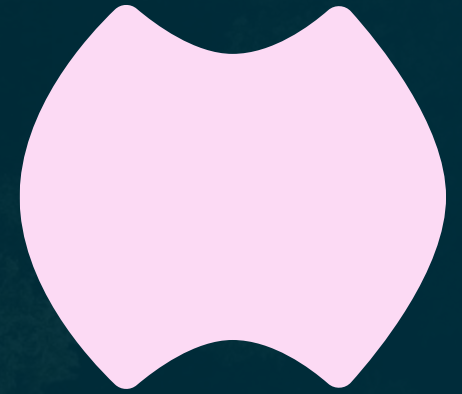


Sustainability *Report*

2025



Letter from the CEO

Dear stakeholders,

2025 has been a year of consolidation and growth for Accessiway. As the European Accessibility Act reshapes the European digital landscape, accessibility has become a structural issue — one that spans service quality, corporate responsibility, and the capacity to generate long-term value.

Against this backdrop, Accessiway has continued to strengthen its position as a technological and strategic partner for companies and institutions, supporting them not only to meet regulatory requirements, but to genuinely embed accessibility into their digital processes.

Throughout the year, we invested significantly in the development of **new products and solutions**, in ongoing accessibility research, and in the improvement of the quality of our platforms and services. For Accessiway, innovation is never an end in itself: it's a constant process of listening, experimenting, and improving, and is always oriented toward making accessibility more effective, sustainable, and measurable over time.

At the same time, we worked on strengthening our organizational and industrial model, deepening our integration within the team.blue group. This has enabled us to scale across Europe while staying close to our clients and the markets we serve.

The 2025 Sustainability Report tells the story of a company that is growing responsibly — investing in the quality of its solutions, its people, and its processes — and that considers digital accessibility a strategic lever for inclusion, competitiveness, and trust.

None of this would be possible without the daily work of the Accessiway team. I want to thank everyone for their expertise, commitment, and ability to tackle complex challenges with seriousness and a collaborative spirit. My thanks also go to our clients, partners, and institutional stakeholders, who have chosen to embark with us on a path of conscious change.

***We look to the future with determination.
We will continue to invest in research,***

development, and quality, with the goal of contributing to the building of a digital ecosystem in Europe that is increasingly accessible, fair, and sustainable.

With respect,



Amit Borsok

Chief Executive Officer, Accessiway

Letter from the President

Dear readers,

Our 2025 Sustainability Report is much more than a reporting exercise. It is the story of a commitment that brings together institutional responsibility, social vision, and genuine attention to people and communities.

Throughout 2025, Accessiway established itself as a trusted voice on technology, rights, and inclusion. Digital accessibility is not merely a technical or regulatory matter: it's a necessary condition for ensuring equal opportunities, participation, and active citizenship in an increasingly digital society.

As President, I have followed with particular attention the strengthening of our corporate governance, the structuring of quality processes, and the growing focus on transparency toward clients, institutions, and partners. In a rapidly evolving regulatory context – marked in 2025 by the European Accessibility Act coming into effect and the growing convergence of standards across Europe – Accessiway demonstrated its ability to combine rigor, ethics, and adaptability, making a genuine contribution to

Italy's digital landscape while positioning itself within a broader transformation taking place across the European single market.

A central element of 2025 was our work in the community and with the third sector. Collaborations with associations, local authorities, schools, and communities made it possible to transform digital accessibility into a real driver of social impact. Training projects, awareness initiatives, and inclusive programs strengthened the connection between technological innovation and collective responsibility.

This Report highlights how ***sustainability, for Accessiway, is not an abstract goal but a daily practice***. It means investing in people, protecting employee well-being, promoting respectful and inclusive work environments, and operating with the awareness that every business decision produces effects that go beyond the economic perimeter.

I want to thank all the people who contribute every day to this journey: management, employees, institutional and

social partners, and clients who share our vision. It is thanks to this collective commitment that Accessiway can continue to grow while holding its values firm.

With confidence in the future and a sense of responsibility,



Gianni Vernetti

President, Accessiway

Executive Summary

Highlights 2025

2025 was a year of transition and consolidation for Accessiway. The implementation of the European Accessibility Act marked a significant shift in the European digital accessibility landscape, transforming a field often perceived as specialized into a structural component of digital service quality and corporate responsibility.

In this context, Accessiway strengthened its role as a technical and cultural partner for public and private organizations committed to developing accessible digital services. The activities developed throughout the year spanned different but closely connected areas: technological innovation, skills development, social inclusion, and the strengthening of institutional relationships.

The 2025 Sustainability Report is the second edition of Accessiway's sustainability reporting exercise. In this edition, the company has chosen to strengthen the structure of the document by introducing a more explicit representation of the initiatives developed during the year. Specifically, a selection of the most significant projects carried out in 2025 has been identified and described, organized around the four strategic pillars that guide the company's action.

Each project is also connected to one or more of Accessiway's core values — inclusion, expertise, responsibility, and continuous innovation — and to the most relevant United Nations Sustainable Development Goals (SDGs), in order to more clearly highlight the

contribution of Accessiway's activities to the development of a more accessible, inclusive, and sustainable digital ecosystem.

The document retains a narrative and strategic dimension, with the goal of presenting the context in which the company operates, the principles that guide its choices, and the main initiatives developed during the year, while offering a more structured reading of the activities and collaborations that characterize Accessiway's journey.



Accessiway's strategic pillars

The company's activities are organized around four strategic pillars that represent the dimensions through which

Accessiway develops its mission and contributes to driving improvements in digital accessibility.

01

**Digital Accessibility
& Technological
Innovation**

02

**Education
& Awareness**

03

**Inclusion
& Social Impact**

04

**Transparency, Quality
& Institutional Relations**



01

Digital Accessibility & Technological Innovation

The first pillar concerns digital accessibility and technological innovation. Throughout 2025, Accessiway developed projects to verify and improve the accessibility of digital services, and supported complex organizations in monitoring their technological ecosystems. Among the most significant activities is the collaboration with Poste Italiane to verify the accessibility of numerous digital and physical touchpoints.





02

Education & Awareness

The second pillar concerns education and awareness. The company promoted numerous training and awareness initiatives dedicated to digital accessibility, aimed both internally and at companies, institutions, and professional communities. Events, webinars, and training sessions contributed to the spread of expertise and the building of a more informed digital ecosystem.

03

Inclusion & Social Impact

The third pillar concerns inclusion and social impact. Accessiway collaborates with associations, foundations, and third-sector organizations to promote the importance of digital accessibility and encourage the participation of people with disabilities in social and cultural life. Among the most notable initiatives of 2025 were making cultural heritage digitally accessible, running awareness campaigns, and corporate volunteering.





04

Transparency, Quality & Institutional Relations

The fourth pillar concerns transparency, quality, and dialogue with institutions. Throughout 2025, Accessiway strengthened its role in the public conversation on digital accessibility, contributing to the development of policies and initiatives dedicated to digital inclusion.

In this context, Paolo Berro and Jacopo Deyla sit on the technical working group of the Parliamentary Intergroup on Digital Accessibility, led by MP Luciano Ciocchetti, representing Accessiway in the conversation between institutions, businesses, and civil society.

People, projects, and the future

PEOPLE AT THE CENTER

+140 professionals

Accessiway's growth is built on the contribution of the people who work within the organization. In 2025, the company continued to invest in skills development and training, promoting a work environment based on collaboration, responsibility, and professional growth.

The company's team brings together professionals with diverse and complementary skills, from international backgrounds, all committed to developing solutions for digital accessibility.

One of the distinctive features of Accessiway's operating model is the direct involvement of professionals who use assistive technologies in accessibility verification activities. This approach makes it possible to integrate the real experience of users into the design and improvement process for digital services.

NEW PROJECT INITIATIVES

Funded projects and calls

LOOKING AHEAD

European growth



People, projects, and the future

PEOPLE AT THE CENTER

+140 professionals

LOOKING AHEAD

European growth

NEW PROJECT INITIATIVES

Funded projects and calls

During 2025, Accessiway joined national and European funded projects dedicated to digital accessibility.

These initiatives represent an important tool for developing social and technological innovation projects, strengthening collaborations with public bodies, universities, and third-sector organizations, and contributing to the spread of digital accessibility skills.

Participation in public funding programs represents one of the company's strategic development areas for the coming years.



People, projects, and the future

LOOKING AHEAD

European growth

Looking to the future, Accessiway intends to continue developing its role in the European digital accessibility landscape, strengthening its technological innovation, training, institutional collaboration, and social design activities.

2025 therefore represents a crucial moment in a development and reporting journey that is set to strengthen over time. Future editions of the Accessiway Sustainability Report will be further developed to include more detailed indicators and a fuller account of the impact of our work.

The goal remains contributing to the building of a digital ecosystem that is increasingly accessible, fair, and aware — one in which technological innovation and people's rights advance together.

NEW PROJECT INITIATIVES

Funded projects and calls

PEOPLE AT THE CENTER

+140 professionals



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Introduction

The European context of digital accessibility and Accessiway's role



The European context of digital accessibility

2025 represents a particularly significant turning point for the European digital landscape. With the implementation of the European Accessibility Act (EU Directive 2019/882), accessibility becomes for the first time a structural requirement for numerous products and services placed on the European single market.

This regulatory evolution marks a profound change in the way businesses and institutions approach digitalization. Accessibility is no longer just about the technical adaptation of websites or applications; it becomes a central dimension of digital service quality, the protection of people's rights, and the sustainability of economic models.

In a context increasingly characterized by the centrality of digital technologies in everyday life, accessibility represents an essential condition for ensuring social participation, economic inclusion, and equal opportunities. It affects the concrete ability to access public services, use digital platforms, participate in cultural life, and carry out professional activities.

The strengthening of the European regulatory framework therefore contributes to transforming digital accessibility from a specialized topic into a structural component of the European Union's industrial and social policies.

28 June 2025

European Accessibility Act enters into force

Sectors covered:

- E-commerce
- Banking and financial services
- Transportation and telecommunications
- Public digital services
- Software applications



Accessiway's role

This is the context in which Accessiway operates.

Focused on digital accessibility, the company supports public and private organizations in the development of digital services that are accessible and compliant with European standards. The company's work integrates regulatory expertise, technical verification methodologies, strategic consulting, and training programs dedicated to skills development.

In recent years, Accessiway has progressively consolidated its presence in the Italian digital accessibility market, broadening collaborations with businesses, public administrations, educational institutions, and third-sector organizations.

This journey was further strengthened by Accessiway joining the European technology group team.blue, opening up new opportunities for collaboration and expanding the company's international reach.

Accessibility is understood here not as a bolt-on or afterthought, but as something woven into the design of digital services, organizational models, and the relationship between technology and people.

Audit & Remediation

Accessibility testing for websites, applications, and digital documents

Consulting & Compliance

Interpretation of national and European regulations

Accessiway Academy

Training center for businesses, public administrations, and professionals

Research & Innovation

Development of methodologies and technology tools



The second edition of the Sustainability Report

This is Accessiway's second Sustainability Report.

The 2025 edition introduces a clearer structure in how the company's activities are reported. It presents a selection of the most significant projects carried out in 2025, organized according to the four strategic pillars that guide the organization's action.

This structure makes the connection explicit between Accessiway's work and the values that define it — inclusion, expertise, responsibility, and continuous innovation — showing how those principles translate into real projects and collaborations.

Within this structure, the initiatives described are

also connected to several United Nations Sustainable Development Goals (SDGs), offering a clearer picture of the contribution that Accessiway's activities generate on the path toward more inclusive and sustainable digital development.

The report also tells the broader story of the context in which Accessiway operates, the collaborations it has built, and the strategic directions pursued during the year.

FRAMEWORK

GRI Standards

Global Reporting Initiative — one of the leading international frameworks for sustainability performance reporting.

UN 2030 AGENDA

4 reference SDGs

SDG 4 - Quality Education

SDG 9 - Industry, Innovation & Infrastructure

SDG 10 - Reduced Inequalities

SDG 16 - Peace, Justice & Strong Institutions



Methodology and reference framework

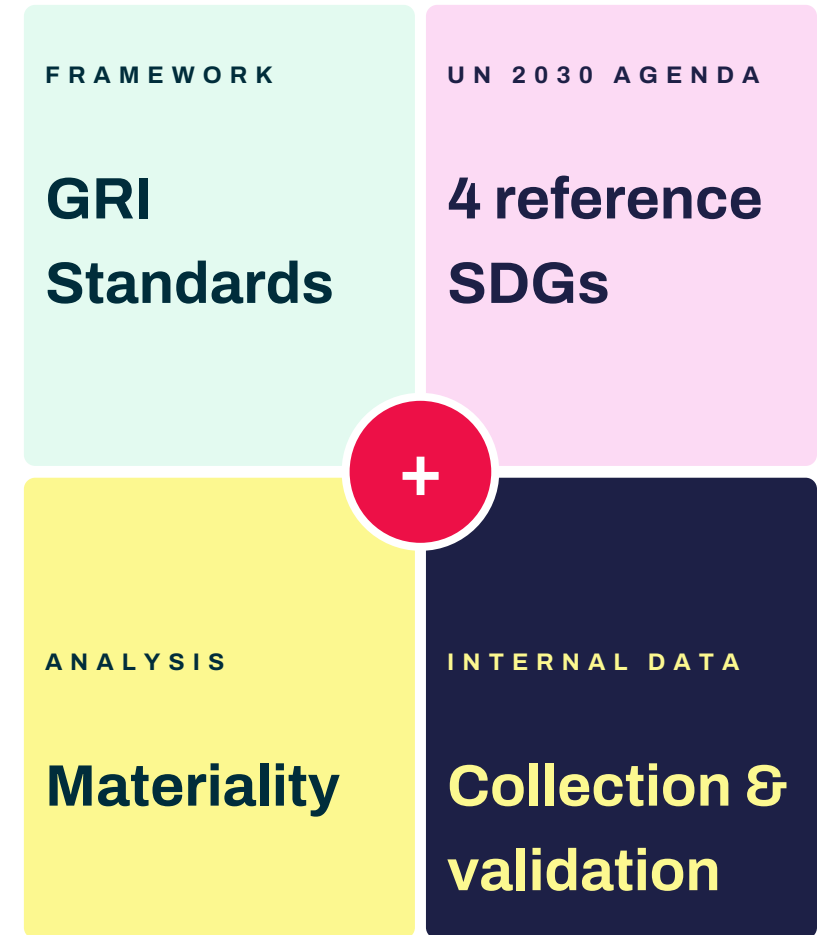
From a methodological standpoint, the Report was drafted with reference to the GRI Standards (Global Reporting Initiative), one of the leading international frameworks for reporting on organizations' sustainability performance.

Using this methodological framework makes it possible to organize information in a consistent and comparable way, facilitating the reading of the document by stakeholders and strengthening the transparency of reporting activities.

The Report also sits within the reference framework of the United Nations 2030 Agenda. In particular, Accessiway's activities contribute significantly to

several Sustainable Development Goals, including quality education (SDG 4), innovation and infrastructure (SDG 9), reduced inequalities (SDG 10), and the promotion of effective and inclusive institutions (SDG 16).

The information presented in the document derives from an internal process of data collection and validation involving the various operational areas of the company, with the aim of ensuring accuracy, consistency, and traceability of content.



Evolution of the reporting journey

The Sustainability Report represents for Accessiway a tool for transparency and dialogue with its stakeholders.

Each edition of the report will build on the last, with an increasingly detailed mapping of initiatives against our key strategic pillars.

The goal is to provide an increasingly systematic description of the projects carried

out, illustrating their characteristics, the collaborations activated, the results generated, and their contribution to company values and Sustainable Development Goals.

This evolution will make the Report an increasingly structured tool for monitoring and communicating the impact generated by the company's activities



01

The company



Accessiway operates in the digital accessibility sector in a European context characterized by growing regulatory maturity and the progressive integration of technological innovation and social responsibility.

Over recent years, the company has consolidated its role in the Italian market and strengthened its international reach after joining the team.blue group.

This chapter describes the identity, organizational structure, governance model, and strategic context in which Accessiway operated in 2025, outlining the reference framework within which the activities described in this Sustainability Report are developed.



1.1 Identity and history



Accessiway was founded in Turin in 2021, by Amit Borsok, Gianni Verneti, and Eldad Barnoon, with the goal of raising standards of digital accessibility and removing barriers to online services.

From the beginning, the company took a clear position in the market: digital accessibility should not be a bolt-on or afterthought, but embedded within the development of digital products and services from the start. On this basis, Accessiway developed an operating model that integrates regulatory, specialized, and technological expertise with a cultural vision of inclusion.

The company supports public and private organizations on structured pathways of adaptation and continuous improvement, contributing to the spread of an accessibility culture that encompasses digital design, organizational processes, and relationships with users.

In the period following its founding, Accessiway progressively consolidated its presence in the Italian market, expanding the team and diversifying its internal capabilities. This allowed the company to develop expertise in complex, high-profile, and heavily regulated environments.

1.1 Identity and history

Being named in the LinkedIn Top Startups Italy 2024 list was recognition of Accessiway's rapid growth and its growing reputation as a serious force in the Italian market.

A further strategic step came in December 2024, when Accessiway joined the European technology group team.blue, active in digital services for businesses. Being part of the group has strengthened Accessiway's foundations, expanded its international reach, and opened up new opportunities to advance digital accessibility across Europe.

Today, Accessiway operates as a specialized partner in digital accessibility, collaborating with public administrations, large enterprises, small and medium-sized businesses, educational institutions, and third-sector organizations. The company's growth is grounded in technical expertise, operational reliability, and the capacity for responsible innovation, with constant attention to service quality and the impact generated.

2021

Founded

Accessiway is founded in Turin with a focus on digital accessibility.

2024

LinkedIn Top Startups

Named in the LinkedIn Top Startups Italy 2024 list.

Dec
2024

Joins team.blue

Integration into the European technology group team.blue.

2025

European Accessibility Act

Year of consolidation with the EAA coming into force.



1.2 Mission, vision, and values

Accessiway's **mission** is to make the digital world genuinely accessible, usable, and inclusive for all people, regardless of their characteristics, context, or starting conditions.

The company supports public and private organizations in the design, development, and management of digital services that comply with regulatory requirements and align with the principles of equity and the protection of fundamental rights. These principles are grounded in the Charter of Fundamental Rights of the European Union, which recognizes equality, non-discrimination, and participation as essential elements of a democratic and inclusive society.

This mission translates into a commitment that goes beyond the mere technical application of standards. For Accessiway, digital accessibility represents a

cultural, organizational, and strategic responsibility: it means embedding inclusion into decision-making processes, governance models, and technological choices, making it a structural element of the digital ecosystem.

Accessiway's **vision** sits within a European context increasingly oriented toward ESG principles and corporate responsibility. Accessiway looks toward a scenario in which accessibility is not perceived as a regulatory obligation or an operational cost, but as an enabling factor of quality, innovation, and competitiveness.

From this perspective, regulatory compliance, user experience, and social impact constitute integrated dimensions of sustainable digital development.



1.2 Mission, vision, and values

Underpinning the mission and vision is a values system that guides the company's strategic and operational choices. During 2025, Accessiway launched an internal listening process to consolidate the principles that guide the organization and formally define its **core values**:



Inclusion

is the founding principle that shapes the design of services, the involvement of people with disabilities, relationships with stakeholders, and collaboration with communities.



Expertise

represents the foundation of the company's credibility and is grounded in up-to-date knowledge, the rigorous application of international standards, and continuous investment in training.



Responsibility

guides the interpretation of the impact generated by the company's activities and promotes transparency, reliability, and consistency between stated values and actions taken.



Continuous innovation

expresses the orientation toward constant improvement of services, tools, and processes, with the aim of making accessibility increasingly effective and integrated into complex digital systems.

Mission, vision, and values therefore constitute a coherent system that guides the company's action and represents the reference framework for the activities described in the subsequent chapters of the Sustainability Report.



1.3 The 2025 context

2025 represented a structural turning point for the European digital market and, as a result, for the Italian economic system. When the European Accessibility Act (EU Directive 2019/882) came into force, digital accessibility became a binding regulatory requirement for a broad range of products and services placed on the European market.

The directive affects strategic sectors such as e-commerce, banking and financial services, transportation, telecommunications, public digital services, and numerous categories of software applications.

A unified European framework redefines the operating context for businesses and public administrations, contributing to the strengthening of the digital single market and the spread of common standards of quality and accessibility.

In this landscape, accessibility can no longer be treated as a corrective intervention or a voluntary initiative, but becomes a structural component of the design, development, and management processes for digital services.

Regulatory compliance is increasingly inseparable from user experience, risk management, and the long-term sustainability of services.



E-commerce



Banking & Finance



Transportation & Telecoms



Public services

Sectors covered by the European Accessibility Act

1.3 The 2025 context



In the Italian context, 2025 also marks a further consolidation of the dialogue between European regulation and national framework legislation on digital accessibility. The provisions of the European Accessibility Act complement the existing regulatory framework, strengthening the system of accountability and oversight and increasing awareness among organizations of their obligations.

At the same time, the market has seen significant growth in demand for integrated solutions for digital accessibility. More and more organizations have come to understand that regulatory compliance cannot be approached as an isolated project, but requires a systemic approach involving governance, processes, skills, and technological infrastructure.

In this rapidly evolving context, Accessiway has operated as a qualified partner for companies and institutions called upon to interpret and apply the new European regulatory framework. The company has supported both public and private clients in defining adaptation strategies, managing risk, and developing solutions that are sustainable over time.

1.4 Stakeholders and areas of reference

Accessiway operates within an articulated ecosystem composed of actors with different responsibilities, expectations, and levels of regulatory exposure. The ability to identify, engage, and maintain a dialogue with these stakeholders represents a central element of the company's governance model and value creation process.

Public administrations constitute one of the main areas of reference. Accessiway collaborates with local authorities, central administrations, and public bodies called on to ensure the accessibility of their digital services. In this context, the company supports administrations not only in the technical adaptation of services, but also in defining organizational processes, training staff, and developing accessibility governance models.

A further relevant area is that of private companies, from large enterprises to small and medium-sized

businesses operating in different economic sectors. For these organizations, digital accessibility is increasingly connected to regulatory compliance, reputational risk management, user experience quality, and ESG goals.

Educational institutions – schools, universities, and training centers – represent another strategic stakeholder. The accessibility of digital content and platforms directly affects the quality and equity of educational systems.

A central role is also played by associations and third-sector organizations, particularly those that represent people with disabilities. Ongoing dialogue with these stakeholders allows the company to maintain a direct connection to the needs of end users and to orient the solutions developed toward concrete and measurable impact.



1.4 Stakeholders and areas of reference

Alongside these actors, Accessiway engages with technology partners, suppliers, consultants, and professional communities, contributing to the building of a skills ecosystem aimed at raising quality standards in the sector.

Finally, the people who work at Accessiway represent a fundamental internal stakeholder. Involving the team in listening processes, in the definition of goals, and in continuous improvement pathways ensures consistency between stated values, strategy, and operational action.

Public administrations

Local authorities, central administrations, and public bodies

Private companies

Large enterprises and SMEs in various economic sectors

Educational institutions

Schools, universities, and training centers

Associations & Third sector

Organizations representing people with disabilities

Technology partners

Suppliers, consultants, and professional communities

Accessiway people

A fundamental internal stakeholder of the organization



1.5 Accessibility and sustainability governance

Accessibility and sustainability governance represents a structural element of Accessiway's organizational model. In a European context characterized by growing regulation and technological complexity, the company has adopted an integrated approach that positions accessibility not as an isolated technical function, but as a cross-departmental dimension of the company's strategy.

A central element of this model is the adoption of the **Objectives and Key Results (OKR)** system as a tool for planning and monitoring activities. OKRs make it possible to translate the company's strategic vision into shared and measurable goals, linking the strategic dimension to operational activities.

Within the sustainability framework, the OKR model

connects with the **Key Performance Indicators (KPI)** system used in this Report, ensuring consistency between strategic planning, operational management, and reporting.

Sustainability governance is also expressed through structured processes for monitoring, evaluating, and periodically reviewing the initiatives undertaken, following a logic of continuous improvement that considers social, environmental, and economic dimensions in an integrated way.

Transparency is one of the guiding principles of this system. Through the Sustainability Report, Accessiway aims to give stakeholders a clear picture of its strategies, the activities carried out, and its future development prospects.

Objectives and Key Results

OKR

Planning and monitoring system that translates strategic vision into shared, measurable goals.

Key Performance Indicators

KPI

Connect with the OKR model to ensure consistency between strategic planning, operational management, and reporting.





The story of Accessiway is that of an organization that has chosen to embed digital accessibility into its value creation model, contributing to the development of a more inclusive, compliant, and sustainable digital ecosystem.

— FROM CHAPTER 1 · THE COMPANY



02

The internal listening process and the values model



Accessiway's strategic pillars and values were shaped through a structured internal process built on three principles the company holds itself to: participation, transparency, and accountability.

In 2025, Accessiway launched a formal internal listening programme — a deliberate effort to bring greater alignment between who the company is, what it prioritizes, and how it operates day to day. It marked a meaningful moment of organizational maturity: moving from implicit shared understanding to something explicit, documented, and owned across the business.

This chapter sets out how that process worked and what it produced: a values system and set of strategic pillars that connect culture, governance, and long-term sustainable value, not as separate workstreams but as a single coherent framework.



2.1 The 2025 internal listening process

In 2025, Accessiway ran a structured internal listening process with a clear purpose: to consolidate organizational identity and ensure its values, strategy, and day-to-day operations were aligned.

The initiative forms part of the corporate governance system as a tool for cultural alignment and support for strategic planning. Through internal consultation tools and structured dialogue across different functions of the organization, the company gathered contributions aimed at identifying the principles considered most representative of the company's identity and the strategic priorities for its development over the medium term.

The listening process involved people across the organization, fostering a shared reflection on the role of digital accessibility, the company's positioning, and the responsibilities connected to Accessiway's growth in a rapidly evolving European context.

The aim wasn't to introduce new principles from scratch, but to surface and formalise what was already embedded in how people worked, making it explicit, shared, and actionable.

The process also contributed to building a common language across different operational areas, strengthening awareness that digital accessibility is not a specialized isolated field, but a responsibility that cuts across design, consulting, training, and stakeholder relationships.

This initiative connects with the dialogue with external stakeholders and with the materiality analysis developed as part of the Sustainability Report, ensuring that the internal perspective was shaped, in part, by the expectations of clients, institutions, and communities.



2.2 From listening to the formalization of values

The outcomes of the internal listening process were the subject of an analysis and systematization process aimed at ensuring coherence between organizational identity, strategic orientation, and the company's operating model.

The contributions gathered were analyzed in light of the European regulatory context of 2025, the company's development priorities, and the evidence emerging from the materiality analysis. This process made it possible to transform widely shared cultural elements and established practices into a formalized values system, integrated into governance mechanisms and strategic planning.

The formalization of values represents a relevant methodological step, as it allows for a more structured connection between stated principles, decision-making processes, and results achieved.

The values system defined through this process does not serve a purely symbolic or communicative function. On the contrary, it represents an operational reference point for resource allocation, the definition of priorities, and the evaluation of company initiatives.

The result is a stronger coherence between organisational culture and the creation of sustainable value. It ensures that strategic choices are anchored in principles that are shared across the business, and which are open to scrutiny.

01**Listening**

Collection of contributions through internal consultation tools

02**Analysis**

Reading contributions in light of the 2025 European regulatory context

03**Systematization**

Turning widely shared cultural elements into a values system

04**Integration**

Embedding into governance mechanisms and strategic planning



2.3 The values system

Following the internal listening process and the subsequent analysis and consolidation phase, Accessiway has formalized a values system that now serves as the organization's cultural and operational reference.

These values reflect who Accessiway is, the European context in which it operates, and where it is headed over the medium and long term. They guide the planning of activities, the management of projects, and the evaluation of performance, ensuring coherence between stated principles and results achieved.

The four identified values – **inclusion, expertise, responsibility, and continuous innovation** – operate in an integrated and complementary way.

Inclusion is the founding principle of the company's action. It guides the design and delivery of services so that they are usable by as many people as possible, in respect of fundamental rights and non-discrimination principles.

Expertise underpins everything Accessiway does. The company's credibility rests on

current, rigorous knowledge, the consistent application of international standards, and ongoing investment in its people's professional development.

Responsibility governs how Accessiway interprets the impact of its work. Every digital intervention affects access to services, the reputation of organizations, and the protection of people's rights. For this reason, Accessiway integrates regulatory, social, and organizational considerations into its decision-making processes.

Continuous innovation expresses the commitment to constant improvement of services, tools, and organizational models. In a continuously evolving technological and regulatory context, the company invests in the development of scalable solutions and in the optimization of processes.

Throughout this Report, these values serve as the interpretive thread for the description of the strategic pillars and company initiatives, ensuring a structured connection between organizational culture, governance, and the creation of sustainable value.



Inclusion



Expertise



Responsibility



Continuous innovation

2.4 The four strategic pillars

Building on the values system and the internal listening process, Accessiway has defined four strategic pillars that represent the core architecture of its development model.

The pillars do not simply constitute a classification of the activities carried out in 2025; they outline the dimensions through which the company defines its role in the European digital accessibility context and guides its evolution over the medium and long term.

They derive from the integration of the values system, the materiality analysis, the European regulatory framework, and the company's strategic direction.

The first pillar, **Digital Accessibility and Technological Innovation**, represents the company's technical-strategic dimension and reflects the ongoing commitment to embedding accessibility into the design, development, and management processes of digital systems.

The second pillar, **Education and Awareness**, expresses the cultural dimension of Accessiway's action. Acquiring relevant skills and organizational awareness are essential

conditions for ensuring the sustainable development of digital accessibility.

The third pillar, **Inclusion and Social Impact**, concerns the social dimension of the company's identity. Accessiway understands digital accessibility as a driver of equity, participation, and the protection of fundamental rights.

The fourth pillar, **Transparency, Quality, and Institutional Relations**, represents the organizational and relational dimension of the company, defining the framework within which Accessiway ensures service quality, transparency, and reliability toward its stakeholders.

These four pillars constitute the foundations of the company's development model and represent the framework through which the activities and projects described in the following chapter are interpreted.

01

**Digital Accessibility
& Technological Innovation**

02

**Education
& Awareness**

03

**Inclusion
& Social Impact**

04

**Transparency, Quality
& Institutional Relations**



The internal listening process developed in 2025 helped Accessiway clarify its identity and formalise the values system that guides the company's action.

Inclusion, expertise, responsibility, and continuous innovation are the principles through which the organization now defines its role in the digital accessibility landscape and in the transformation of digital services in Europe.

The strategic pillars described in this chapter form the structure for the Sustainability Report and the framework within which the activities, projects, and collaborations developed during 2025 are presented.

The chapters that follow show these values in action, through the projects delivered and the relationships built with businesses, institutions, and communities across Europe, highlighting Accessiway's contribution to the spread of a more accessible and inclusive digital ecosystem.



03

Accessiway's Strategic Pillars



During 2025, Accessiway's work was organised around four strategic pillars, each contributing to a more accessible, inclusive, and sustainable digital world.

These pillars represent Accessiway's values in action — inclusion, expertise, responsibility, and continuous innovation — and form the structure through which the company develops technology projects, awareness initiatives, collaborations with associations and institutions, and social responsibility activities.

This chapter presents a selection of Accessiway's most significant initiatives from 2025. The projects described give an overview of the company's main activities and the way in which these initiatives contribute to promoting digital accessibility.

The initiatives described in this chapter also fit within the reference framework of the United Nations 2030 Agenda and contribute in particular to the following Sustainable Development Goals (SDGs):

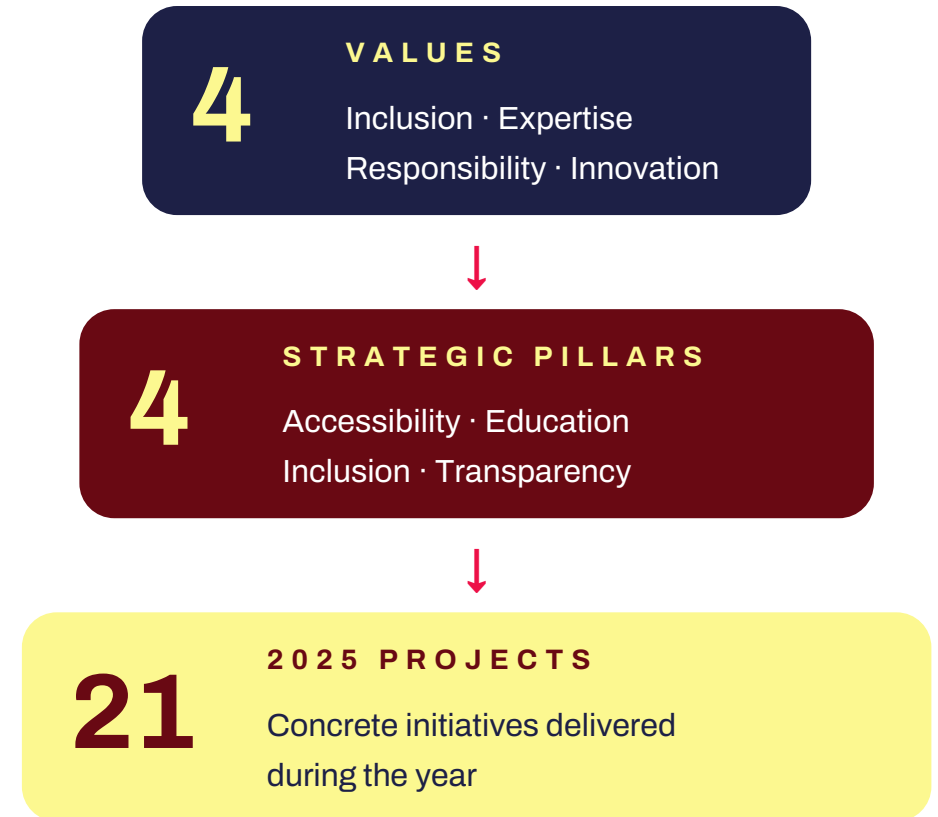
- **SDG 4 – Quality Education**
- **SDG 9 – Industry, Innovation and Infrastructure**
- **SDG 10 – Reduced Inequalities**
- **SDG 16 – Peace, Justice and Strong Institutions**

Through these pillars, Accessiway combines technological innovation, skills development, collaboration with the third sector, and the development of institutional relationships dedicated to promoting digital accessibility.

The logic of strategic pillars

The choice to organize company activities through strategic pillars reflects an increasingly common approach in sustainability reporting, which makes it possible to clearly connect values, strategies, and operational initiatives. Through this structure, Accessiway aims to make the link clearer between its mission, the projects delivered during the year, and the impact generated across its different areas of activity.

The pillars are not just a way of organizing activities, they reflect how Accessiway understands its role in building a more accessible and inclusive digital world.



How to read the projects

The initiatives in this report are organised across three areas: the strategic pillars, the projects carried out, and the company's values.

The four pillars define Accessiway's strategic direction. Within each pillar sit the projects and initiatives that put those principles into practice.

Each project can be traced back to one or more of the company's values identified through the internal listening process — inclusion, expertise, responsibility, and continuous innovation.

A more analytical future edition of the Report will map projects individually against Accessiway's values. This edition was conceived as a storytelling and transparency tool, presenting the company's development model and the role digital accessibility plays in its strategy.

This approach gives an overall picture of Accessiway's activities in 2025, its main strategic directions, and its contribution to a more accessible digital ecosystem.

Future editions will introduce more systematic mapping of initiatives against values and performance indicators.

This is in line with emerging best practice in ESG reporting, where narrative comes first and structured measurement follows.

3.1

Accessibility & Innovation

3.2

Education & Culture

3.3

Inclusion & Social Impact

3.4

Transparency & Well-being



PILLAR 01

3.1 Digital accessibility and technological innovation

The first pillar brings together activities dedicated to the development of methodologies, tools, and technology projects that allow public and private organizations to design and manage accessible digital services.

In a European context marked by the implementation of the European Accessibility Act, digital accessibility increasingly represents a structural element of digital service quality. Accessiway therefore develops technology solutions, verification methodologies, and consulting activities that enable organizations to integrate accessibility into their digital ecosystems.



RESEARCH & DEVELOPMENT

Apple Accessibility Nutrition Labels and Methodology

During 2025, Accessiway launched a research and development project dedicated to Accessibility Nutrition Labels, introduced by Apple for the publication of applications on digital stores.

The project involved in-depth research and a mapping of Nutrition Label requirements against the **Web Content Accessibility Guidelines (WCAG)**, with the goal of creating a methodology that allows companies to clearly communicate the accessibility features of their applications.

The work led to the preparation of technical documentation and declaration templates that clients can use to communicate the accessibility status of applications published on Apple's stores.

VALUES CONNECTED

Continuous innovation

Expertise

SDGs CONNECTED

SDG 9 Industry, Innovation and Infrastructure



SYSTEM ACCESSIBILITY

Poste Italiane project

In 2025, Accessiway supported the General Management of Poste Italiane in activities dedicated to the accessibility of digital services and devices used across the postal services network.

The project involved planning and verification activities for the digital touchpoints of the Poste ecosystem, including mobile applications, websites, and digital documentation. Technical verifications were also launched for numerous hardware devices used in postal services, including ATMs, automated lockers, information kiosks, operational terminals, and POS devices.

At the same time, a process of service inventory and analysis of the different modes of interaction between users and services was launched, with the goal of building a comprehensive mapping of Poste Italiane's customer journeys.

5+

categories of devices verified:
ATMs, lockers, kiosks, terminals,
POS

VALUES CONNECTED

Responsibility
Expertise
Inclusion

SDGs CONNECTED

SDG 9 Industry, Innovation and Infrastructure
SDG 10 Reduced Inequalities



METHODOLOGY

User testing with people with disabilities

During the year, Accessiway organized several user testing sessions with people with disabilities, during which some community members showed company employees how they use assistive technologies to navigate the web.

During these sessions, the experience of using digital services was simulated, giving participants first-hand insight into the difficulties of navigating platforms not designed with accessibility in mind.

These activities represent an important element of Accessiway's working model, which integrates technical assessment with the direct experience of users.

VALUES CONNECTED

Inclusion
Expertise

SDGs CONNECTED

SDG 10 Reduced Inequalities



PILLAR 02

3.2 Education and spreading accessibility culture

The second pillar covers initiatives dedicated to training and raising awareness on digital accessibility topics.

Accessiway believes that the spread of accessibility cannot rely solely on technical or regulatory interventions, but requires the development of skills and greater awareness among businesses, institutions, and citizens.



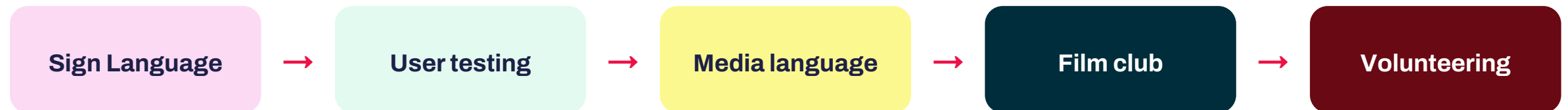
INTERNAL PROGRAM

Vision Instant

The Vision Instant project is an internal program dedicated to building an inclusive company culture.

The program included several initiatives: an introductory lesson on Italian Sign Language (Lingua dei Segni Italiana, LIS), user testing sessions with assistive technologies, activities analyzing the language used in media when discussing disability, and a film club dedicated to the documentary “Lasciateci perdere,” followed by a discussion among participants.

The program also included a meeting on volunteering organized with the A.P.R.I. association, focused on the role of third-sector organizations in promoting social inclusion.



VALUES Inclusion · Responsibility

SDGs 4 Quality Education 10 Reduced Inequalities



INTERNATIONAL COMMUNITY

Neurodiversity at Work

In 2025, Accessiway joined the international Neurodiversity at Work community, born out of a European Commission project aimed at promoting inclusive work environments for neurodivergent people.

As a first initiative within the community, the company co-organized a webinar dedicated to the accessibility of work environments for neurodivergent people.

VALUES CONNECTED

Inclusion
Expertise

SDGs CONNECTED

SDG 4 Quality Education
SDG 10 Reduced Inequalities



TRAINING PATHWAY

Vis à Vis project

Four Accessiway employees participated in the Vis à Vis project, promoted by the Turin Volunteering Services Center (Centro Servizi per il Volontariato di Torino).

The training pathway was designed to strengthen collaboration between companies and third-sector organizations and improve the ability of businesses to develop social impact projects.

VALUES CONNECTED

Responsibility

Expertise

SDGs CONNECTED**SDG 4** Quality Education**SDG 16** Peace, Justice and Strong Institutions

TRAINING

LIS course for young people who are deaf

In collaboration with the Turin Institute for the Deaf (Istituto dei Sordi di Torino), Accessiway organized a training course for four young people who are deaf and in the post-diploma phase.

The project involved the preparation of accessible materials and the translation of content into LIS, with the goal of developing skills in the accessibility of digital documents.

VALUES CONNECTED

Inclusion
Expertise

SDGs CONNECTED

SDG 4 Quality Education
SDG 10 Reduced Inequalities



PUBLIC EVENT

Accessibility Summit Turin

Accessiway organized the Accessibility Summit in Turin, a public event dedicated to raising awareness on digital accessibility. The event involved numerous local associations, including Insuperabili, Paideia, A.P.R.I., Real Eyes Sport, the Italian Union of the Blind and Partially Sighted of Piedmont (Unione Italiana Ciechi e Ipovedenti del Piemonte), and Aspergeronline.

ASSOCIATIONS INVOLVED

Insuperabili

Paideia

A.P.R.I.

Real Eyes Sport

UICI Piedmont

Aspergeronline

VALUES Responsibility · Inclusion**SDGs** 4 Quality Education · 10 Reduced Inequalities

DIGITAL ACCESSIBILITY EVENT

Palazzo delle Stelline

In June 2025, Accessiway participated in an institutional meeting dedicated to digital accessibility at Palazzo delle Stelline in Milan, home to the Italian representation of the European Union.

The initiative involved public decision-makers and stakeholders with the goal of promoting greater attention to accessibility in the design of digital services.

VALUES CONNECTED

Responsibility

Expertise

SDGs CONNECTED**SDG 16** Peace, Justice and Strong Institutions

PILLAR 03

3.3 Inclusion and social impact

The third pillar brings together initiatives in collaboration with associations, cultural institutions, and third-sector organizations.



CULTURAL HERITAGE

Archivio di Stato di Napoli

Accessiway developed, together with partner **Softec**, a project for the digitization and accessibility of the **State Archive of Naples (Archivio di Stato di Napoli)**.

The project led to the creation of an accessible web platform and the installation of two physical workstations equipped with assistive technologies, including a screen reader and a braille display.

During 2025, approximately 10,000 pages of documents were digitized and made accessible via assistive technologies.

~10,000 pages digitized accessible via assistive technologies

VALUES CONNECTED

Inclusion

Expertise

Responsibility

SDGs CONNECTED

SDG 9 Industry, Innovation and Infrastructure

SDG 10 Reduced Inequalities



CULTURAL AND AWARENESS INITIATIVES

Disability Pride events

LOCAL EVENT

Disability Pride Turin

Accessiway supported the organization of Disability Pride Turin, contributing to the accessibility of the event's digital products and collaborating in its coordination.

VALUES Inclusion · Responsibility

SDGs 10 Reduced Inequalities

FILM PROGRAM

Disability Film Festival

Accessiway supported the Disability Film Festival, a film program dedicated to the themes of disability and cultural inclusion.

VALUES Inclusion · Responsibility

SDGs 10 Reduced Inequalities



INTERNATIONAL COLLABORATION

Les Pepsra workshop

Accessiway organized and funded an international workshop together with the French association Les Pepsra, dedicated to training young people with visual impairments in assistive technologies and digital accessibility rights.

**VALUES CONNECTED**

Inclusion
Expertise

SDGs CONNECTED

SDG 10 Reduced Inequalities

PRO BONO

Digital service donations

Accessiway donated digital accessibility services to several third-sector organizations, including Real Eyes Sport, Casa Giglio, and Aspergeronline.

BENEFICIARY ORGANIZATIONS

Real Eyes Sport

Sports association

Casa Giglio

Reception center

Aspergeronline

Asperger and neurodivergent community

VALUES Responsibility · Inclusion

SDGs 10 Reduced Inequalities



DIGITAL PLATFORM & PODCAST

Voices and talents

DIGITAL PLATFORM

Diversifind

Accessiway supported Fondazione Diversity Lab in the Diversifind project, contributing to the accessibility of the platform dedicated to discovering young talent with disabilities in the world of entertainment.

VALUES Inclusion · Responsibility

SDGs 10 Reduced Inequalities

PODCAST

Aspergeronline podcast

Accessiway's Chief Accessibility Officer participated in the Aspergeronline association's podcast to spread digital accessibility culture and raise public awareness about neurodivergence.

VALUES Inclusion · Responsibility

SDGs SDG 4 Quality Education



WORK-STUDY PROGRAM

Time2 network — PCTO

Accessiway joined the network promoted by Fondazione Time2, which brings together companies and schools to create accessible work-study programs for students with disabilities.

**VALUES CONNECTED**

Inclusion

Responsibility

SDGs CONNECTED**SDG 4** Quality Education**SDG 10** Reduced Inequalities

INTERNATIONAL NETWORKS

Memberships and international networks

Accessiway participates in several national and international networks dedicated to promoting accessibility and the rights of people with disabilities, including:

EASPD – European Association of Service Providers for Persons with Disabilities

International Association of Accessibility Professionals

Agenda della Disabilità

These collaborations allow the company to contribute to the international conversation on accessibility and to develop new partnerships with organizations committed to promoting the rights of people with disabilities.

VALUES Inclusion · Responsibility · Expertise

SDGs 10 Reduced Inequalities · 16 Peace, Justice and Strong Institutions



PILLAR 04

3.4 Transparency, quality, and people's well-being

The fourth pillar concerns the quality of the company's processes and the well-being of the people who work at Accessiway.



ENVIRONMENT AND ORGANIZATION

Workspaces and ways of working

01

Accessible offices

The company's offices are designed to be fully accessible, eliminating physical and sensory barriers and ensuring equal opportunities in the use of work spaces.

VALUES Inclusion · Responsibility

SDGs 10 Reduced Inequalities

02

Smart working

Accessiway promotes flexible ways of working that allow employees to balance their personal and professional lives.

VALUES Responsibility · Continuous innovation

SDGs 16 Peace, Justice and Strong Institutions



CORPORATE WELFARE

Corporate well-being initiatives

Among the initiatives promoted in 2025 are a monthly company breakfast, the free availability of feminine hygiene products in the offices, sports initiatives, and the option for employees to bring their dogs to the office.

2025 INITIATIVES

Monthly breakfast

Feminine hygiene products

Sports initiatives

Pet-friendly

VALUES Inclusion · Responsibility **SDGs** 10 Reduced Inequalities



The activities described in this chapter show how the strategic pillars represent the structure through which Accessiway develops its contribution to the growth of digital accessibility.

Technological innovation, training, third sector collaboration, and organizational quality are complementary aspects of a single approach.

Through these pillars, Accessiway contributes to the development of a more accessible digital ecosystem, in which technology, people's rights, and social responsibility advance together.

Chapter 3 is the heart of the 2025 Sustainability Report. After illustrating the context in which the company operates, its identity, and the values system that guides its strategic choices, this section tells the story of how these principles translate into concrete activities carried out during the year.

Accessiway interprets digital accessibility not only as a technical or regulatory matter, but as a cross-cutting dimension capable of influencing technological innovation, skills development, social inclusion, and the quality of institutional relations.

To tell this story clearly and coherently, the company's activities are organized around four strategic pillars. They represent the main dimensions through which Accessiway develops its mission and contributes to building a more accessible, inclusive, and sustainable digital ecosystem.



04

Accessiway's people



People represent the heart of Accessiway's activities and are the main driver of the company's growth and development. In a sector such as digital accessibility — where technical skills, social sensitivity, and the capacity for dialogue with institutions, businesses, and civil society organizations must coexist and integrate — human capital plays a central role in generating value.

During 2025, Accessiway continued to invest in building internal expertise, strengthening its ways of working and promoting a professional environment based on collaboration, responsibility, and continuous development.

The quality of the services the company offers depends directly on the skills, experience, and motivation of the professionals who work there. For this reason, Accessiway considers the development of people not only an organizational priority, but an essential component of its growth model.

Company policies are oriented toward continuous training, the development of skills, and the creation of inclusive and accessible working conditions in which every person can contribute to the organization's development regardless of their personal characteristics.



4.1 People as the foundation of company growth

People are the foundation of Accessiway's growth.

The company promotes an organizational culture based on respect, collaboration, responsibility, and the recognition of skills. In a highly specialized sector such as digital accessibility, people's contributions are decisive in ensuring technical quality, innovation, and the capacity to navigate continuously evolving regulatory contexts.

Within the team, professionals with diverse and complementary skills work together. Among them are people with disabilities who contribute directly to analysis, design, and verification activities for digital service accessibility.



4.1 People as the foundation of company growth

The presence of professionals who use assistive technologies in their daily work represents an important added value: their direct experience enables the identification of issues that would be difficult to surface through technical assessment alone. In this way, disability is not treated as a badge or a diversity metric, but as a lived experience that can bring particularly valuable insight to digital accessibility work.

In 2025, the group was made up of approximately 130 professionals. The most recent data indicate growth to more than 140 employees distributed across four offices — Turin, Paris, Vienna, and Hamburg — from more than 15 nationalities.

The team's growth has been significant over recent years and reflects the development of the digital accessibility market and the international expansion of the company's work.

People are Accessiway's most distinctive asset.

+140 professionals

4 European offices

Turin · Paris · Vienna · Hamburg

+15 nationalities

An international, multicultural team

Assistive technologies

Professionals who use screen readers and other assistive technologies



4.2 Organizational structure

Accessiway's structure is built around the challenges of digital accessibility, with several operational areas working together to deliver integrated services.

The organization is divided into several operational areas that work together to deliver comprehensive, coordinated services.

The **audit and remediation** area handles accessibility testing for websites, applications, and digital documents, producing compliance reports and supporting clients in addressing identified issues.

The **consulting and compliance** area supports public and private clients in interpreting national and European regulations, helping to translate regulatory obligations into operational solutions.

The **Accessiway Academy** is the center of training activities. Through dedicated courses and training programs, the Academy supports businesses, public administrations, and professionals in developing the skills needed to design accessible digital services.

A dedicated **research and innovation** area develops methodologies and technology tools aimed at improving the accessibility of digital systems and anticipating regulatory developments.

Finally, the **commercial and institutional relations** area manages relationships with clients, partners, and institutions, contributing to the spread of digital accessibility culture.



Audit & Remediation



Consulting & Compliance



Accessiway Academy



Research & Innovation



Commercial & Relations



4.3 Internal training and skills development

In a continuously evolving field such as digital accessibility, skills development represents a strategic priority.

For this reason, Accessiway invests in structured continuous training programs aimed at both employees and the partners and organizations with which it collaborates.

The **Accessiway Academy** plays a central role in this process, offering courses dedicated to the accessible design of digital services, programming, the production of accessible documents, and the interpretation of European and national regulations.

Training also integrates broader themes connected to digital sustainability, personal data protection, and the goals of the United Nations 2030 Agenda.

Accessiway also promotes training activities at universities and educational institutions, contributing to the spread of accessibility culture among students and future professionals in the sector.



4.4 Equal opportunities and skills development

Accessiway promotes a work environment grounded in the principle of equal opportunities and the recognition of individual skills.

The company's **Code of Ethics** establishes clear principles on non-discrimination and the protection of people's dignity, prohibiting any form of discrimination based on gender, age, sexual orientation, disability, ethnic origin, or religion.

The goal is not to celebrate personal characteristics such as disability or other individual conditions, but to ensure that every person can fully express their abilities and skills within the organization.

In the field of digital accessibility, the direct experience of some people with disabilities can contribute to the development of specific skills that are particularly in demand in the market. However, what the company recognizes is not the personal condition, but the professional contribution that each person is able to offer.

This approach is consistent with the human rights-based model promoted by the United Nations Convention on the Rights of Persons with Disabilities, which places at the center the participation of people in social and professional life on the basis of equal opportunities.

Code of Ethics

Principles established:

- Non-discrimination
- Equal treatment
- Transparency in processes
- Valuing diversity
- Protection of dignity



4.5 Corporate well-being

The well-being of people is a priority for Accessiway.

The company promotes a work environment that encourages collaboration, autonomy, and work-life balance.

Among the initiatives promoted are yoga sessions, internal social activities, corporate volunteering programs, language courses, and shared training sessions.

Tools for psychological well-being support and flexible working arrangements are also available, including smart working and hybrid work organization.

These initiatives contribute to strengthening the sense of belonging and to creating a positive and inclusive work environment.

Office yoga

Internal socializing

Corporate volunteering

Language courses

Monthly breakfasts

**Pet-friendly
environments**

**Free feminine hygiene
products**

Team building events



4.6 The right to disconnect

Accessiway recognizes the importance of the right to disconnect as a fundamental element in protecting the well-being of workers.

In line with the European regulatory framework and Italian legislation on agile work, the company promotes organizational policies that guarantee respect for rest periods and prevent the risk of work overload.

Smart working policies are accompanied by clear guidelines on the use of digital tools and dedicated training sessions on the balanced management of remote work.



A way of working that respects people's time and supports their autonomy.



4.7 Internal accessibility and work tools

For Accessiway, accessibility represents not only a service to offer clients, but also a guiding principle for internal organization.

The digital tools used for daily work are selected and configured to ensure compatibility with assistive technologies and full accessibility for all team members.

The company also promotes a work environment attentive to people's needs through organizational solutions and workspace adaptations that foster inclusive working conditions.

Digital tools

Compatible with assistive technologies



Documentation

Accessible and standards-compliant



Communication

Inclusive internal processes



Physical spaces

Offices without architectural barriers



4.8 Our people in numbers



Accessiway tracks a range of people-related indicators to assess the effectiveness of its organisational policies and improve how it supports its team over time.

In 2025, the workforce exceeded 140 people across several European countries.

The company also records strong participation in internal training programmes and well-being initiatives.

In the coming years, Accessiway intends to develop more detailed reporting on gender distribution, training participation, turnover, and employee welfare initiatives.

05

2026 roadmap and medium-term vision



2025 was a year of consolidation and strategic transition for Accessiway. The European Accessibility Act coming into effect on 28 June accelerated demand for the skills, services, and organisational models needed to integrate accessibility, compliance, and quality digital experience into everyday business practice.

In this context, 2026 has not begun simply as a continuation of activities already underway, but as a phase of further structuring and development. The goal is to strengthen the company's positioning in a rapidly evolving European ecosystem, in which digital accessibility, technological innovation, and sustainability are becoming ever more closely linked.

Accessiway's medium-term vision is grounded in several clear development priorities: further developing its high-value consulting business, consolidating an accessibility culture within organizations, expanding institutional collaborations, and the progressive integration of ESG principles into company processes.

This trajectory sits within a European framework increasingly oriented toward building an inclusive and sustainable digital economy, as demonstrated by the European Strategy for the Rights of Persons with Disabilities 2021–2030 and the Digital Decade program toward 2030.



5.1 Strategic priorities for 2026

In 2026, Accessiway intends to continue its growth journey, focusing not only on commercial expansion, but above all on the capacity to generate stable and measurable value for clients, institutions, and communities.

The main strategic directions concern:

Audit & Compliance

the development of audit and regulatory compliance services

Training

the strengthening of training programs on digital accessibility

Technical consulting

the consolidation of technical and strategic consulting activities

Relationships

the expansion of relationships with businesses, public bodies, and third-sector organizations

Funding calls

the development of innovation and collaboration projects at national and European levels.

Accessiway aims to strengthen its role as a transformation partner for organizations looking to embed digital accessibility into their processes, not just helping them fix compliance issues, but building the internal skills and organizational models to sustain accessibility in the long term.

5.2 Evolution of the European landscape

The European landscape will continue to represent one of the main guiding factors for Accessiway's activities.

The European Accessibility Act has made digital accessibility a structural element of the internal market for numerous products and services, transforming what was once a specialist concern into a driver of both competitiveness and social responsibility.

At the same time, the European Strategy for the Rights of Persons with Disabilities 2021–2030 continues to provide a broad political framework in which accessibility is not an isolated requirement, but an integral requirement for social, economic, and civic participation.

A further area of evolution concerns international technical standards. The European regulatory framework refers to the EN 301 549 standard and the WCAG guidelines as reference standards for digital accessibility. For Accessiway, this has entailed maintaining a constant presence both in the Italian UNI/ICT 531 standards working group and in the international CEN/CLC/ETSI/JTB eAcc group, contributing to the evolution of the technical standards with which they are involved.

EAA

European Accessibility Act (EU Directive 2019/882)

EU Strategy

European Strategy for the Rights of Persons with Disabilities 2021-2030

EN 301 549

European accessibility standard

WCAG

Web Content Accessibility Guidelines

UNI/ICT 531

Italian national standard

CEN/CLC/ETSI

Joint roadmap for eAccessibility



5.3 Technological innovation

In 2026, technological innovation remains a strategic priority for Accessiway, though always as a means to better accessibility, not an end in itself.

The technology solutions developed by the company aim to simplify accessibility testing processes, support compliance monitoring, and facilitate the integration of accessibility into digital design workflows.

The approach combines technology tools and specialized expertise, integrating automation, regulatory knowledge, technical testing, and engagement with people with disabilities.

This model makes it possible to develop scalable solutions that are closely aligned with the real needs of users.



Automation

Verification algorithms, content processing, and large-scale data analysis



Human expertise

Accessibility expertise, interpretive capabilities, and user testing with assistive technologies



5.4 Institutional partnerships and collaborations

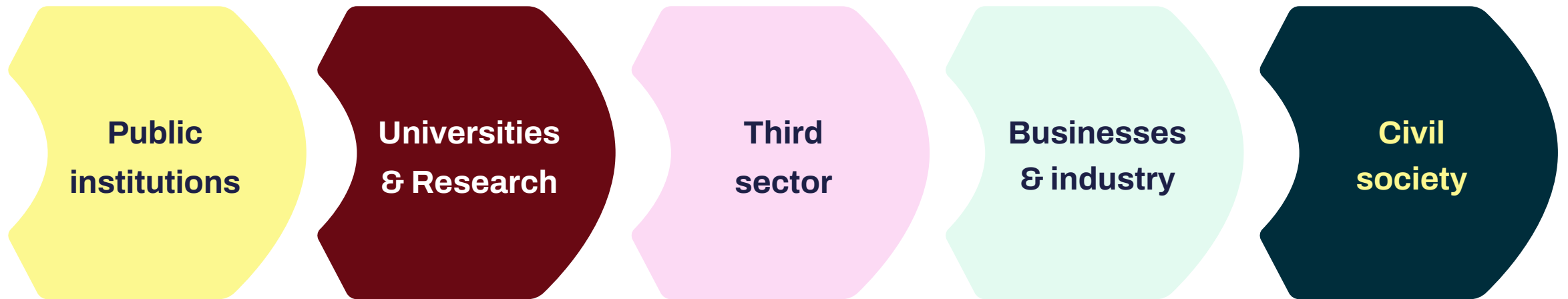
In Accessiway's development model, institutional collaborations represent a strategic element.

In a sector such as digital accessibility, the development of skills and the evolution of public policy requires dialogue between businesses, institutions, universities, and civil society organizations.

For this reason, the company intends to further strengthen the relationships

already initiated with public bodies, associations, and professional networks, contributing to the building of a broader ecosystem of innovation and digital responsibility.

Partnerships represent not only commercial development tools, but genuine collaboration infrastructures through which to promote the growth of digital accessibility culture.



5.5 Project development and participation in funding calls

During 2025, Accessiway launched a participation pathway in **national and European funding calls and funded projects**, with the goal of strengthening its contribution to the development of social and technological innovation initiatives connected to digital accessibility.

Participation in funded projects represents an important tool for developing experimental projects, strengthening collaborations with universities, public

bodies, and third-sector organizations, and contributing to the growth of digital accessibility skills.

This project activity is set to develop further during 2026, with the goal of consolidating the company's presence within national and European collaborative networks dedicated to the development of solutions and skills for a more accessible and inclusive digital world.



Social innovation

Projects with high impact on communities and territories



Mixed partnerships

Collaborations between public bodies, universities, and private actors



European scale

Development of projects at an international level



5.6 Evolution of the OKR model

In 2026, Accessiway intends to further strengthen its management model based on Objectives and Key Results (OKR).

This system connects the company's strategic vision to the operational goals of its different teams, making it clearer how day-to-day work contributes to medium-term goals.

The evolution of the OKR model will also allow for a more structured integration of economic, social, and organizational indicators, improving the company's capacity to monitor its impact and report on the results achieved.

K P I

Economic

Commercial and financial performance indicators

K P I

Social

Indicators of social impact and partnerships

K P I

Organizational

Indicators of efficiency of internal processes



5.7 Consolidation of the ESG journey

2026 will also represent a phase of consolidation of the ESG journey initiated with the 2025 Sustainability Report.

The goal is not only to strengthen reporting activities, but to progressively integrate sustainability principles into decision-making processes, relationships with stakeholders, and the company's operational activities.

For Accessiway, sustainability does not represent a field separate from its core business. Digital accessibility intersects with social issues, governance quality, responsibility toward clients and users, and responsible innovation.

In the coming years, the company intends to strengthen the definition of sustainability indicators, improve data collection, and develop reporting that is increasingly structured and comparable.

E

Environmental

Attention to the environmental impact of company activities and operational processes

S

Social

Social impact of initiatives, inclusion, and well-being of people

G

Governance

Transparency, responsibility, and quality of governance processes



Accessiway's 2026 roadmap sits at the intersection of internal consolidation and the evolution of the European accessibility landscape.

On one side, clear organizational priorities emerge: strengthening skills, developing projects, growing collaborations, and consolidating the ESG model. On the other, the European framework highlights how digital accessibility, technological innovation, and sustainability represent increasingly integrated dimensions.

For Accessiway, the medium term represents a period of real growth: not simply expanding its offer or market position, but the development of a business model capable of contributing in a stable way to the building of a digital ecosystem that is more accessible, fair, and aware.



06

Conclusions



The 2025 Sustainability Report marks a significant milestone in Accessiway's development. Through it, the company has chosen to make its commitment visible — to a digital ecosystem capable of guaranteeing access, participation, and opportunity for all people.

2025 sits at a moment of significant transformation for Europe. The implementation of the European Accessibility Act has contributed to redefining the role of digital accessibility within public policies and business strategies. In this landscape, accessibility no longer represents a specialized or marginal topic, but a structural component of digital service quality and organizational responsibility.

Within this context, Accessiway has continued to develop its role as a technical and cultural partner for businesses, institutions, and civil society organizations committed to spreading more inclusive digital practices.

The activities described in this Report show how digital accessibility can contribute not only to compliance with regulatory standards, but also to the development of models of responsible innovation. The projects described in the document bear witness to the work carried out by the company in assessing the accessibility of digital services, developing skills, collaborating with public bodies and associations, and promoting social impact initiatives.

The structure of the Report reflects the company's strategic model, organized around the four pillars that guide Accessiway's activities: technological innovation and digital accessibility, education and skills development, inclusion and social impact, quality of institutional relations and governance.

Within this framework, the most significant projects carried out during 2025 have been connected to the values that guide the

organization's identity — inclusion, expertise, responsibility, and continuous innovation — highlighting the contribution of the company's activities to the building of a more accessible digital ecosystem.

The initiatives developed by Accessiway also fit within the broader perspective represented by the United Nations Sustainable Development Goals. In particular, the company's activities contribute to the development of inclusive digital skills, the promotion of technological innovation, and the reduction of inequalities in access to digital services.



A central element of the journey developed in 2025 concerns the collaborations built with institutions, universities, associations, and third-sector organizations. These relationships represent a fundamental factor in the spread of digital accessibility culture and in the development of initiatives capable of generating social impact in communities.

The Sustainability Report therefore constitutes not only a reporting tool for the activities carried out, but also a means of dialogue with the stakeholders who participate in building a more inclusive digital ecosystem.

In the coming years, Accessiway intends to develop increasingly structured reporting, with a more comprehensive account of projects across each strategic pillar.

The goal is to offer an increasingly complete vision of the initiatives developed by the company, covering the scope of each project, the collaborations activated, and the results

generated in relation to company values and Sustainable Development Goals.

Looking to the future, Accessiway will continue to contribute to the development of a digital environment in which technological innovation, accessibility, and sustainability advance together. In a Europe that has chosen to place accessibility at the center of its industrial and social policies, the role of companies capable of integrating technical expertise, social responsibility, and institutional collaboration becomes increasingly relevant.

For Accessiway, promoting a more accessible digital world means contributing to a more equitable and inclusive society, and that is precisely the direction in which the company is headed.

01 Consolidation

Strengthening market positioning

02 Integration

Coherence across the 4 strategic pillars

03 Responsibility

Social and institutional impact

“

**Digital accessibility
is a transformation that
affects everyone.**

Accessiway will continue to invest in technological innovation, training, institutional collaboration, and social design, contributing to the building of a European digital ecosystem that is more accessible, fair, and sustainable.



Glossary and Methodological Note



Glossary

Digital accessibility

Digital accessibility refers to the capacity of websites, applications, digital documents, and online services to be usable by all people, including those with visual, auditory, motor, or cognitive disabilities. Accessibility enables anyone to access digital content, navigate services, and interact with technologies without barriers.

Reference:

<https://www.w3.org/WAI/fundamentals/accessibility-intro/>

WCAG – Web Content Accessibility Guidelines

International guidelines developed by the World Wide Web Consortium (W3C) that define the technical criteria for making digital content accessible. WCAG is built on four fundamental principles: perceivable, operable, understandable, and robust.

Reference:

<https://www.w3.org/WAI/standards-guidelines/wcag/>

European Accessibility Act (EAA)

European Directive (EU) 2019/882 that establishes accessibility requirements for numerous digital products and services placed on the European market, including banking services, e-commerce, digital platforms, and transportation systems. The directive entered into application on June 28, 2025.

Reference:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019L0882>

EN 301 549

European technical standard that defines accessibility requirements for ICT (Information and Communication Technology) products and services. It is the primary technical reference used to verify compliance with the European Accessibility Act.

Reference:

https://www.etsi.org/deliver/etsi_en/301500_301599/301549/



Glossary

Assistive technologies

Hardware or software tools that allow people with disabilities to use digital devices. These include, for example, screen readers, braille displays, voice recognition software, screen magnifiers, and captioning systems.

Reference:

<https://www.w3.org/WAI/people-use-web/tools-techniques/>

GRI Standards

International standards developed by the Global Reporting Initiative for reporting on organizations' sustainability performance. The GRI Standards represent one of the main global references for the preparation of sustainability reports.

Reference:

<https://www.globalreporting.org/standards/>

ESG (Environmental, Social and Governance)

Criteria used to evaluate the sustainability performance of organizations. The three ESG pillars concern the environmental, social, and governance dimensions of business activities.

Reference:

<https://www.unpri.org/an-introduction-to-responsible-investment/esg-issues/6490.article>

OKR (Objectives and Key Results)

Strategic management method that connects company objectives and measurable results. OKRs are used to align operational activities with the organization's strategy.

Reference:

<https://www.whatmatters.com/faqs/okr-meaning-definition-example>



Glossary

KPI (Key Performance Indicators)

Indicators used to monitor and evaluate the performance of an organization against its established objectives.

Reference:

<https://www.investopedia.com/terms/k/kpi.asp>

2030 Agenda and Sustainable Development Goals (SDGs)

Global program adopted by the United Nations in 2015 that defines 17 Sustainable Development Goals to promote economic growth, social inclusion, and environmental protection by 2030.

Reference:

<https://sdgs.un.org/goals>

Accessibility of digital documents

A set of techniques and best practices used to make digital documents (such as PDFs, Word documents, or presentations) accessible to assistive technologies.

Reference:

<https://www.w3.org/WAI/tutorials/>

User testing with people with disabilities

A digital accessibility verification method that involves the direct participation of people with disabilities in the use of websites, applications, or digital services to identify any barriers.

Reference:

<https://www.w3.org/WAI/test-evaluate/involving-users/>



This is Accessiway's second Sustainability Report, following the first edition in 2024. It aims to give a transparent account of the company's activities during the year, illustrating the context in which it operates, the initiatives carried out, and its main strategic directions.

At this stage, the report prioritises narrative over exhaustive analysis, presenting Accessiway's development model and the role digital accessibility plays in its strategy through the most significant activities and collaborations of the year.

The Report was drafted with reference to **the GRI Standards (Global Reporting Initiative)**, one of the leading international frameworks for reporting on organizations' sustainability performance. Given the size of the company and the early phase of the reporting journey, the GRI Standards were used as a methodological reference framework for organizing content and identifying the main reporting topics.

The document also takes into consideration the reference framework of the **United Nations 2030 Agenda**, in particular the Sustainable Development Goals relating to quality education (SDG 4), innovation and infrastructure (SDG 9), reduced inequalities (SDG 10), and strong and inclusive institutions (SDG 16) — areas within which Accessiway's activities contribute directly or indirectly.

The scope of the Report covers the activities carried out by Accessiway during 2025, with reference to initiatives developed in the technological, training, social, and institutional areas. The information presented derives from internal company

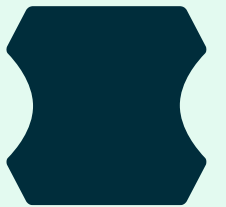
sources, including operational reports, project management systems, and documentation of activities developed by the various organizational areas.

Information was gathered and validated internally, with input from across the company's main operational teams.

In line with the company's mission, particular attention was also dedicated to the accessibility of the document itself. The Report was designed according to criteria of readability and digital accessibility, with the goal of making it usable by as many people as possible.

Accessiway intends to progressively develop its reporting journey, expanding over time the number of quantitative indicators, strengthening performance monitoring processes, and improving the comparability of information across different editions of the Report.

This first edition therefore represents the starting point of a journey of continuous improvement aimed at strengthening transparency, responsibility, and dialogue with stakeholders.



Sustainability Report 2025

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