

## ACCESSIBILITY STATEMENT

Philip Morris France undertakes to make its Internet website [www.iqos.com/fr/en](http://www.iqos.com/fr/en) accessible in accordance with Article 47 of Law No. 2005-102 of February 11, 2005.

This declaration of accessibility applies to [www.iqos.com/fr/en](http://www.iqos.com/fr/en).

## COMPLIANCE STATUS

The website [www.iqos.com/fr/en](http://www.iqos.com/fr/en) is partially compliant with the general accessibility improvement framework (Référentiel général d'amélioration de l'accessibilité, RGAA 4.0) due to the non-conformities listed below.

## TEST RESULTS

The compliance audit carried out by an independent third party reveals that:

- 58% of the RGAA criteria are met.

## NON-ACCESSIBLE CONTENT

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

**Partial conformity of the website** [www.iqos.com/fr/en](http://www.iqos.com/fr/en)

### Perceivable :

Success criterion	Reason	WCAG version	Level
1.1.1 Non-text Content	Not all non-text content has a good text alternative.	2.0	A
1.3.1 Info and Relationships	The relationship between some form fields and labels cannot be determined by software and not all headings, lists, tables and buttons are marked up correctly.	2.0	A
1.3.5 Identify Input Purpose	The autocomplete attribute is not used on form fields where needed.	2.1	AA
1.4.1 Use of Color	Some information is only conveyed through color.	2.0	A
1.4.3 Contrast (Minimum)	Some textual content has insufficient color contrast.	2.0	AA
1.4.4 Resize Text	When the website is zoomed to 200% at a resolution of 1024x768, there is some loss of content and functionality.	2.0	AA
1.4.13 Content on Hover or Focus	Some content that appears on hover or focus is not dismissable.	2.1	AA

### Operable :

Success criterion	Reason	WCAG version	Level
2.1.1 Keyboard	Not all content and functionality is accessible through the use of a keyboard.	2.0	A
2.4.1 Bypass Blocks	There is no method to bypass blocks of content that are repeated on multiple web pages.	2.0	A

2.4.3 Focus Order	Not all elements receive focus in a meaningful order.	2.0	A
2.4.4 Link Purpose (In Context)	There are a few links without text and a link with a text that is not clear.	2.0	A
2.4.5 Multiple Ways	There is only one way to find products on the website.	2.0	AA
2.4.7 Focus Visible	When a user navigates the website with a keyboard, the focus is not always visible.	2.0	AA
2.5.3 Label in Name	The logo is a link, but cannot be operated with speech software, because the visible text is not part of the accessible name.	2.1	A

**Understandable :**

Success criterion	Reason	WCAG version	Level
3.1.2 Language of Parts	On the French website some English labels are found.	2.0	AA
3.3.2 Labels or Instructions	Some form fields and options are missing a visible label and a few fields are required, but that information is hidden for assistive technologies	2.0	A
3.3.3 Error Suggestion	In a few cases, an error message appears by form fields, but they do not contain suggestions on how these fields have to be filled in.	2.0	AA

**Robust :**

Success criterion	Reason	WCAG version	Level
4.1.1 Parsing	Some double ID values have been found and they can cause parse errors for assistive technology.	2.0	A
4.1.2 Name, Role, Value	Not all elements have a name, role and/or value that can be determined by software.	2.0	A
4.1.3 Status Messages	Some status messages cannot be programmatically determined.	2.1	AA

**PREPARATION OF THIS ACCESSIBILITY STATEMENT**

This declaration was made on 24 September 2020.

**Technologies used for the realization of the website [www.iqos.com/fr/en](http://www.iqos.com/fr/en)**

- HTML5
- CSS
- WAI-ARIA
- ECMAScript 5
- DOM
- SVG

**User agents, assistive technologies and tools used to verify accessibility:**

The tests of the web pages were performed with the following combinations of web browsers and screen readers:

- Mozilla Firefox, version 78 (primary)
- Google Chrome, version 83

#### **Pages of the website having been tested:**

All the pages of the website [www.iqos.com/fr/en](http://www.iqos.com/fr/en) have been subject to an automated testing where a manual testing have been performed on the pages listed below on [www.iqos.com/fr/fr](http://www.iqos.com/fr/fr) for which the same results of conformity listed above apply:

- <https://www.iqos.com/fr/fr/home.html> (screen to choose the date of birth)
- <https://www.iqos.com/fr/fr/home.html> (the home page)
- <https://www.iqos.com/fr/fr/decouvrir.html>
- <https://www.iqos.com/fr/fr/essayer.html>
- <https://www.iqos.com/fr/fr/decouvrir/achat-appareils.html>
- <https://www.iqos.com/fr/fr/login.html>
- <https://www.iqos.com/fr/fr/enregistrement.html>
- <https://www.iqos.com/fr/fr/login.html> (forgot your password)
- <https://www.iqos.com/fr/fr/shop/3-duo-kit-bleu.html> (product page)
- <https://www.iqos.com/fr/fr/shopping-bag.html>
- <https://www.iqos.com/fr/fr/checkout.html> (3 step process)
- <https://www.iqos.com/fr/fr/support/contactez-nous.html>
- <https://www.iqos.com/fr/fr/support.html>
- <https://www.iqos.com/fr/fr/support/what-to-do-if-my-iqos-is-broken-.html>
- <https://www.iqos.com/fr/fr/conditions-generales-utilisation.html>
- <https://www.iqos.com/fr/fr/preferences-cookies.html>
- <https://www.iqos.com/fr/fr/care-plus/conditions-careplus.html>
- <https://www.iqos.com/fr/fr/conditions-utilisations-social-media.html>
- <https://www.iqos.com/fr/fr/decouvrir/accessoires.html>
- <https://www.iqos.com/fr/fr/mon-compte.html> (pages: Mon compte, Mes appareils, mes commandes, mes details)

#### **FEEDBACK AND CONTACT**

If you are unable to access any content or service, you can contact us to be directed to an accessible alternative or to be provided with the content in another format.

Please send your request at [accessibilite.PMF@pmi.com](mailto:accessibilite.PMF@pmi.com).

#### **RECOURSES**

This procedure is to be used in the following case.

You have reported to the website manager a lack of accessibility that prevents you from accessing any of the content or services of the portal and you have not received a satisfactory response.

- Write a message to the Defender of Rights (<https://formulaire.defenseurdesdroits.fr/>)
- Contact the representative of the Defender of Rights in your region (<https://www.defenseurdesdroits.fr/saisir/delegues>)

- Send a letter by post (free from France, do not put a stamp) Defender of rights -Free answer  
71120 75342 Paris CEDEX 07