



## ACCESSIBILITY STATEMENT

**Italiana Petroli S.p.A.**, subject to the direction and coordination of "**api holding S.p.A.**", undertakes to make its mobile application accessible, in accordance with Law no. 4 of 9 January 2004.

This accessibility statement applies to DRIV&.

[Link to the Android store \(Google Play Store\)](#)

### Compliance status

#### Partially compliant

This mobile application partially complies with the requirements of Appendix A of the UNI CEI EN 301549 standard due to the cases of non-compliance listed below.

### Inaccessible content

The contents listed below are not accessible for the following reason:

non-compliance with Law no. 4 of 9 January 2004

#### Navigation with a screen reader

- Some interactive elements such as buttons and check boxes are not detected as interactive.
- Section titles are not detected as titles.
- Error messages are not associated with their respective fields. A user using a screen reader may have difficulty recognising a field as "*in error*" and in tracing the error message back to the relevant field.
- Required fields are not detected as such by the screen reader.
- On some interactive "*icon-only*" elements, such as the notification button, an appropriate name for the screen reader is missing.
- On the selectable elements in the filters, the "selected/unselected" status is not detected by the screen reader.
- The input fields are not linked to the respective labels and, in some cases, have an inappropriate name for the screen reader.
- There is no alternative description for the screen reader on the significant icons of the "Category" + "Points needed / not enough" award cards.
- Some interactive elements (e.g. "*See all*") have a name that is too generic for the user using the screen reader.

## **Colour contrasts**

- The texts and borders of the input fields do not have sufficient colour contrast. Therefore, a visually impaired person may have difficulty interacting with these controls.

## **Text zoom and orientation**

- The App presents information losses (cut text) when the text zoom is greater than 100%.
- The App cannot be used in landscape orientation.

## **Gesture**

- The homepage carousel-slider requires an interaction based on a "precise" track (horizontal swipe gesture). A user with difficulty in accurately performing a gesture of this type may encounter obstacles in interacting with the element.
- Map navigation requires an interaction based on a dragging gesture. A user with difficulty in performing a gesture of this type may encounter obstacles in interacting with the element. However, an alternative accessible navigation mode (list) has been provided.

## **Drafting of the accessibility declaration**

This statement was drawn up on 22/01/2026.

The information in the declaration was obtained from an assessment carried out by a third party.

## **Method of sending reports and contact details of the provider**

To notify cases of non-compliance or to request information and content that are excluded from the scope of the Accessibility Directive, you can send an e-mail to [accessibilita@italianapetroli.it](mailto:accessibilita@italianapetroli.it), published on the [driveloyalty.it](http://driveloyalty.it) website.

Reports can also be sent by calling Customer Service on 0695 582882.

## **How to submit reports to AgID**

In the event of an unsatisfactory response or failure to respond, within thirty days of the notification or request, the data subject may submit a report using the method indicated on the AgID institutional website.

## **Information about the mobile application**

Date of publication of the mobile application: 01/02/2026

Framework used for the mobile application: React Native

Usability tests have been carried out: No

The mobile application is set up for the Android operating system

### **Information about the structure**

1. Number of employees with disabilities in the company: 36
2. Number of workstations for employees with disabilities: employees with disabilities do not have disabilities that require a dedicated workstation.