

# Accessibility Statement

Date of Publication: September 6, 2025

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

## Commitment to Accessibility

M'Monoprix.fr 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 evaluation 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)	≈ 61%
Non-Compliant (NC)	≈ 39%
Level A Compliance	≈ 64%
Level AA Compliance	≈ 50%

- Audit scope: 12 key screens of the M'Monoprix.fr 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 audio/video content was available.
- Criterion 4 (Tables) – no tables in the tested scope.
- Criterion 13 (Editing tools) – no editing features were included in the tested scope.

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

Special note on registration and login forms: Registration and login functionalities are considered critical components for RAAM accessibility evaluation. However, since these forms are identical across applications from the same product family (same as in M'Monoprix Courses), their accessibility audit was performed only once (audit for M'Monoprix Courses) and the results were applied consistently.

## Known Accessibility Limitations

The audit identified the following key barriers:

- Graphic elements: Some informative images lack complete or accurate text alternatives.
- Navigation and structure: Inconsistent compliance across sections, with potential challenges for structured navigation.
- Interactive elements: Several interactive components lack full accessibility support, including predictable states and properties.
- Forms and inputs: Certain input fields do not have sufficient labels or accessible error handling.
- Sliders and animations: No accessible controls are provided to pause, resume, disable, or enable auto-scrolling, which may hinder users with cognitive or motor disabilities.
- Orientation: The application fully supports portrait orientation, but landscape orientation is disabled, which may limit usability for certain users.

## Ongoing Improvements

To improve compliance efficiently, the following actions are prioritized:

- Providing full and accurate text alternatives for all non-decorative graphics.
- Enhancing navigation structures to ensure consistency across the application.
- Strengthening accessibility of interactive elements with complete support for assistive technologies.
- Improving form accessibility through clear labels, instructions, and error handling.
- Implementing accessible controls for sliders and animations (pause, resume, disable, enable).
- Ensuring support for both portrait and landscape orientations, so that users can access the application effectively regardless of device orientation.

## 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 (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>**