

ACCESSIBILITY STATEMENT

*Pursuant to Article 12, paragraph 2, and Annex IV of Legislative
Decree No. 83 of 27 May 2022*

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1. General Information about the Service Provider

Company name: B&B Italia spa

Registered office: Via Manzoni 38, CAP 20121 Milan (MI)

VAT: IT07122350965

Contact details: accessibility@bebitalia.it

2. General description of the service

2.1. Name of the service:

B&B Italia e-Commerce platform (<https://shop.bebitalia.com/it/it/>)

2.2. Summary Description:

The B&B Italia e-commerce platform is a multilingual website designed to offer users a smooth and intuitive online shopping experience, aligned with the brand's visual identity and commitment to high design standards. The service is currently active in Austria, Germany, Italy, and France, and allows consumers to browse and purchase B&B Italia's curated selection of furniture and home décor products in a self-service mode.

Through the platform, users can:

- browse a complete and up-to-date product catalog,
- place orders independently online,
- subscribe to the newsletter to receive updates and communications from the brand,
- contact customer service via a dedicated online form,
- book appointments with specialized consultants through a third-party subdomain.

The platform is designed to fully reflect B&B Italia's identity, with a strong focus on aesthetic consistency, usability, and accessibility. The company is currently undertaking a regulatory compliance process and is committed to continuous improvement, particularly in view of alignment with the European Accessibility Act.

2.3. Target users:

European consumers (private and professionals) interested in purchasing B&B Italia products online, specifically in Austria, Germany, Italy, and France.

2.4. Service delivery channels:

- E-Commerce website: <https://shop.bebitalia.com/it/it/>

- Third-party subdomains: <https://design-service.bebitalia.com/it-it/> for online appointment booking functionality.

3. Applicable Accessibility Requirements and Compliance Methods

3.1. Legal Framework

The service has been designed, developed, and delivered in accordance with Article 3, paragraph 2 of Italian Legislative Decree No. 82 of 27 May 2022, which regulates the accessibility of digital services provided by private entities. This decree defines the technical and functional requirements necessary to ensure equal access for all users, including persons with disabilities.

In particular, accessibility compliance has been assessed based on the requirements set out in Annex I of the above-mentioned decree, with reference to the following sections:

- Section III – General Accessibility Requirements for Services, which outlines core principles applicable to all digital services, regardless of industry or delivery channel (e.g., interoperability with assistive technologies, accessibility of information architecture, keyboard operability, etc.);
- Section IV – Specific Requirements for Certain Categories of Services, which supplements the general requirements with additional sector-specific provisions, depending on the nature of the service.

In this specific case, the service falls under the e-commerce services category, and the relevant sector-specific accessibility criteria provided in Section IV have been applied accordingly.

All requirements have been interpreted and implemented in alignment with WCAG 2.2 Level AA, which serves as the technical benchmark both within Annex I and under broader European regulatory frameworks, as further detailed below.

3.2. Technical Standards and Applied Norms

In order to ensure the highest level of accessibility in accordance with UNI CEI EN 301549 and the WCAG 2.2 Level AA standards, our platforms are tested quarterly using PowerMapper SortSite automated tool, which assesses conformance with WCAG 2.2 Level AA and Section 508 (2017) standards.

Test results and findings are systematically shared with the internal development and quality assurance teams to support ongoing improvements in both user experience and digital accessibility.

4. Compatibility with Assistive Technologies

The service has been designed to ensure proper interoperability with major assistive technologies, in accordance with Annex I of Legislative Decree No. 82/2022, and in line with WCAG 2.2 and EN 301 549 standards.

During development and testing phases, the service was reviewed to verify compatibility and proper usability with the following assistive tools:

4.1. Compatible Assistive Technologies:

- Screen readers: JAWS, NVDA, VoiceOver
- Screen magnifiers
- Keyboard navigation tools

4.2. Method of Verifying Interoperability:

Interoperability was verified using the PowerMapper SortSite automated accessibility testing tool, which simulates compatibility checks based on WCAG and ARIA guidelines.

4.3. Known Limitations (if any):

Some image `alt` texts include non-descriptive placeholders (e.g., "alt='dimensions0'", "alt='washingInstruction2'"), which can negatively impact screen reader users (JAWS, NVDA, VoiceOver). Additionally, certain ARIA roles used in the navigation menu do not conform to expected structures.

These issues are being prioritized for remediation, with updates planned in future development sprints. For instance, updates to improve alternative text and ARIA structure are expected to be deployed by Q1 2026.

5. Accessibility Evaluation

The accessibility of the service was evaluated on 23 September 2024 using the PowerMapper SortSite tool.

The assessment was carried out based on the accessibility requirements established in Legislative Decree No. 82 of 27 May 2022, with specific reference to the criteria defined in WCAG 2.2 – Level AA and EN 301 549.

The evaluation covered key aspects of the digital service, including:

- user interface components, main user flows (such as product discovery and checkout), online forms (e.g., contact form), and informational content (product pages and static pages).
- Compatibility with screen readers (JAWS, NVDA, VoiceOver) and basic keyboard navigation was checked through automated rules.

Evaluation outcome: The service was found to be **partially compliant** with the applicable accessibility requirements.

6. Updates and Monitoring

The provider has implemented a continuous monitoring process to ensure that the service remains compliant over time with the accessibility requirements established in Legislative Decree No. 82 of 27 May 2022.

Accessibility compliance is reviewed on a quarterly basis in order to identify any issues in a timely manner and take corrective action as needed.

The monitoring process includes:

- periodic review of the user interfaces and digital content;
- the use of automated tools for accessibility validation;
- the involvement of the technical team for resolving any identified non-conformities;
- updates to this Accessibility Statement in case of significant changes to the service.

Last revision: 23rd of September 2024

7. Handling of Accessibility Non-Conformities

In compliance with regulatory obligations and as part of its ongoing commitment to delivering an inclusive digital experience, the provider has established a structured process for managing any non-conformities related to the accessibility of the service.

If a non-conformity is identified—either through internal audits or periodic accessibility reviews, or as a result of user feedback—it is promptly logged in the technical management system and forwarded to the relevant development and quality assurance teams for analysis.

Each issue is assessed based on its severity and impact on the user experience, and a corrective action plan is defined with the goal of resolving the problem as quickly as possible, taking into account technical complexity and project priorities.

The provider is committed to ensuring full traceability of the actions taken and, in cases where a quick resolution is not feasible, evaluates technically equivalent alternative solutions, in line with accessibility principles.

Where required by law, formal communication is also provided to the *Agenzia per l'Italia Digitale* (AGID), pursuant to Article 12, paragraph 5 of Legislative Decree No. 82/2022.

8. Contacts and Feedback

For any accessibility-related issues concerning this digital service, as well as for clarification requests or suggestions for improvement, users may contact the provider through the following channels:

Dedicated email address:

[accessibility@bebitalia.it]