



TotalEnergies
Action Plans
2024-2026

Summary

- TotalEnergies Action Plans 2024-2026..... 1
- I. 2024 Action Plan review 4
 - a. Defining objectives and integrating digital accessibility into processes4
 - b. Mapping and measuring the accessibility of the most widely used tools4
 - c. Enhancing the accessibility of digital services5
 - A more accessible website factory and trained contributor teams5
 - More accessible recruitment and career mobility portals.....5
 - A more accessible intranet and trained contributor teams5
 - Audits and corrective actions initiated6
- II. 2025 Action Plan.....7
 - d. Advancing accessibility collectively7
 - e. Equipping teams to effectively integrate accessibility.....8
 - Raising awareness and equipping communication teams.....8
 - Raising awareness among purchasing and contracts teams8
 - Raising awareness and supporting training teams8
 - Equipping IT and digital teams9
 - Equipping and supporting employees with disabilities.....9
 - f. Scaling up digital accessibility across internal and external digital media9
 - Measuring and improving the accessibility of websites using the site factory9
 - Continuing audits and improvements to digital services..... 10
- III. 2026 Action Plan..... 11

I. 2024 Action Plan review

2024 marked the launch of TotalEnergies' 2024–2026 multi-year digital accessibility plan.

Numerous initiatives were undertaken to achieve the objectives of raising awareness, assessment, and structuring digital accessibility within the Company.

a. Defining objectives and integrating digital accessibility into processes

The goals for incorporating digital accessibility were defined and reiterated in a position paper distributed internally.

Two main guiding principles were emphasized:

- **Be ambitious with new IT projects** by selecting or developing solutions that meet, at a minimum, regulatory compliance standards. To support this ambition, the architecture framework has been enhanced with a new rule outlining mandatory practices related to Digital Accessibility and the KISS methodology (the Company's internal project methodology). This rule also specifies how digital accessibility must be integrated into IT projects.
- **Be pragmatic when addressing existing tools and applications.**

An initiative led by the IT Department in 2024 helped to establish a map identifying areas requiring improvement, with a focus on tools most widely used internally (e.g., HR tools) and by external customers.

b. Mapping and measuring the accessibility of the most widely used tools

The mapping initiative led by the IT Department enabled an assessment and measurement of the accessibility of:

- 13 external digital services for customers and the general public.
- 20 internal digital services for employees.

All teams managing these services were made aware of digital accessibility goals and issues. These topics were also presented to TotalEnergies' partners, publishers, and digital solution providers.

As a result of these actions, training programs were deployed in the last quarter of 2024:

- Over 40 people received training on incorporating accessibility in content design and publication.

- More than 20 individuals in France, Spain, and Belgium were trained in the main accessibility rules for web interface development.

c. Enhancing the accessibility of digital services

Alongside or following the mapping initiative, several key projects made significant strides in integrating digital accessibility.

A more accessible website factory and trained contributor teams

In 2024, teams working on the new version of the website factory (Web Factory Alpha) were supported by a digital accessibility expert during the design phase.

- By the end of 2025, the technical foundation of the website factory is expected to enable the creation of websites with an RGAA compliance rate above 80%.
- Between July and November 2024, 14 training sessions on incorporating digital accessibility into content design and writing were delivered to teams responsible for maintaining websites built using the factory.
- The new website factory has been progressively deployed across more than 160 of the Company's websites.

The 2025 action plan includes continuing audits of deployed websites and providing support to editorial teams. Digital accessibility is also integrated into major developments of the website factory.

More accessible recruitment and career mobility portals

All recruitment and internal mobility portals were redesigned with the support of a digital accessibility expert.

Accessibility statements for these portals will be updated in 2025 to reflect the compliance levels identified during audits conducted at the end of 2024.

These portals are required to achieve RGAA compliance levels between 75% and 85%.

A more accessible intranet and trained contributor teams

The WAT intranet, available to employees, has also benefited from accessibility improvements:

- A compliance audit conducted in 2023.
- Corrective updates implemented in 2024.
- Training sessions on publishing accessible content delivered in both French and English to several contributor teams.

A new compliance audit is scheduled for 2025 to evaluate the results achieved.

Audits and corrective actions initiated

In 2024, four compliance audits were carried out on other media, mainly covering services and applications related to electric vehicle charging stations.

Several follow-up audits and new audits are already planned for 2025.

II. 2025 Action Plan

The 2025 digital accessibility action plan focuses on three key objectives:

- Advancing digital accessibility **collectively**.
- **Equipping teams** to effectively integrate digital accessibility.
- **Scaling up** digital accessibility across both external and internal digital platforms.

d. Advancing accessibility collectively

In 2021, TotalEnergies established a Digital Accessibility Steering Committee. It comprises:

- A **Steering Committee** responsible for monitoring and guiding this multi-year plan. This committee includes representatives from HR, the Mission Handicap team, the Communications Department, IT, and Digital.
- A **Company Digital Accessibility Officer**, attached to the Information Systems Department and chair of the steering committee.

To strengthen the governance of this initiative, TotalEnergies aims to:

- Maintain quarterly steering committee meetings to monitor digital accessibility actions.
- Expand the committee to include:
 - Representatives from the Purchasing departments to ensure the systematic inclusion of digital accessibility requirements.
 - Representatives from Business teams to accelerate the integration of accessibility into key services offered to TotalEnergies customers.
- Create a TotalEnergies Digital Accessibility Working Group and define operational goals to support internal knowledge and resource sharing.

Aligned with the objectives of the Multi-Year Plan and the 2024 action plan, TotalEnergies intends to continue:

- Regular participation in events with other companies (experience sharing, best practices, working groups, etc.).
- Monitoring and sharing best practices and technological innovations (e.g., generative AI, Extended Reality – XR) to drive internal progress on digital accessibility.

e. Equipping teams to effectively integrate accessibility

Under the previous multi-year plan and the 2024 action plan, numerous awareness-raising efforts were launched. The goal now is to continue and scale these initiatives.

TotalEnergies aims to raise awareness and provide tools that foster the integration of digital accessibility.

Raising awareness and equipping communication teams

- Raise awareness and familiarize internal communication teams with digital accessibility, particularly during content design and publishing stages. Organize a digital accessibility day in 2025 featuring workshops to train selected internal communication teams.
- Continue awareness programs in French and English for intranet contributors
- Consider implementing a graphic charter dedicated to accessible digital content (infographics, documents, PDFs, etc.).

Raising awareness among purchasing and contracts teams

- Raise awareness among Purchasing and Contracts teams with a view to integrating them into the Digital Accessibility Steering Committee.
- Continue awareness efforts within the Purchasing departments and broaden the inclusion of accessibility in all RFPs (requests for proposals) for digital services and solutions.
- Ensure teams are verifying the integration of accessibility-related SLAs (Service Level Agreements) within the IT scope.

Raising awareness and supporting training teams

- Create and lead a digital accessibility working group within TotalEnergies Learning Solutions.
- Develop a checklist of accessibility rules for service providers designing online training courses (work began in December 2024).
- Identify the awareness needs of technical teams responsible for testing online training modules.
- Design and deliver an information session for testing teams on how to assess the accessibility of online training modules.
- Define accessibility objectives for training content and introduce indicators to track progress.

Equipping IT and digital teams

- Provide recorded awareness sessions (in English and French) for editorial and development teams.
- Set up an IT service offering to support teams with accessibility integration and audits. To facilitate and scale up accessibility efforts, TotalEnergies plans to establish a digital accessibility consulting and expertise service by 2025. The Company also intends to identify and list specialized digital accessibility firms—ideally from the social and solidarity economy—to support projects involving audits, compliance, and awareness. This service will support a broader rollout of assistance, training, and auditing in digital accessibility.

Equipping and supporting employees with disabilities

In 2025, a mapping of assistance tools available to employees with disabilities will be launched.

This work will focus in particular on:

- Screen readers.
- Display customization solutions.
- Voice recognition and voice control software.
- Reading and writing assistance tools.

The objective is to enhance support for teams using these technologies.

f. Scaling up digital accessibility across internal and external digital media

Measuring and improving the accessibility of websites using the site factory

Launched in 2023, the overhaul of TotalEnergies' site factory is improving accessibility on more than 160 websites. The new version was rolled out in 2024, accompanied by training for editorial teams.

In 2025, the following actions have been identified:

- Continue accessibility improvements on the site factory platform to reach maximum compliance (80% RGAA compliance at the end of 2024).
- Conduct digital accessibility audits on a significant number of factory-based sites to:
 - Assess the accessibility of published content and continue awareness-raising and support for editorial teams.

- Publish TotalEnergies' digital accessibility policy.
- Provide contact information for users with disabilities to report any accessibility issues.
- Measure and publish compliance levels of websites deployed in France and Europe in particular.

Continuing audits and improvements to digital services

Several ongoing projects will continue efforts to evaluate and enhance accessibility.

At the time of publication of this action plan, the following actions are already planned:

- Audits and counter-audits of various sites and geolocation applications for charging stations.
- Audits of three internal sites.
- Ongoing and final corrective work on recruitment portals, including accessibility considerations for the creation of a new portal.
- Continuation and finalization of corrective work and a counter-audit of the TotalEnergies intranet, supported by a digital accessibility expert for new developments.
- Audits of several factory-based websites.

III. 2026 Action Plan

The 2026 Action Plan will be published no later than January 2026.