



SOCIETE GENERALE

Accessibility audit SG News

Non-compliance report – English
version

13th July 2021

1 INTRODUCTION

This document identifies all the non-compliant requirements which have been listed in the audit of the web app SG News ended the 13th July 2021. The requirements come from the standard "Accessibility requirements for ICT products and services" (EN 301 549 V2.1.2 (2018-08)). This document is complementary to the audit grid.

The non-compliant requirements are marked with the NC mention in the audit grid.

A non-compliant requirement can be derogated if its relevance isn't judged interesting by the auditors. In this case, the D mention is entered in the adjacent column.

A compliant requirement is marked with the C mention. The requirements which are not applicable to the web app are marked NA.

2 REQUIREMENT 7 - ICT WITH VIDEO CAPABILITIES

2.1 LINES 21 TO 27

2.1.1 LIST OF CONCERNED REQUIREMENTS

- 7.1.1 Captioning Playback
- 7.1.2 Captioning synchronization
- 7.1.3 Preservation of captioning
- 7.2.1 Audio description playback
- 7.2.2 Audio description synchronization
- 7.2.3 Preservation of audio description
- 7.3 User controls for captions and audio description

2.1.2 RECOMMANDATIONS

For videos, it would be useful to have access to the YouTube platform for any language (FR or EN), because YouTube already provides the needed subtitles on tab P04, P13.

3 REQUIREMENT 11 - SOFTWARE

3.1 LINE 28

3.1.1 LIST OF CONCERNED REQUIREMENTS

- 11.1.1.1 Non-text content (open functionality)

3.1.2 RECOMMANDATIONS

The Close button and the Settings button of the window need to provide a text (HTML or XML tag?) for the assistive technology. Without that, it can't be read by it.

3.2 LINES 30 TO 32

3.2.1 LIST OF CONCERNED REQUIREMENTS

- 11.1.2.1.1 Audio-only and video-only (pre-recorded - open functionality)
- 11.1.2.1.2 Audio-only and video-only (pre-recorded - closed functionality)
- 11.1.2.2 Captions (pre-recorded)

3.2.2 RECOMMENDATIONS

We recommend to have an alternative media or text for the podcast, or a video with signs languages for hearing impaired on tabs P05, P14.

3.3 LINES 39 TO 42

3.3.1 LIST OF CONCERNED REQUIREMENTS

- 11.1.3.3 Sensory characteristics
- 11.1.4.1 Use of colour

3.3.2 RECOMMENDATIONS

(NC in tabs P01, P03, P09, P10, P12, P18)

The selected button between "News" and "Media" is only coloured when selected. It would be useful to have an additional information on the current page for the client: ex: **News** (V) – Medias (X) or News (X) – **Medias** (V).

3.4 LINE 40

3.4.1 LIST OF CONCERNED REQUIREMENTS

- 11.1.3.4 Orientation

3.4.2 RECOMMENDATIONS

The pages are blocked from a vertical view perspective, so the user must be able to scroll down the page in landscape mode on each tabs. Moreover, some elements don't appear in landscape mode (podcast).

3.5 LINES 44 AND 50

3.5.1 LIST OF CONCERNED REQUIREMENTS

- 11.1.4.3 Contrast (minimum)
- 11.1.4.11 Non-text contrast

3.5.2 RECOMMENDATIONS

(NC in tabs P04, P05, P13, P14)

Some of the grey colours are too faded and not contrasted enough. Same problem with purple on podcast progression bar.

3.6 LINE 45

3.6.1 LIST OF CONCERNED REQUIREMENTS

- 11.1.4.4.1 Resize text (open functionality)

3.6.2 RECOMMENDATIONS

(NC in tabs P01, P07, P09, P15, P16)

Information loss (today's date is over the edge of the phone) or "Paramètres" is not displayed correctly, the "S" letter at the end is marked the next line except in landscape mode. Same for "Langues FR/EN" which are not displayed correctly except in landscape mode. Differences can happen between iPhone and Android.

3.7 LINE 62

3.7.1 LIST OF CONCERNED REQUIREMENTS

- 11.2.4.4 Link purpose (in context)

3.7.2 RECOMMENDATIONS

(NC in tabs P02, P05, P08, P11, P14, P17)

WARNING the purpose of the links is clear, but in the accessibility mode the links cannot be clicked.

Could this be a problem of HTML markups? or XML?

The links must be clickable in relation to the assistant reader application tag.

3.8 LINES 63 AND 81

3.8.1 LIST OF CONCERNED REQUIREMENTS

- 11.2.4.6 Headings and labels
- 11.5.2.5 Object information

3.8.2 EXPLANATIONS

VoiceOver doesn't read the Settings button (*P01, 03, 10, 12*), nor the Closed button (*P02, 04, 05, 11, 13, 14*).

3.9 LINE 69

3.9.1 LIST OF CONCERNED REQUIREMENTS

- 11.3.1.1.1 Language of software (open functionality)

3.9.2 RECOMMENDATIONS

When we change the phone's language, the app text is not translated to English. The application should read the language of the phone and synchronize with it the language of the application.

3.10 LINE 80

3.10.1 LIST OF CONCERNED REQUIREMENTS

- 11.5.2.3 Use of accessibility services

3.10.2 EXPLANATIONS

This requirement is C if all the criteria from 11.2.5.3 to 11.2.5.17 are C (check documented).

3.11 LINE 85

3.11.1 LIST OF CONCERNED REQUIREMENTS

- 11.5.2.9 Parent-child relationships

3.11.2 RECOMMENDATIONS

(NC in tabs P1, P10)

The header "HIER 17 juin 2021" (for example) is the parent of several news links. The reader should say "Contains four links".

3.12 LINES 87-88

3.12.1 LIST OF CONCERNED REQUIREMENTS

- 11.5.2.11 List of available actions
- 11.5.2.12 Execution of available actions

3.12.2 RECOMMENDATIONS

(Derogated in tabs 06, 07, 09, 15, 16, 18)

There is no "start-of-page" shortcut (little arrow pointing to the top) in accessibility mode. There should be an HTML or XML tab which would list the possible actions on top of the current page.

3.13 LINE 95

3.13.1 LIST OF CONCERNED REQUIREMENTS

- 11.7 User preferences

3.13.2 RECOMMENDATIONS

The software offers sufficient compatibility with the phone's assistive technologies, but the documentation does not indicate that the software is designed to be isolated from its underlying platform.

It would be useful to have a sitemap or an application user guide for colours and typography.