



Accessibility Statement for the corporate websites

This is an accessibility statement from General Logistics Systems Belgium NV/SA with registered office at B-1620 Drogenbos, Humaniteitslaan 233 and its branch in Luxembourg with office at L-4950 Bascharage, 24 Op Zaemer (in short: GLS Belgium).

GLS Belgium is committed to making its websites and mobile applications accessible, in accordance with the Belgian legislation transposing the European Accessibility Act.

This accessibility statement applies to <https://gls-group.com/BE> and <https://gls-group.com/LU> (the corporate websites).

Compliance status

The websites are partially conformant: some parts do not fully conform to the WCAG 2.1 AA accessibility standards.

After conducting a Lighthouse scan of the corporate websites <https://gls-group.com/BE> and <https://gls-group.com/LU>, each in its three language versions, we found that the accessibility score ranges between 82% and 100%. The results of the Lighthouse scan are available upon first request.

Some examples of the issues identified during the scan:

- Buttons do not have accessible names -> screen readers can't describe them.
- Images are missing [alt] text -> visually impaired users miss the content.
- Non-sequential headings -> affects keyboard navigation.
- Touch targets are too small -> difficult for users with physical impairments.

Technologies used

- HTML
- CSS
- Javascript

Compatibility with user environment

- latest stable versions of major desktop operating systems (Windows 10, 11, Linux), with latest stable version supported of the following browsers (Microsoft Edge, Google Chrome, Mozilla Firefox, Safari)
- latest stable versions of mobile operating systems (Android, iOS) with latest stable version supported of the following mobile browsers (Firefox for mobile, Chrome browser for Mobile, Safari Mobile)
- same environments as points above, with screen reader assistive technology like VoiceOver and TalkBack

Known incompatibility: Internet explorer (all versions)

Feedback

We welcome your feedback on the accessibility of the corporate website. Please let us know if you encounter accessibility barriers by email: compliance@gls-belgium.com. If you are not happy with the response received, you can file a complaint through the ConsumerConnect platform <https://consumerconnect.be/nl/meld-ons-iets> or via letter (Economic Inspectorate, North Gate, Avenue du Roi Albert II 16, 1000 Brussels).

This statement was created on 24 June 2025.