



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 IOS store \(App Store\)](#)

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.
- There is no alternative description for the screen reader on the significant icons of the "Category" + "Points needed / not enough" award cards.
- When a field goes into error, the error is not immediately announced by the screen reader.
- Some interactive elements (e.g. "See all") have a name that is too generic for the user using the screen reader.

Keyboard navigation

- The "You already accumulate points with the Italian Health Insurance Card" button on the login page cannot be reached from the keyboard.

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

- 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, published on the 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.