

# **Multi-year Accessibility Plan Société Générale 2021 – 2023**

## Table of contents

<b>1. Introduction</b> .....	2
<b>2. Accessibility policy</b> .....	2
<b>3. Identification of existing applications and websites</b> .....	2
<b>4. Management of the consideration of e-accessibility</b> .....	3
<b>5. Financial and human resources</b> .....	3
<b>6. User test</b> .....	4
<b>7. Support and processing of user feedbacks</b> .....	4
<b>8. Corrective measures</b> .....	4
<b>9. Familiarisation and training activities</b> .....	4
<b>10. Use of external expertise</b> .....	4
<b>11. Consideration of accessibility in market procedures</b> .....	5
<b>12. Monitoring and validation process</b> .....	5
<b>13. Annual action plan</b> .....	5

## 1. Introduction

In accordance with article 47 of Law no. 2005-102 of 11 February 2005 on the equality of rights and opportunities, participation and citizenship of people with disabilities, and Order no. 2019-768 of 24 July 2019 on the accessibility of online public communication services for people with disabilities, the purpose of this document is to present the Multi-year Accessibility Plan of Société Générale, a public limited company with a capital of 1,066,714,367.50<sup>1</sup> with unique identification number 552.120.222 Companies Register of Paris, the registered office of which is located at 29, boulevard Haussmann, 75009 Paris.

This multi-year plan covers the years 2021 to 2023. It may be reviewed and improved each year when the annual action plan report is prepared.

## 2. Accessibility policy

Société Générale is the signatory of the “[Manifesto for the inclusion of people with disabilities in economic life](#)”, which includes optimising access to the company's digital tools for people with disabilities, the integration of e-accessibility in the design of information system master plans and the development of digital solutions.

E-accessibility is one of the 4 axes of the Société Générale's policy for the integration of people with disabilities, which also includes recruitment and integration, training and sustainable purchasing.

This multi-year plan describes the approach and the measures taken by Société Générale to gradually ensure accessibility to its extranet, intranet and internet websites, mobile applications and software packages designed for customers and employees.

As Société Générale is divided into Business Units (BU) and Service Units (SU), each of these entities carries out its own actions for accessibility.

## 3. Identification of existing applications and websites

Under each BU/SU of the Group, an identification of all external and internal applications and websites has been or is being carried out. In order to help the BUs/SUs, a list of criteria was established to identify the priority applications and websites for compliance upgrade. By the end of the year 2023, a large part of Société Générale applications or websites identified as priorities will have been audited.

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<sup>1</sup> Sic.

Each BU/SU publishes its accessibility statements on its various websites and applications concerned. Each accessibility statement is available on a dedicated page “e-accessibility” that can directly be accessed from the footer of the homepage or from any page of the website.

A non-exhaustive list of main external Société Générale websites and the link to the accessibility statements is provided in the appendix of the annual action plan. This list shall be updated every year. The applications and websites designed only for the employees of Société Générale are not included in this list for reasons of confidentiality.

#### **4. Management of the consideration of e-accessibility**

The topic of e-accessibility is included in the Responsible Digital program initiated by Société Générale at the end of the year 2019 by the Information System unit of the group, and a dedicated work group comprising representatives of all the IT Departments was set up at the beginning of the year 2020. The objective of this work group is to provide to various IT Departments of the Société Générale group, the tools to natively create accessible applications or websites or to improve the accessibility of the existing ones. In addition to the work carried out under IT Departments, all the BUs and SUs should prepare their own roadmap on the topic.

Therefore, Société Générale wants accessibility to be taken into account throughout the development or updating cycle of its websites and applications.

By the end of year 2023, the Société Générale aims that for any creation of website or application, the e-accessibility criteria are taken into account at each phase of the project (from design to development and user testing).

#### **5. Financial and human resources**

##### **Human resources employed for e-accessibility**

The e-accessibility advisor of Société Générale is the CSR manager of the Transformation, Processes & Information Systems Department of the Resources Department. His/her role is to coordinate the production, monitoring and updating of the multi-year accessibility plan and the annual action plan of Société Générale.

Under BUs/SUs, an organisation was established and an e-accessibility point of contact or advisor was appointed. He/she is responsible for the development of entity’s annual action plan and operational monitoring of the entity’s activities.

##### **Budget**

The BUs/SUs prepare their annual budget to finance their action plan.

## **6. User test**

Under BUs/SUs, feasibility studies are being carried out to set up group of content testers comprising, insofar as possible, people with disabilities.

## **7. Support and processing of user feedbacks**

As the work progresses, a dedicated point of contact will be included in each accessibility statement available on the websites or applications to enable users with disabilities to reports their difficulties.

## **8. Corrective measures**

At the end of each evaluation/audit of the website or application, an action plan (corrective measures, deadline, assignment of responsibilities by function or department, etc.) must be prepared to correct critical non-compliances as soon as possible.

## **9. Familiarisation and training activities**

### **Training**

A training and familiarisation plan for e-accessibility is in the process of being defined. At this stage, the target populations and their specific requirements in terms of training and familiarisation on the subject of e-accessibility are being identified by the BUs/SUs.

### **Familiarisation**

Familiarisation workshops for the members of various departments (including General Management) and others aimed for a broader public were developed in 2020 and are regularly organised to explain what e-accessibility is and its implications on the company and its ecosystem.

Additionally, a Master class on e-accessibility was designed for the Group in order to familiarise all the employees as well the external public: [https://youtu.be/oRA\\_CrGxGgw](https://youtu.be/oRA_CrGxGgw)

## **10. Use of external expertise**

From the 2nd quarter of 2021, Société Générale will have a list of external service providers who are experts in e-accessibility, from the Social and Solidarity Economy (STPA and ESUS) capable of assisting BUs/SUs for audits, ensuring compliance and training. After this listing, the BUs/SUs may perform audits on the websites and applications that have been identified as priorities for the year 2021.

For the next few years, new audits will be performed according to the priorities of each BU/SU.

## **11. Consideration of accessibility in market procedures**

The Group works for a better consideration of e-accessibility in its relations with its suppliers. As part of its Sustainable purchasing policy, Société Générale identified the categories of purchasing concerned by e-accessibility. Criteria related to e-accessibility have been defined and are gradually used in the relevant calls for tender.

## **12. Monitoring and validation process**

It is the responsibility of each BU/SU to perform audits for the priority applications and websites within its scope and to publish accessibility statements of these websites. These audits are performed internally or with the support of specialised external service providers.

## **13. Annual action plan**

The action plan of Société Générale is to summarise the action plans defined under each BU/SU. A report will be prepared at the end of each year.