



2022 Digital Accessibility Annual Action Plan TotalEnergies

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This document presents TotalEnergies' annual action plan for digital accessibility, linked to the Multiannual Digital Accessibility Scheme for 2021 - 2023.

I. Digital accessibility

Digital accessibility means that websites, tools and technologies are designed and developed so that everyone can use them, regardless of how they access them and regardless of their disability.

As provided for in Article 47 of Law No. 2005-102 of 11 February 2005 on equal rights and opportunities, participation and citizenship for people with disabilities, TotalEnergies is concerned by the obligation of accessibility of its online public communication services¹.

According to Article 1 of Law No. 2004-575 of 21 June 2004 on confidence in the digital economy, online public communication services are defined as "any provision to the public or categories of the public, by means of an electronic communication process, of signs, signals, writings, images, sounds or messages of any kind which do not have the character of private correspondence".

In accordance with II of Article 47 of the previously mentioned law of 11 February 2005, they include in particular:

- Internet, intranet and extranet websites; software packages, where they constitute applications used through a web browser or mobile application;
- Mobile applications, which are defined as any application software designed and developed for use on mobile devices, such as smartphones and tablets, regardless of operating system or hardware; and
- Digital street furniture.

II. The Multiannual Scheme

The law requires the publication of a three-year plan.

It sets out TotalEnergies' commitment to the digital accessibility of its online public communication services for all users, whether disabled or not. TotalEnergies' multiannual plan was drafted on the basis of the General Accessibility Guidelines (RGAA)², published by the French Interministerial Digital Directorate. It is available for consultation.

¹ In the case of a company whose annual turnover exceeds the threshold of 250,000 euros provided for in Article 2 of Decree No. 2019-768 of 24 July 2019 on the accessibility of online public communication services for the disabled.

² Link to the RGAA : <https://www.numerique.gouv.fr>

III. The 2021 action plan

The year 2021 has been a real milestone for the company in terms of digital accessibility. In fact, the Company has set itself the ambition to improve digital accessibility everywhere for all, by becoming proactive rather than reactive on the subject. This ambition is supported by an action plan based on 3 areas: acculturation, training and integration. In 2021, the priority was acculturation. In 2022, the priority is the progressive integration of the subject.

a. Acculturation

- Carrying out numerous general awareness-raising initiatives on digital accessibility (webinars, sharing of communication materials, etc.). These actions are primarily aimed at TotalEnergies employees, regardless of their job or entity.
- Activities organized by and for the working group dedicated to the topic with volunteers from the Company, who commit themselves as much as possible. It relies on other thematic working groups that have also been set up to provide rapid and lasting solutions for users with hearing or visual disabilities, etc., identified within TotalEnergies.
- Sharing of the internal "Demonstrator" website aimed at communicating good practices on content accessibility for employees. The website is updated regularly;
- Supporting website managers and contributors in the creation of a new website/application;
- Raising awareness of digital accessibility and the responsibilities of Purchasing staff in the context of compliance with new digital tools;
- Sharing of good practices with a dedicated Workshop during the Inclusiv'Day 2021;
- Participation in the Digital Accessibility working group of the Manifesto for Inclusion to share best practices between companies

b. Training

- Provision of an e-learning module dedicated to digital accessibility at all stages of a project, available on the internal training platform, in French and English;
- Organisation of virtual classrooms opened to all to introduce accessibility with the ergonomic options available on the Microsoft tools used;

- Offering dedicated training to employees with disabilities and to employees likely to be concerned by digital accessibility in their jobs (developers, designers).
- Meetings and exchanges with external training organizations (Simplon, Webforce 3, Avencode, etc.) to welcome trainees into the Company's digital and IT teams.

c. Integration

- Proposal for individualized support for people with disabilities who are unable to navigate digital tools correctly;
- Work to set up a partnership with the Human Resources and IT teams and the VIP Unit to provide immediate assistance to people with disabilities, i.e. a "top of the range" service modelled on that provided to the Company's senior executives;
- Progressive audits of online communication services followed by publication of the accessibility declaration on the associated Accessibility pages. The audits will be carried out in priority on the most used websites;
- Interventions of a digital accessibility expert during certain website content creation projects and performance of both technical and functional tests in order to alert stakeholders of the corrections to be made;
- Use of the TotalEnergies graphic charter colours, double AA compliant;
- Utilization of a UI kit with an accessible base;
- Identification of "relay" persons in targeted departments such as training or IT

IV. Contacts

If you have any specific need or wish to know more about TotalEnergies' digital accessibility approach, a dedicated channel is available:

digital.accessibility@totalenergies.com

The approach launched is a continuous improvement process, which is not set in stone. Ideas and feedbacks from employees are essential to progress in the most agile way possible.