

Accessibility Statement

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Applicable Standard: RAAM (Référentiel d'Accessibilité pour les Applications Mobiles)

Commitment to Accessibility

M'Monoprix Courses application has been audited against the RAAM (Référentiel d'Accessibilité pour les Applications Mobiles) standard. The audit identified areas where the application complies and areas where it does not, based on a formal audit conducted in August-September 2025.

Compliance Status

The application is partially compliant with the RAAM methodology. While the majority of requirements are met, some accessibility barriers remain.

Summary of Audit Findings

The overall accessibility level demonstrates partial alignment with RAAM requirements, with several significant non-conformities.

Accessibility Level	Score
Compliant (C)	≈ 71%
Non-Compliant (NC)	≈ 29%
Level A Compliance	≈ 73%
Level AA Compliance	≈ 60%

- Audit scope: 14 key screens of the M'Monoprix Courses application were evaluated
- Audit period: August 18 – September 8, 2025
- Evaluation methods: Manual testing, system screen readers, automated tools, accessibility and device simulators, external keyboard.

Audit Information

The most recent accessibility audit was carried out in September 2025, using the RAAM methodology. The evaluation included automated testing and manual inspection with assistive technologies (screen readers, keyboard-only navigation).

Some RAAM criteria were not tested because the relevant functionalities were not present on the evaluated screens:

- Criterion 3 (Multimedia) – no time-based media content available.
- Criterion 13 (Editing tools) – no editing features included in the tested scope.
- Criterion 15 (Real-time communication) – no real-time communication functionality identified.

These criteria are therefore considered *Not Applicable* for this audit.

Known Accessibility Limitations

The audit identified the following key barriers:

- Visual design: Some elements do not meet minimum color contrast requirements.
- Graphic elements: Missing or incomplete alternative text for certain images and icons.
- Keyboard and interaction: Some interactive elements lack proper ARIA attributes or complete keyboard support.
- Orientation and text scaling: Not all screens are fully optimized for both portrait and landscape modes; text scaling up to 200% may cause content overlap or truncation.

Ongoing Improvements

To improve compliance efficiently, the following issues should be prioritized:

- Correcting color contrast issues.
- Providing full alternative text for all non-decorative graphics.
- Enhancing ARIA implementation and keyboard operability.
- Supporting both portrait and landscape orientation without loss of functionality.
- Ensuring text resizing up to 200% without loss of content or functionality.

Feedback and Contact

We welcome feedback on the accessibility of our application. If you encounter any accessibility barriers, please contact us:

By phone : 0800 08 4000 (from Monday to Saturday)

Via the accessible telephone platform : <https://app.acce-o.fr/client/monoprix>

Online : <https://client.monoprix.fr/monoprix-shopping/contact-service-clients>