EAA Compliance Statement for HP Services

[Directive (EU) 2019/882 regarding accessibility requirements for products and services ("EAA")](#) requires that service providers make available information on in-scope services meeting the EAA's accessibility requirements. This Statement is intended to meet this information requirement.

This Statement applies to the following EAA in-scope services in the EU:
- E-commerce components of HP.com websites or apps; and
- Real-time human to human messaging/communication on HP.com

referred herein as "**HP Services**".

While this Statement does not apply to any HP products or other content or websites published on any HP domains or subdomains, HP is committed to providing accessible products and services and further accessibility information can be found here https://www.hp.com/us-en/hp-information/accessibility-aging.html.

Accessibility features

In addition to the HP Services enabling our customers to purchase directly from HP online or through apps, they provide our customers the opportunity to learn about our products and services and help our customers understand the features and benefits of our offerings.

The following accessibility features have been incorporated into our HP Services:
- **Text-based descriptions:** Clear and detailed information in plain language.
- **Screen reader compatibility:** Ensuring the service works with screen readers, such as for Window: NVDA, Narrator, for Mac/iOS: VoiceOver, and for Android: TalkBack.
- **Adjustable contrast and zoom functionality:** Allowing users to customize the display for better visibility.
- **Logical navigation:** Clear menus and headings for intuitive browsing.
- **Keyboard accessibility:** Ensuring all functions are operable without a mouse.
- **Error notifications:** Providing informative messages to guide users.

Service delivery and monitoring

We continue to monitor and improve the HP Services to ensure we provide a compliant and an accessible service to our customers. To deliver accessible services, we are committed to the following:

- **Regular testing:** Evaluating conformance with the Web Content Accessibility Guidelines (WCAG) and EN 301 549 (the European accessibility standard) at regularly scheduled intervals, using both manual and automated methods. This is done as a mechanism to assure that our current services are compliant.

- **Employee and supplier training:** We provide employees and suppliers with accessibility training, communications and forums to ensure best practices are shared and information provided to maintain an accessible experience. We ensure suppliers are aware of all applicable requirements and regularly test services they provide.
- **New services:** We regularly monitor EAA requirements and ensure reviews of in-scope websites and apps and ensure all new releases are in conformance with the most current standards.

Compliance status

HP confirms that the HP Services are compliant with the EAA.

The HP Services conform to:
- EN 301 549 v.3.2.1
- Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

To provide support and access to our customers, we provide alternative means of interacting with HP through the following communication methods: phone, chat and email, localized for the EU countries, and found on the corresponding country shopping experiences.

Feedback and complaints

We welcome your feedback on the accessibility of HP Services:
- Email: ability@hp.com
- Contact form: https://sustainability.ext.hp.com/en/support/tickets/new

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