



TotalEnergies

Digital Accessibility Action Plans

2024-2026

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I. 2026 Action Plan

The 2026 digital accessibility action plan is structured around three key objectives:

- Advancing digital accessibility collectively;
- Relying on the relevant teams to effectively integrate digital accessibility into their practices;
- Scaling up the integration of digital accessibility across both external and internal digital media.

a. Advancing accessibility collectively

As early as 2021, TotalEnergies established a governance structure dedicated to digital accessibility. It comprises:

- **A Digital Accessibility Steering Committee**, responsible in particular for monitoring and developing this multi-year plan. The committee brings together representatives from HR and the Mission Handicap team, the Communications Department, IT, and Digital teams;
- **A Company Digital Accessibility Officer**, attached to the Information Systems Department and acting as Chair of the Steering Committee.

To further strengthen the governance of this topic, TotalEnergies intends to:

- Maintain a Steering Committee meeting on a quarterly basis to ensure regular monitoring of digital accessibility actions;
- Expand the Steering Committee to include:
 - Representatives from the Purchasing departments, to enable the systematic integration of digital accessibility requirements;
 - Representatives from the Legal departments, to ensure the legal compliance of actions undertaken and documents published, support teams in integrating accessibility requirements into contracts, calls for tenders, and official documents, and secure the Company's approach on this topic;
- Launch an initiative to identify representatives from Business teams (one representative per business line) in order to accelerate the integration of accessibility into the key services offered to TotalEnergies' customers.

In line with the objectives of the Multi-Year Plan and previous action plans, 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 (generative AI, Extended Reality – XR) in order to accelerate internal progress on digital accessibility;
- Developing the “Digital Accessibility” SharePoint site as a reference source and documentation hub on the topic.

In addition, in 2026, TotalEnergies plans to review and optimize its external contact mechanism related to accessibility matters, in order to define how incoming requests are handled and routed, and to facilitate their effective management by the relevant teams.

b. Acting and collaborating with the relevant teams to effectively integrate accessibility

Under the previous multi-year plan and earlier action plans, numerous awareness-raising and training initiatives were carried out. The objective now is to build on these efforts by leveraging the teams that have already been trained.

Raising awareness among IT and Digital teams

- Continue the training initiatives launched in 2024–2025 by organizing webinars on integrating digital accessibility into interface design.

Raising awareness and equipping Communication teams

- Conduct a detailed audit of the various guidelines and charters – Editorial, Video Production, Communications, and Web – to verify and integrate digital accessibility requirements within them.
- Promote the rollout of accessible PowerPoint document templates, supplemented with tutorials on how to properly address accessibility.
- Promote and deploy “ready-to-use” workshops made available to TotalEnergies Communication teams.

Relying on Purchasing, Contracts, and Legal teams

- Integrate Purchasing, Contracts, and Legal teams into the Digital Accessibility Steering Committee;
- Continue working with Purchasing departments and the Legal Division to extend the integration of accessibility requirements across all contractual documents relating to digital solutions or services;
- Introduce a dedicated accessibility Service Level Agreement (SLA) within team practices (IT scope).

Equipping IT and Digital teams

Carry out the ongoing qualification work to create two AI agents with the following objectives:

1. Support employees in accessing legal and methodological information;
2. Assess the compliance and declarative obligations of IT tools.

c. Scaling up the integration of digital accessibility across both external and internal digital media

Continuing the integration of accessibility for websites based on the site factory

Launched in 2023, the overhaul of TotalEnergies' site factory has improved the integration of accessibility across more than 160 websites. The rollout of the new version was carried out in 2024, combined with awareness-raising initiatives for editorial teams, followed by audits in 2025.

In 2026, the following actions have been identified:

- Continue improving accessibility within the site factory core in order to exceed 80% RGAA compliance (a level reached in 2025);
- Conduct an accessibility audit of mapping functionalities deployed within the site factory and on totalenergies.com;
- Continue digital accessibility audits across a significant portion of the websites relying on the site factory, in order to:
 - Analyze the accessibility of published content and continue awareness-raising and support initiatives for editorial teams;
 - Publish TotalEnergies' digital accessibility policy;
 - Share the contact points made available to visitors with disabilities to report any difficulties they may encounter;
 - Measure and publish the compliance levels of websites deployed in France and in Europe in particular.

Continuing audit and improvement efforts across digital services

Numerous projects will continue the work of assessing and improving digital accessibility.

As of the publication date of this action plan, the following actions are already planned:

- Monitor compliance and the integration of digital accessibility within teams responsible for services identified as priorities, as well as for websites based on the site factory, through the implementation of a shared monitoring tool;
- Following the model of the monitoring surveys conducted in 2025, carry out a biannual survey among services identified as priorities in order to assess progress made, analyze the measures implemented, and identify early warning signs of delays or gaps in the implementation of accessibility;
- Continue supporting teams responsible for services identified as priorities, as well as teams that seek assistance from the Digital Accessibility Officer;
- Continue and finalize corrective actions on recruitment and internal mobility portals;
- Conduct an audit of the intranet to measure the new levels of accessibility achieved;
- Conduct an audit of the corporate website totalenergies.com to measure the new levels of accessibility achieved;
- Conduct audits of several websites based on the site factory;
- Define the scope with the vendor and monitor the implementation of requested accessibility improvements for the future internal catering management application for employees;
- Update the list of B2C e-commerce services operating within the European Union in order to integrate them into the monitoring framework for services identified as priorities.

Continuing the analysis of digital accessibility for audiovisual equipment

In 2026, collaboration with project teams will also continue in order to:

- Review the VPATs (Voluntary Product Accessibility Templates) of audiovisual equipment deployed in meeting rooms. The objective is to verify support for accessibility features and to guide equipment configuration prior to deployment in meeting rooms;
- Verify the digital accessibility of the new user journey within meeting rooms.

II. Review of the 2024 and 2025 Action Plans

Numerous actions were carried out to meet the objectives of awareness-building, assessment, and structuring the integration of digital accessibility within the Company.

a. Defining objectives and integrating digital accessibility into processes

The objectives for integrating digital accessibility were defined and reiterated in a “position paper” distributed internally.

Two main guiding principles were highlighted:

- **Be ambitious for new IT projects** by selecting and/or developing solutions that are at least compliant with regulatory requirements. To support this ambition, the architecture framework was enhanced with a new rule specifying mandatory practices related to Digital Accessibility and the internal project methodology, and detailing how digital accessibility must be integrated into IT projects;
- **Be pragmatic when addressing existing tools and applications.** An initiative led by the Information Systems Department made it possible, in 2024, to develop a mapping exercise to identify the efforts required, with a focus on tools most widely used internally (for example HR tools) and by external customers.

In addition, a digital accessibility audit process was defined in order to provide greater clarity on the need to plan regular and structured assessments of both internal and external digital media.

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

The mapping initiative led by the Information Systems Department enabled the 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 responsible for managing these services were made aware of the challenges and objectives related to digital accessibility. These topics were also presented to TotalEnergies’ partners, publishers, and digital solution providers.

Following these actions, training programs were deployed during the last quarter of 2024:

- More than 40 people were trained on integrating accessibility into content design and publication;
- More than 20 people in France, Spain, and Belgium were trained in the main accessibility rules for web interface development;
- A survey was launched in June 2025 through the distribution of a questionnaire to the owners of priority applications and websites, followed by a second survey initiated in December 2025. The objective was to identify the status of audits and remediation plans that are still ongoing.

c. Raising awareness and training teams

In the last quarter of 2025, a comprehensive communication plan was defined by the Information Systems Department and Communications. This action plan was designed and implemented to raise awareness among all internal stakeholders.

The plan helped structure the dissemination of key information, highlight initiatives, and strengthen team awareness of digital accessibility issues.

Numerous training initiatives were also launched:

- Raise awareness and build digital accessibility skills among internal communication teams, in order to integrate accessibility during content design and publication phases. A Digital Accessibility Day featuring workshops was organized in May 2025 to train part of the internal communication teams;
- Train TotalEnergies intranet contributor teams in both French and English;
- Provide recorded awareness sessions (in French and English) for editorial and development contributor teams;
- Deliver webinars dedicated to IT teams throughout 2025;
- Create a “Design” module to deliver training sessions during the first quarter of 2026 (in French and English);
- In response to the new regulation effective as of 28 June 2025, specific communications were carried out on the European Accessibility Act (EAA). These actions informed teams about the new European digital accessibility obligations, helped anticipate regulatory changes, and reiterated the importance of compliance for the Company’s digital services.

Finally, the Digital Accessibility Working Group continued its activities in 2025. TotalEnergies took part in workshops and shared its implementation of best practices with other companies.

Raising awareness and supporting Training teams

- Create and lead a digital accessibility working group within TotalEnergies Learning Solutions, with the participation of the Mission Handicap team;

- Integrate accessibility criteria into the technical specifications for the design of e-learning content, with an initial rollout on a 2025–2026 e-learning module;
- Identify the awareness and upskilling needs of technical teams responsible for testing online training modules;
- Inform the external company in charge of technical testing about the impacts of integrating accessibility criteria into testing activities. With a solid understanding of the topic, this provider is now able to carry out technical testing accordingly;
- Define accessibility objectives for training content and implement accessibility indicators to monitor progress;
- Produce an accessible PowerPoint document, accompanied by a proposed training framework to be integrated into the Company’s training catalogue.

d. Improving the accessibility of digital services

In parallel with, or following on from, the mapping work, several flagship projects made significant progress in integrating digital accessibility.

A more accessible site factory and trained contributor teams

In 2024 and 2025, the teams working on the new version of the site factory were supported by a digital accessibility expert during the design phase.

- The technical foundation of the site factory enables the production of websites with an RGAA compliance rate of 80%;
- Fourteen training sessions on integrating digital accessibility into content design and writing were delivered to teams maintaining websites built on the site factory;
- The new site factory was deployed across more than 160 of the Company’s websites;
- The first ten websites based on the site factory were audited. These actions made it possible to continue awareness-raising and training efforts for contributor teams and to publish accessibility statements.

More accessible recruitment and career mobility portals

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

These portals now achieve average overall RGAA compliance rates of around 70%.

In 2026, accessibility statements will be updated based on the results of audits conducted at the end of 2025 and the beginning of 2026.

A more accessible intranet and trained contributor teams

The WAT intranet, made available to employees, also benefited from support to improve accessibility:

- Corrective improvements were deployed in 2024;
- Training sessions on publishing accessible content were delivered in French and English to several contributor teams in 2024 and 2025.

A new compliance audit is scheduled for 2026 to assess the results achieved.

A more accessible SharePoint

The SharePoint site dedicated to digital accessibility was reorganized to facilitate access to resources, centralize reference documents, and improve collaboration among the various teams involved.

This reorganization aims to make information more accessible and to support the upskilling of employees on this topic.

Digital accessibility of audiovisual equipment and the visitor journey

Collaboration with project teams made it possible to analyze the VPATs (Voluntary Product Accessibility Templates) of audiovisual equipment deployed in meeting rooms. The objective was to verify support for accessibility features and to guide equipment configuration.

III. 2027 Action Plan

The 2027 Action Plan will be made available no later than January 2027, upon publication of the new TotalEnergies 2027–2029 multi-year digital accessibility plan.