

# Accessibility Statement

This statement was written on May 2, 2025, for the website [clients.henner.com](https://clients.henner.com).

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 website [clients.henner.com](https://clients.henner.com) has an accessibility rate of 67.62% and is therefore partially compliant with the General Accessibility Improvement Guidelines (RGAA 4.1.2).

## Audit Results

The compliance audit conducted on May 2, 2025, by AccessiWay revealed that 67.62% of RGAA 4.1.2 criteria are met.

Breakdown of results:

- Number of compliant criteria: 37
- Number of non-compliant criteria: 18
- Number of non-applicable criteria: 51

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

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## Non-accessible Content

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

### Non-compliance

- 1.1: Does each image that conveys information have a text alternative?
- 3.1: On each web page, information should not be conveyed solely by colour.  
Is this rule being followed?
- 3.2: On each web page, is the contrast between the text colour and the background colour sufficiently high (except in special cases)?
- 3.3: On each web page, do the colours used in interface components or graphic elements that convey information provide sufficient contrast (except in special cases)?
- 7.1: Is each script, where necessary, compatible with assistive technologies?
- 7.3: Can each script be controlled by the keyboard and any pointing device (except in special cases)?
- 7.5: On each web page, are status messages correctly rendered by assistive technologies?
- 8.6: For each web page with a page title, is this title relevant?
- 9.1: On each web page, is the information structured through the appropriate use of headings?
- 9.2: On each web page, is the document structure consistent (except in special cases)?
- 9.3: On each web page, is each list correctly structured?
- 10.6 : Dans chaque page web, chaque lien dont la nature n'est pas évidente est-il visible par rapport au texte environnant ?
- 10.7: On each web page, for each element receiving focus, is the focus visible?
- 11.1: Does each form field have a label?
- 11.9: In each form, is the label of each button relevant (except in special cases)?
- 11.10: In each form, is input validation used appropriately (excluding special

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cases)?

- 12.8: On each web page, is the tab order consistent?
- 13.1: For each web page, does the user have control over each time limit that changes the content (excluding special cases)?
- 

## Disproportionate Burden Exceptions

None to report.

## Content Not Subject to Accessibility Obligations

None to report.

## Establishment of this Accessibility Statement

This statement was established on May 2, 2025.

## Technologies Used to Develop the Website

- Angular
- CSS
- Javascript

## Testing Environment

### Operating Systems

- Apple Mac Os X 13.4
- Microsoft Windows 11
- Apple Ios 16
- Google Android 15

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## Browsers and Software (latest versions on each OS)

With the latest version:

- Google Chrome
- Windows Edge
- Safari
- Brave
- Adobe Acrobat Reader / Preview on Mac (PDFs only)

## Accessibility Evaluation Tools

- Screen emulators, magnifiers, and on-screen keyboards across platforms
- VoiceOver (Apple systems only)
- TalkBack (Android only)
- NVDA 2024 and Freedom Scientific JAWS 2022 (Windows only)
- Tanaguru RGAA4 browser extension
- RGAA Assistant
- Visual assessment tools for contrast, subtitles, etc.

## Pages Reviewed for Accessibility Compliance

- [Page d'accueil](#)
- [Page contact](#)
- [Mentions légales](#)
- [Authentification](#)
- [Mes remboursements](#)
- [Simuler un remboursement](#)
- [Consommation de forfaits](#)
- [Demander un remboursement](#)
- [Demander une prise en charge hospitalière](#)
- [Services](#)
- [Mon compte : Mon contrat](#)

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## 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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