

Accessibility Statement

GSD Sistemi and Servizi S.C.a R.L. are committed to making its website accessible, in accordance with Law no. 4 of January 9, 2004, and Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (European Accessibility Act).

This accessibility statement applies to www.gsdinternational.com

This statement was drafted on 15/12/2025.

Website Information

The website was published in: January 25, 2022.

Usability tests have been conducted: No.

The CMS used is: Pimcore.

Information on GSD Sistemi and Servizi S.C.a R.L.

The number of employees with disabilities at GSD Sistemi e Servizi S.C.a R.L. is 3.

Accessibility Objectives

The company has established the following accessibility objectives for the year 2026:

- Remediation of the issues identified during the current assessment;
- Audit of a new sample of pages by December 2026;
- Improvement of PDF document accessibility;
- Adoption of guidelines and best practices for creating new content in compliance with accessibility requirements.

Verification Methodology

The accessibility audit covered the website's primary user flows, specifically focusing on key pages, functionalities, and related services.

During the testing phase, the pages were navigated and evaluated using the following configurations:

- Google Chrome (Desktop)
- Google Chrome Android (Samsung Galaxy S23)
- Firefox (Desktop)
- Safari for macOS
- Safari for iOS (iPhone 12 Pro)
- NVDA Screen Reader in combination with Firefox (Desktop)
- JAWS Screen Reader in combination with Google Chrome (Desktop)
- TalkBack Screen Reader in combination with Google Chrome (Android)

For aspects of the verification requiring semi-automated validation, the following tools were utilized:

- Color-pair Contrast Testing
- Web Developer Toolbar
- Visual ARIA
- W3C HTML Validator
- Google Lighthouse
- Mauve++

Following the analysis, a series of technical and content updates were implemented on the website to resolve the identified issues.

Reference Standards

The evaluation was carried out using a sample-based verification methodology. Reference standards include:

- European Standard EN 301 549 – Accessibility requirements for ICT products and services (UNI EN 301549);
- Web Content Accessibility Guidelines (WCAG) 2.2.

Compliance Status

This website is compliant with the requirements set forth in Annex A of the UNI EN 301549 standard, by reason of the cases of non-compliance and/or the exemptions listed below.

Non-accessible Content

The following criteria (WCAG 2.2) are not always fully met:

WCAG 2.2 Criteria	Non-compliance
1.1.1: Non-text Content	Occasionally, certain information is conveyed exclusively in graphic form without being accompanied by a text equivalent
1.2.2: Captions (Prerecorded)	The video on the "Who we are" page lacks captions, preventing deaf or hard-of-hearing users from accessing the information
1.2.3: Audio Description or Media Alternative (Prerecorded)	The video on the "Who we are" page is not accompanied by an audio description or an alternative media type
1.2.5: Audio Description (Prerecorded)	The video on the "Who we are" page is not accompanied by an audio description
1.3.1: Info and Relationships	Occasionally, issues are identified regarding the internal heading structure of the HTML document and the programmatic association of text labels with input fields
1.3.2: Meaningful Sequence	Issues exist within the logical flow of content when the appointment request procedure is triggered: the procedure is located at the end of the HTML document, which prevents immediate access for screen reader users
1.3.3: Sensory Characteristics	Occasionally, certain information and operational instructions are conveyed exclusively through sensory characteristics
1.3.5: Identify Input Purpose	The contact form fields are not accompanied by the autocomplete attribute to facilitate user input
1.4.1: Use of Color	The links for the telephone number and email address, located at the top of the individual location pages, have no visual indicator other than color.
1.4.3: Contrast (Minimum)	Certain elements do not have sufficient contrast against their background:

	<ul style="list-style-type: none"> - Navigation items lack sufficient contrast against the background when in an "hover" state (contrast ratio 2.7:1). - The sidebar text describing the steps of the appointment request process for "inactive" steps
1.4.4: Resize Text	Occasionally, on the "Global Projects" pages, the page title is obscured by the following information block when zoomed to 200%
1.4.5: Images of Text	Occasionally, certain images contain textual information.
1.4.11: Non-text Contrast	Several user interface components do not provide adequate contrast against the surrounding background.
1.4.12: Text Spacing	Some textual information becomes hidden and inaccessible when text settings are modified according to standard testing procedures.
1.4.13: Content on Hover or Focus	Some elements, such as the "Doctor" boxes on the homepage, reveal information on mouse hover without meeting the "dismissible" requirement.
2.2.2: Pause, Stop, Hide	The world animation on the "GSD in the World" page does not provide explicit controls to manage the object's movement other than the mouse pointer. Keyboard-only users are unable to pause or resume the globe's motion.
2.4.1: Bypass Blocks	Mechanisms to skip repetitive content (navigation menus) and jump directly to the main page content are present; however, they are redundant and non-functional.
2.4.2 Paged titled	The detail pages of "GSD in the World" have the same title as the main page.
2.4.3: Focus Order	<p>The presence of the AccessiWay accessibility overlay conflicts with the focus order. During keyboard-only navigation, the focus is sometimes automatically diverted to "skip links" generated by the plugin, disrupting the user flow and causing potential confusion.</p> <p>Additionally, when an online booking call-to-action is present, it triggers a full-screen modal that overlays the entire visible screen. However, the keyboard focus continues "underneath" the modal, moving through the links and buttons following the CTA that triggered</p>

	it. Since the modal is inserted at the end of the HTML document, keyboard users must tab through the entire page content before they can access the booking procedure.
2.4.4: Link Purpose (In Context)	Occasionally, the link text for certain elements is not sufficiently descriptive of its purpose when read out of context or based on the immediately surrounding content.
2.4.7: Focus visible	Certain interface elements are not accompanied by a visual indicator when they receive keyboard focus.
2.4.11: Focus Not Obscured	When the main menu is closed using the ESC key, the tab order remains stuck inside the closed (and therefore hidden) menu.
2.5.3: Label in Name	Occasionally, for user interface components with labels that include text or images of text, the accessible name does not contain the text that is presented visually.
3.2.1: On focus	Occasionally, certain page elements trigger an unexpected page change when they receive keyboard focus (for example, when performing a search on the "Patient Care: A-Z" page).
3.3.1: Error Identification	Issues exist in the presentation of errors for users completing the online booking or contact forms: error messages are not easily identifiable, particularly for users of assistive technologies such as screen readers.
3.3.3: Error Suggestion	See 3.3.1
4.1.2: Name, Role, Value	Occasionally, interface elements do not correctly explicitly state their Name, Role, and Value properties. This specifically applies to components built with non-standard HTML (e.g., search filters, autocomplete text fields).
4.1.3: Status Messages	When page content updates following user interaction, the generated content is not adequately announced to the user or their assistive technologies, for example, through the use of aria-live regions.

Submission methods for feedback and contact information of GSD Sistemi and Servizi S.C.a R.L.

Any issues or difficulties in accessing the website's content can be reported via email to international@gsdh.it.

To enable GSD Sistemi and Servizi S.C.a R.L. to process requests effectively, we ask that you provide the following information:

- Full name;
- URL of the page or website sections relevant to the report;
- A clear and concise description of the issue encountered;
- Tools utilized (operating system, browser, assistive technologies, etc.).

We recommend that you do not provide sensitive information and/or data within the request. Personal data provided as part of the report will be processed in accordance with the GSD Sistemi and Servizi S.C.a R.L. privacy policy, available at <https://www.gsdinternational.com/privacy>.

How to submit a report to AgID

In the event of an unsatisfactory response or failure to respond within thirty days of the notification or request, the interested party may submit a report using the methods indicated on the official AgID website at the following link: <https://www.agid.gov.it/it/agenzia/difensore-civico-il-digitale>.