

## SPECIFIC CONDITIONS OF THE PURCHASED SUPPLY

### Scope of supply

This document represents the scope of the supply and therefore the commitment of Clariter<sup>®</sup> to provide the service “**Technical Accessibility Assessment (Automated and Manual)**” guaranteeing its execution in a professional manner, in accordance with the indications and timing agreed below with autonomous organization and management at its own risk; any violation of any of the conditions set forth herein in the articles shall result in Clariter<sup>®</sup>'s commitment terminating.

### Description of the service

Clariter<sup>®</sup> provides the Automatic and Manual Technical Accessibility Assessment on the customer's application through the QALYA<sup>®</sup> Sphere team. The service involves the analysis of a single application, either a website or mobile app.

5 working days are foreseen to complete the activity.

Following the activity, a Test Book is delivered containing the anomalies identified and the tests carried out in Excel format and a report in Word format summarizing the contents of the test book.

The following phases are envisaged for carrying out the activity, detailed in the following paragraphs:

- Software analysis
- Execution of automatic and manual tests on the sample pages
- Report delivery

The service refers to the national regulations of the country to which the service is provided. Presented below is a table containing the main regulatory references for the countries in which Clariter operates most frequently:

Country	Regulatory References			European Reference
PT	Decree Law No. 83/2018			UNI CEI EN 301549
UK	Equality Act 2010 Code of Practice	The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018		
ITA	Decree Law No. 4/2004			
ESP	Decree Law No. 34/2022	Decree Law No. 56/2007	Royal Decree 1112/2018	

### Dimensional parameters on which the supply is based

The technical accessibility tests are performed on one application chosen from among:

- web, defining the execution browser among Chrome, Edge, Firefox or Safari;
- mobile, to choose between Android and iOS.

Following the analysis of the chosen application, automatic and manual testing is performed on selected sample pages. The number of selected pages is defined according to Directive (EU) 2016/2102 governing accessibility.

### Macro-phases of the activity, timeline and engagement model

For the Testing for Accessibility, the guidelines defined by the legislation is be taken as a reference. The following Gantt chart shows the duration in days (highlighted in different colours) of each planned activity:

Activity	Day No.				
	1	2	3	4	5
Analysis					
Execution of automated and manual tests					
Report					

The following phases are foreseen for carrying out the activity:

1. **Analysis:** Clariter<sup>®</sup>'s team of experts analyses the size of the app or website (number of pages) and highlights the number of sample pages on which the technical accessibility tests are performed.
2. **Execution of automatic and manual tests:** execution phase of the automatic tests on the sample pages, using the LightHouse tool, axe-Core and axe-Dev, and the expected manual tests.
3. **Report delivery:** drafting and delivery of reports generated by tests performed to evaluate technical accessibility.

### Obligations of the Customer

For the start of the activity to be possible, it is necessary that the Customer contacts Clariter<sup>®</sup> at the e-mail address [ecommerce@claritergroup.com](mailto:ecommerce@claritergroup.com). A checklist will be sent to the customer, requesting information related to the details of the application that is the object of the activity:

Example information

Technical Accessibility Assessment (Automated and Manual) - Service Checklist
Application contact person:
Application name:
Application type:
Component:
Number of pages that make up the site:
Environment:
Specify any configurations required to be able to access the site/app environment
Are there restricted areas that require credentials to be accessed?

Specific Browsers/Specific Smartphone Models or Brands? If yes, please specify
Is it necessary to test in a specific geographical area in order to test the site/app?
Does the site/app allow you to take screenshots/recordings?

It is strictly forbidden that, during the activity, especially during the conduct of the tests, changes are made to the application object of the activity. In case of violation of this requirement, Clariter<sup>®</sup> does not guarantee the final result, neither in terms of completeness nor accuracy.

In addition, the login credentials must remain valid for as long as the task requires.

### Outcome of the activity

The following deliverables are foreseen for this service:

1. Test Book, containing the anomalies identified and the tests performed in Excel format.
2. Summary report, a report in word format which summarizes the contents of the test book.

The provision provides only for the provision of the aforementioned results, in no case are included results not explicitly reported in this paragraph as well as any implicit results are not included even if these may seem logically connected to the results explicitly reported.

### Exceptions

Anything not explicitly indicated in the "Scope of supply" is excluded from this supply. Below are some of the exclusions, which are reported for the sole purpose of improving the readability of this supply:

1. Travel expenses, except for those, if any, indicated in the scope of supply,
2. Licensing costs of third-party products, if not those explicitly indicated in the scope of supply,

3. Support for the definition of user requirements, if not those explicitly indicated in the scope of supply,
4. Operating costs, if not those explicitly indicated in the scope of supply,
5. Request for the use of tools other than those explicitly described in the document,
6. Request for accessibility tests on more than 1 number of applications,
7. Request for accessibility tests on an application other than the one requested in the contract phase,
8. Request for operating systems or browsers higher than 1,
9. Request for operating systems or browsers other than those requested under the contract,
10. Requesting reports other than those described in this document,
11. Documentation different or additional to that described in this document,
12. Anything not explicitly indicated in the paragraph "Scope of supply".

## Appendix

Below is an excerpt from the report on the provision of Technical Accessibility Assessment (Automated and Manual).

### Test Cover

Object of the test	Test-Object
Site URL	<a href="https://www. .com/">https://www. .com/</a>
Pages analyzed with automatic tools	85 pages Average score: 81/100
Manually scanned pages	0,1 pages Pass: 258 Fail: 51 Not Applicable: 186
Failure detected with automatic tools	1451 unique failure: A: 178 AA: 1273 AAA: 0 Best Practice: 0
Manual detected failure	95 unique failure: A: 46 AA: 49 AAA: 0 Best Practice: 0

## Failure list Manual Test

#ID	Level	Success Criterion	Functional Area	Title	Description	Step To Reproduce	URL	Page ID
TM001	A	2.1.1	Interactive keyboard controls	Title 1	Description 1	Step to reproduce 1	https://www.test-object.com/a	#1, #2, #3, #4, #5, #6, #7, #35, #40, #41, #49, #54, #56
TM002	AA	1.3.5	Purpose and status indication for interactive elements	Title 2	Description 2	Step to reproduce 2	https://www.test-object.com/a	#1
TM003	A	4.1.1	Using HTML5 Datum Elements	Title 3	Description 3	Step to reproduce 3	https://www.test-object.com/a	#all
TM004	AA	1.3.5	Purpose and status indication for interactive elements	Title 4	Description 4	Step to reproduce 4	https://www.test-object.com/a	#2, #3
TM005	AA	1.3.5	Purpose and status indication for interactive elements	Title 5	Description 5	Step to reproduce 5	https://www.test-object.com/a	#4
TM006	A	2.1.2	Focus not accidentally stuck in an area	Title 6	Description 6	Step to reproduce 6	https://www.test-object.com/a	#5
TM007	AA	1.3.5	Purpose and status indication for interactive elements	Title 7	Description 7	Step to reproduce 7	https://www.test-object.com/a	#5
TM008	AA	1.4.13	Direct user focus on new content added to the page	Title 8	Description 8	Step to reproduce 8	https://www.test-object.com/a	#5
TM009	A	2.1.2	Focus not accidentally stuck in an area	Title 9	Description 9	Step to reproduce 9	https://www.test-object.com/a	#5
TM010	A	1.3.1 e 4.1.2	Custom controls with associated labels	Title 10	Description 10	Step to reproduce 10	https://www.test-object.com/a	#5
TM011	A	1.3.1	Custom controls with ARIA roles	Title 11	Description 11	Step to reproduce 11	https://www.test-object.com/a	#5

## Inlab Test (Test List manual Test)

Page ID	Test ID	Test Description	Result
#1	1	Time-based Media	N/A
#1	2	Adaptable	Pass
#1	3	Distinguishable	Pass
#1	4	Enough Time	N/A
#1	5	Seizures and Physical Reactions	Pass
#1	6	Navigable	Pass
#1	7	Input Modalities	N/A
#1	8	Readable	Pass
#1	9	Predictable	Pass
#1	10	Input Assistance	N/A
#1	11	Compatible	N/A

## Not Passed (Automatic Failure List tools)

#ID	Component	Level	Success Criterion	Functional Area	Title	Description	Expected Element	Actual	URL	Page ID	Test ID	ID	Element	Issue Path	Issue Detail	Issue Screenshot
000001	Desktop	AA	1.4.3	Contrast	Background and foreground	low-contrast text is difficult or impossible to read	div.form-group > span	input._ngcontent-qjg-c13*	https://www.test-object.com/a/#6		Lighthouse	color-contrast	3-0-INPUT	1,HTML,1,BODY,5,APP,4,div.form-group,2,span	Fix any of the following	
000002	Desktop	AA	1.4.3	Contrast	Background and foreground	low-contrast text is difficult or impossible to read	div.form-group > span	input._ngcontent-qjg-c13*	https://www.test-object.com/a/#6		Lighthouse	color-contrast	3-1-INPUT	1,HTML,1,BODY,5,APP,4,div.form-group,2,span	Fix any of the following	
000003	Desktop	AA	1.4.3	Contrast	Background and foreground	low-contrast text is difficult or impossible to read	div.form-group > span	input._ngcontent-qjg-c13*	https://www.test-object.com/a/#6		Lighthouse	color-contrast	3-2-INPUT	1,HTML,1,BODY,5,APP,4,div.form-group,2,span	Fix any of the following	
000004	Desktop	AA	1.4.3	Contrast	Background and foreground	low-contrast text is difficult or impossible to read	div.general-container	span._ngcontent-qjg-c4**	https://www.test-object.com/a/#6		Lighthouse	color-contrast	3-3-SPAN	1,HTML,1,BODY,5,APP,4,div.form-group,2,span	Fix any of the following	
000005	Desktop	AA	1.4.3	Contrast	Background and foreground	low-contrast text is difficult or impossible to read	div.general-container	span._ngcontent-qjg-c4**	https://www.test-object.com/a/#6		Lighthouse	color-contrast	3-5-SPAN	1,HTML,1,BODY,5,APP,4,div.form-group,2,span	Fix any of the following	
000006	Desktop	AA	1.4.3	Contrast	Background and foreground	low-contrast text is difficult or impossible to read	div.general-container	span._ngcontent-qjg-c4**	https://www.test-object.com/a/#6		Lighthouse	color-contrast	3-6-SPAN	1,HTML,1,BODY,5,APP,4,div.form-group,2,span	Fix any of the following	