section lacks an audio track or a transcription of the video's audio.
1.2.5: Audio Description (Prerecorded)	The video in the “Discover Our World” section lacks an audio track or a transcription of the video's audio.
1.3.1: Info and Relationships	Certain elements are not rendered with adequate text/icon and the relationship between elements (e.g., between categories of fields to be entered in data entry forms, between areas and sections, etc.) is not always ensured.
1.3.4: Orientation	On mobile, some contents are differently formatted depending on the orientation of the screen and the navigation tool change position depending on the orientation of the screen used. The “Quick links” section (e.g., Find a doctor) is not present in horizontal orientation. The footer of the website is differently formatted and depends on the orientation (vertical/horizontal) of the screen.
1.4.3: Contrast (Minimum)	Colour contrast of the input field placeholders does not meet the minimum criteria.
1.4.4: Resize text	Certain navigation pages, when resized to 200%, results in a loss of content and functionality.
1.4.10: Reflow	Certain sections that require horizontal scrolling are not at the minimum resolutions and an accessible alternative is not provided.
1.4.11: Non-text Contrast	Main menu icons do not comply with the minimum contrast requirements.
1.4.12: Text Spacing	By increasing the horizontal and vertical spacing of the text, some information disappears and is no longer usable (e.g., the numbers and specialties of the doctors on the Home Page).
1.4.13: Content on Hover or Focus	In certain sections (for example, with “doctor” cards), upon hovering the mouse over the image or applying keyboard the information content is not revealed.
2.1.1: Keyboard	Not all content features are usable through a keyboard interface.
2.2.2: Pause, Stop, Hide	On the “GSD in the World” page, there are no controls to stop the globe

WCAG 2.1 Criteria	Non-compliance
	movement, regardless of the pointing device. For example, users using the keyboard alone cannot stop or resume the movement of the globe.
2.4.7: Visible Focus	Certain features do not receive keyboard focus. When there is a graphic header (e.g., Home Page, Breast Diseases and many others), the outline applied does not meet color contrast requirements.
3.2.1: On Focus	Certain elements that receive focus trigger a context change (e.g., moving focus to another element, opening a new tab/window, changing the page of the site).
3.3.1: Error Identification	In certain sections (e.g., when booking a visit) entry errors are not reported and described.
3.3.2: Labels or Instructions	Form fields are not always accompanied by labels and instructions to understand how to use them correctly.
3.3.3: Error Suggestion	In case of input errors, no correction suggestions are reported to the user.
4.1.1: Parsing	All pages tested had HTML validation errors.
4.1.2: Name, Role, Value	The relationship between various elements of the website is not always ensured (e.g., between categories of fields to be entered in data entry forms).
4.1.3: Status Messages	On pages with search/filter masks, users do not receive a warning with respect to the progress of the process and/or of any errors.

Methodology

The accessibility assessment involved the core flows of the website and the main pages and functionalities of the website and related services. The accessibility assessment verified that the sample pages and individual pages comply with AA (double-A) level of the [Web Content Accessibility Guidelines \(WCAG\) 2.1 by W3C](#).

During the assessment, the pages were browsed and examined with:

- Google Chrome Desktop
- Google Chrome Android (Samsung Galaxy S23)
- Firefox Desktop
- Safari for MacOS
- Safari for iOS (iPhone 12 Pro)

- Screen Reader NVDA with Firefox Desktop.

Semi-automatic validation tools were used where verification was required:

- [Color-pair Contrast Testing](#)
- [Web Developer Toolbar](#)
- [Visual Aria](#)
- [W3C HTML validator](#)
- Google Lighthouse (strumento integrato in Google Chrome)
- [Mauve++](#)

Drafting of the accessibility statement

This statement has been drafted on 10th October 2024.

This statement has been drafted because of the self-assessment carried out directly by GSD Sistemi e Servizi S.C.a R.L.

Accessibility objectives

The company indicates the following accessibility targets for the year 2025:

- Adjustment of reports collected as a result of this monitoring;
- Verification of a new sample of pages by December 2025;
- Adoption of guidelines and good practices for the production of new content.

How to send report and contact information

It is possible to report any issue or difficulty in accessing the content of the website via e-mail to international@gsdh.it.

In order to allow us to properly handle your requests, we kindly request to provide the following information:

- Full name;
- Address of the web page or sections of the website being reported;
- Clear and concise description of the issue encountered;
- Tools used (operating system, browser, assistive technologies, etc.).

It is recommended not to provide any information and/or sensitive data within your request. The personal data provided within the report will be processed in compliance with the privacy policy available at <https://www.gsdinternational.com/privacy>.

How to send a report 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 file a report using the method indicated on AgID's institutional website and by using the following link: <https://www.agid.gov.it/it/agenzia/difensore-civico-il-digitale>.

Website information

The website was published on 25 January 2022.

No usability tests have been performed.

The CMS used is Pimcore.

Structure information

The number of employees with disabilities is 13.

The number of workstations for employees with disabilities is 13.