

Accessibility Statement

This statement was written on May 2, 2025, for the website 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 packages accessible in accordance with regulatory requirements, in particular the Web Content Accessibility Guidelines version 2.2 level AA and the reference standard EN 301-549 V2.1.2.

Compliance Status

The website clients.henner.com has an accessibility rate of 89.05% and is therefore partially compliant with the the Web Content Accessibility Guidelines version 2.2 (WCAG 2.2).

Non-accessible Content

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

- 1.1.1 – Some non-textual content presented to you do not have an equivalent textual alternative that serves the same purpose;
- 1.3.1 – In some cases, information, structure or correlations conveyed by the presentation of pages cannot be determined programmatically (or are not available through text);
- 1.4.1 – In some cases, color alone has been used to identify a purpose or distinguish an information or function;
- 1.4.3 – Where not allowed, visual representation of text and images containing text does not always have the minimum contrast ratio required;
- 1.4.11 – For some essential components, even in different states, the color contrast compared to adjacent elements does not exceed the ratio of 3:1;
- 2.1.1 – Some features cannot be activated by keyboard (or similar input interface);
- 2.2.2 – Some animations, flashing, sliding or self-updates of information started automatically, with a duration of more than five seconds or presented in parallel with other content, there are no mechanisms to stop or hide them;
- 2.4.2 – Some web pages do not have titles that describe the topic or purpose;
- 2.4.3 – In some web pages that can be browsed sequentially and in which the navigation sequence affects their meaning and functioning, some objects that may receive the focus do not receive it with an order that preserves the meaning and operation of it;
- 2.4.6 – Headers and/or labels do not sufficiently clarify content or functionality;
- 2.4.7 – On some interactive elements the focus indicator is not visible;

- 2.5.3 - For some user interface components with labels that include text or text images, the name read by the a.t., does not contain the text that is visually presented;
- 3.3.2 - In some cases no labels or instructions are provided when the content requires input actions by the user;
- 4.1.2 - In some cases, user interface components (including: module elements, script-generated links and components), name, role, state, property and values are incorrect or set, or the user a.t. are not warned when these attributes change;
- 4.1.3 - In some cases state messages are not presented to the user so that a.t. interpret them without having to move the focus.

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

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](#)

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 7I120
75342 Paris CEDEX 07
France