



2021 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 is 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.

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.
- A dedicated working group has been set up with volunteers from the Company, who commit themselves as far as possible. It is based on the 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;
- Writing press articles in the ANDRH Personnel magazine (October 2021) and C A Vous of Medef Paris (November 2021).

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).

c. Integration

- Identification of strategic sponsors, creation of a Digital Accessibility Lead and of the steering committee;
- Drafting of the multiannual scheme with an associated annual plan by the steering committee;
- Offering individual support for people with disabilities who are unable to navigate digital tools correctly;
- Implementation in September 2021 of a partnership led by the POL Department with the TGITS teams and the VIP Unit for immediate assistance and help for people with disabilities, i.e. a "top-of-the-range" service modelled on that provided to the Company's senior executives;
- Audit and publication of the accessibility declaration for the TotalEnergies website factory;
- Accessibility tests and full audits carried out to assess the compliance of certain online communication services organised with an external service provider specialised in the subject;
- 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;
- Sharing of mentions with the purchasing department for addition to contract appendices;
- Accessible design of new components (accessibility monitoring by TotalEnergies, audits to ensure compliance with RGAA - Double A);
- Use of the TotalEnergies graphic charter colours, double AA compliant;
- Creation of a UI kit with an accessible base;
- Accessibility of the new logo and the new Charter of the Company in the context of its change of name and visual identity.

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.