

Accessibility Statement

This statement was written on May 19, 2025, for the mobile applications iOS Henner+ and myHenner 5.2.0. version.

It is valid from the date of publication and must be updated every 3 years, following major modifications to the site, or 18 months after a new version of the accessibility guidelines is released.

In evaluating our corporate website, we collaborated with Accessiway, an independent third-party specialising in digital accessibility.

Henner's Commitment

Henner is committed to making its websites, mobile applications, intranet, extranet, and software solutions accessible in accordance with Article 47 of French Law No. 2005-102 of February 11, 2005.

Compliance Status

The mobile applications iOS Henner+ and myHenner have an accessibility rate of 75.51% and is therefore partially compliant with the European standard EN 301 549 and the General Accessibility Improvement Guidelines (RGAA 4.1.2).

Audit Results

The compliance audit conducted on May 20, 2025, by AccessiWay revealed that 75.51 of RGAA 4.1.2 criteria are met.

Non-accessible Content

The contents listed below are not accessible for the following reasons.

Non-compliance

- 1.1.1 Non-textual content

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***Here to care : Répondre présent à chaque moment**

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- 1.3.1 Information and relationships
- 1.3.2 Meaningful sequence
- 1.3.4 Orientation
- 1.4.4 Text resizing
- 1.4.11 Contrast of non-textual content
- 2.1.1 Keyboard
- 2.4.3 Focus order
- 2.4.6 Headings and labels
- 3.3.2 Labels or instructions
- 4.1.2 Name, role, value
- 4.1.3 Status messages

Disproportionate burden

None to report.

Content not subject to accessibility obligations

None to report.

Establishment of this Accessibility Statement

This statement was established on May 19, 2025.

Testing Environment

Operating Systems

- Apple iOS 16

Outils pour évaluer l'accessibilité

- Voiceover (Apple systems only)
- Visual assessment tools for contrast, subtitles, etc.

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Pages Reviewed for Accessibility Compliance

- [Page d'accueil](#)
- [Page contact](#)
- [Mentions légales](#)
- [Aide](#)
- [Authentification](#)
- [Requests](#)
- [Remboursements](#)
- [Services](#)
- [Onboarding](#)
- [Profile](#)

Feedback and Contact

If you are unable to access a piece of content or a service, you may [contact](#) Henner's accessibility officer to be guided toward an accessible alternative or to obtain the content in another format.

Legal Remedies

If you notice a lack of accessibility preventing you from accessing content or features on the site, and you do not receive a satisfactory response after notifying us, you may submit your complaint or request for intervention to the French Defender of Rights.

You may do so in the following ways:

- Send a message to [the Defender of Rights](#)
- Contact a local delegate of [Defender of Rights](#)
- Send a letter (postage-free, no stamp required) to:
Défenseur des droits
Libre réponse 71120
75342 Paris CEDEX 07
France

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