Accessibility Statement

This digital accessibility statement applies to the websites of Panasonic Marketing Europe GmbH published at

www.panasonic.com, store.eu.panasonic.com and my.eu.panasonic.com

We strive to make our websites accessible in accordance with the provisions of the German Accessibility Strengthening Act (BFSG) transposing Directive EU 2019/882 (European Accessibility Act).

Status of compliance with the requirements

This website is partially accessible. The website is partially compliant with the German Accessibility Strengthening Act (BFSG) and EU Directive 2019/882 due to the following incompatibilities and exceptions.

The content listed below is not yet accessible without limitations:

Panasonic Corporate Website www.panasonic.com:

- Alternative texts: Some graphical controls, graphics and images contain no or insufficient alternative text. Purely decorative graphics sometimes do not have an empty alternative attribute. In some places, text is displayed in image form without an equivalent text alternative being available (WCAG 1.1.1, 1.4.5).

- Time-based media (recorded videos): There are no adequate media alternatives available for information-bearing visual content (WCAG 1.2.1, 1.2.5).

- Structural markup: Headings, lists, paragraphs and tables are sometimes not correctly structured with the intended HTML elements or suitable alternatives (WCAG 1.3.1).

- Interactive content: Content that appears when hovering over it with the mouse or when focusing with the keyboard is not always stable or fully usable (WCAG 1.4.13).

- Colours and contrasts: Information (e.g. links in continuous text, states of control elements) is sometimes only conveyed through colour. Some control elements do not have sufficient contrast (WCAG 1.4.1, 1.4.11).

- Screen orientation: Content does not fully adapt to the changed screen orientation of output devices, which results in some information or functionality being lost (WCAG 1.3.4).

- Sizing and spacing: Increasing the text size by 200% or adjusting the text spacing sometimes leads to a loss of content or functionality (WCAG 1.4.4, 1.4.12).

- Compatibility: The HTML markup contains errors (e.g. non-unique IDs). For interactive elements, semantic information is sometimes not fully available (e.g.

missing name, role or status). Dynamic content such as success or error messages are not reliably recognised by assistive technologies (WCAG 4.1.1, 4.1.2, 4.1.3).

- Navigation and page structure: Mechanisms for directly skipping recurring content blocks (e.g. main navigation) are currently not fully usable. Link texts sometimes do not convey the target or purpose of the link. Headings, labels (e.g. of buttons) and labels of form fields are not always clear (WCAG 2.4.1, 2.4.4, 2.4.6).

- Keyboard operation: Some functions or controls are not fully accessible using the keyboard. The keyboard focus is currently not sufficiently clear (WCAG 2.1.1, 2.1.2, 2.4.7).

- Input aids and controls: For some functions that are operated via path-based pointer gestures (e.g. swipe gestures), there are no alternatives using simple pointer input. Visible labels of controls do not always appear in the accessible name. Individual instructions are based exclusively on colours, shapes or positions and are therefore not accessible to all users (WCAG 2.5.1, 2.5.3, 1.3.3).

- Custom settings: Custom browser settings (e.g. font size, font type, foreground and background colour) are not yet fully taken into account (EN 301 549 V3.2.1, 11.7).

- Document accessibility: The website contains non-accessible PDF documents.

Panasonic Store store.eu.panasonic.com:

- Alternative texts: Some graphical controls, graphics and images contain no or insufficient alternative text. Purely decorative graphics sometimes do not have an empty alternative attribute. In some places, text is displayed in image form without an equivalent text alternative being available (WCAG 1.1.1, 1.4.5).

- Time-based media (recorded videos): There are no adequate media alternatives available for information-bearing visual content (WCAG 1.2.1, 1.2.5).

- Structural markup: Headings, lists and tables are sometimes not correctly structured with the intended HTML elements or suitable alternatives (WCAG 1.3.1).

- Colours and contrasts: Text content and control elements sometimes have insufficient contrast (WCAG 1.4.3, 1.4.11).

- Sizing and spacing: Increasing the text size by 200% or adjusting the text spacing may result in a loss of content or functionality. When zoomed in or on smaller screens, the usability is partially restricted (WCAG 1.4.4, 1.4.10, 1.4.12).

- Forms: Form entries are not consistently provided with machine-readable attributes, so assistive technologies cannot automatically recognise their purpose (e.g. name, email, phone number). Some input fields are inadequately labelled or are not self-explanatory. In the case of incorrect entries, correction instructions are sometimes missing or are not linked to the corresponding input field. For important data entries

(e.g. orders), there is no adequate option to undo data entries or to check and correct them before sending (WCAG 1.3.5, 3.3.2, 3.3.3, 3.3.4).

- Compatibility: The HTML markup contains errors (e.g. non-unique IDs). For interactive elements, semantic information is sometimes not fully available (e.g. missing name, role or status). Dynamic content such as success or error messages are not reliably recognised by assistive technologies (WCAG 4.1.1, 4.1.2, 4.1.3).

- Navigation and page structure: When the display is changed (e.g. via screen reader), content is not always accessible in a meaningful and understandable order. Mechanisms for directly skipping recurring content blocks (e.g. main navigation) are currently not fully usable. Some subpages do not have clearly named or descriptive titles to distinguish them. Link texts sometimes do not convey the target or purpose of the link. Headings, labels (e.g. of buttons) and labels of form fields are not always clear (WCAG 1.3.2, 2.4.1, 2.4.2, 2.4.4, 2.4.6).

- Keyboard operation: Some functions or controls are not fully accessible using the keyboard. Keyboard shortcuts cannot be turned off. The order in which content elements are accessed via the keyboard when using the website is not always logical and understandable. The keyboard focus is currently not sufficiently clear (WCAG 2.1.1, 2.1.4, 2.4.3, 2.4.7).

- Language: Words and sections in other languages are not sufficiently marked as such (WCAG 3.1.2).

- Custom settings: Custom browser settings (e.g. font size, font type, foreground and background colour) are not yet fully taken into account (EN 301 549 V3.2.1, 11.7).

- Document accessibility: The website contains non-accessible PDF documents.

My Panasonic my.eu.panasonic.com:

- Alternative texts: Some graphical controls, graphics and images contain no or insufficient alternative text. In some places, text is displayed in image form without an equivalent text alternative being available (WCAG 1.1.1, 1.4.5).

- Structural markup: Headings, paragraphs and form elements are sometimes not correctly structured with the intended HTML elements or suitable alternatives (WCAG 1.3.1).

- Interactive content: Content that appears when hovering over it with the mouse or when focusing with the keyboard is not always stable or fully usable (WCAG 1.4.13).

- Colours and contrasts: Text content and control elements sometimes have insufficient contrast (WCAG 1.4.3, 1.4.11).

- Sizing and spacing: When zoomed in or on smaller screens, usability is partially restricted (WCAG 1.4.10).

- Forms: Form entries are not consistently provided with machine-readable attributes, so assistive technologies cannot automatically recognise their purpose (e.g. name, email, phone number). Some input fields are inadequately labelled or are not self-explanatory. In the case of incorrect entries, error messages do not provide any information about which input caused the error; correction instructions are sometimes missing or are not linked to the corresponding input field. For important data entries (e.g. orders), there is no adequate option to undo data entries or to check and correct them before sending (WCAG 1.3.1, 1.3.5, 3.3.1, 3.3.2. 3.3.3, 3.3.4).

- Compatibility: For interactive elements, semantic information is sometimes not fully available (e.g. missing name, role or status). Dynamic content elements such as success or error messages are not reliably recognised by assistive technologies (WCAG 4.1.2, 4.1.3).

- Navigation and page structure: Mechanisms for directly skipping recurring content blocks (e.g. main navigation) are currently not fully usable. Subpages do not have clearly named or descriptive titles to distinguish them. Headings, labels (e.g. of buttons) and labels of form fields are not always clear (WCAG 2.4.1, 2.4.2, 2.4.6).

- Keyboard operation: Some functions or controls are not fully accessible using the keyboard. The keyboard focus is currently not sufficiently clear (WCAG 2.1.1, 2.4.7).

- Input aids and controls: Individual instructions are based exclusively on colours, shapes or positions and are therefore not accessible to all users (WCAG 1.3.3).

- Custom settings: Custom browser settings (e.g. font size, font type, foreground and background colour) are not yet fully taken into account (EN 301 549 V3.2.1, 11.7)

We are working on the accessible implementation of the content listed above and are continuously implementing the regulations of the BFSG in order to achieve complete accessibility in a timely manner.

Reporting barriers to accessibility and contact details

Would you like to inform us about existing barriers to accessibility or request information on the implementation of accessibility? If you have any feedback or require further information, please contact us at digital-marketing.pme@eu.panasonic.com.

Arbitration procedure

If you are dissatisfied with the accessibility of our website and no solution to your problem could be found within a reasonable time using the contact details mentioned above, you have the option of contacting the arbitration board under the German Act on Equal Opportunities for Persons with Disabilities (BGG).

You can contact the arbitration board as follows:

Enforcement and Monitoring Office for Accessible Information Technology at the Giessen Regional Council
Neuen Bäue 2
35390 Giessen
Telephone: 0641 303-2901
Fax: 0611 32764-4036

Email: LBIT@rpgi.hessen.de
Internet: https://rp-giessen.hessen.de

The arbitration procedure is free of charge.

Date of creation or last update of the statement

This statement was created on **02/06/2025** and was last updated on ***02/06/2025***.

It is based on an assessment carried out by iMi digital GmbH between 31/03/2025 and 16/05/2025 based on the accessibility requirements of BITV 2.0 and EN 301 549 V.3.2.1.