

DIGITAL ACCESSIBILITY

REVIEW OF THE 2022 ACTION PLAN as of 15.02.2023

and

2023 ACTION PLAN

ACTION PLAN **2022** REVIEW as of 15/02/2023

No	TYPE	ACTION	DETAIL	STATUS (realized, in progress, to be done)
1	Annual action plan	Implementation of the annual action plan	Publication of the annual action plan in February/March 2022	Realized
2	Identification	Identification of all relevant applications and websites	<p>At the Group level: Criteria have been established to prioritize applications and sites requiring compliance</p> <p>At the BU/SU level: Identification of sites and applications, internal and external to the Group for each Business Unit (BU) or Service Unit (SU).</p>	<p>Realized</p> <p>In progress</p>
3	Organization	Driving action plans at BU/SU level and setting up/maintaining cross-cutting coordination	<p>At the BU/SU level, a digital accessibility coordinator is appointed, he or she leads and manages the BU/SU action plan.</p> <p>At the cross-cutting level, the monthly follow-up of the actions is up and running.</p>	<p>Realized. The coordinators were all appointed. Facilitation and guidance of action plans to be continued in 2023</p> <p>Realized.</p>
4	Human resources	Identification of requirements in terms of awareness and training	At the BU/SU level, based on the work carried out in 2021 in cross-sectional areas, identification of populations and headcounts to be targeted	In progress. Target populations and overall headcount identified. Some entities have already started awareness and training courses. Others identified specific training needs (e.g. in English)
5	Human resources	Updating recruitment procedures	Launch an action plan to adjust recruitment processes	In progress
6	Financial resources	Assessment of financial requirements	At the BU/SU level, implementation of the 2022 action plans.	Realized based on allocated budgets

No	TYPE	ACTION	DETAIL	STATUS (realized, in progress, to be done)
7	Organization	Implementation of a specific assistance procedure for users with disabilities	At the level of the SAU (Support and Assistance to Users): work is launched to set up specific procedures for assistance to users with disabilities.	In progress
8	User tests	Setting up a group of testers with disabilities	At the BU/SU level: Feasibility study to estimate the costs of setting up a group of testers; made up, as far as possible, of people with disabilities.	Not achievable for all at the Group level, after careful study of "Mission Handicap" (internal entity that promotes the employment and professional insertion of differently abled people) but local initiatives carry on.
9	User feedbacks	Considering the comments of testers	Regarding online digital services from each BU/SU, the comments of the testers are taken into account as part of the modifications/redesigns of the digital services.	In progress
10	Communication	Implementation of communication activities related to e-accessibility	At Group level: The subject of e-accessibility is integrated into the CSR - Digital Responsible communication plan 2022. At the level of each BU/SU: Communication actions dedicated to e-accessibility integrated in the BU/SU 2022 communication plan.	Realized. Actions continue at the Group level and in the BU/SU, which set up presentations targeted to the different trades but also seminars for the "general public" that bring together entire teams.
11	Audits	Identification of digital services to be audited first	At the BU/SU level, identify digital services and plan audits to be carried out in 2022.	Realized. Entities identified services, planned, and conducted audits. To be continued in 2023.
12	Audits	Industrialize the audit process	At Group level, consider the feasibility of creating an internal team of auditors and, where appropriate, implement it.	Realized. Team created and operational. The first audits were carried out.
13	Ensuring compliance	Ensuring compliance with RGAA (<i>Référentiel général d'amélioration de l'accessibilité</i> = General Accessibility Improvement	At Group level, validate a Group ambition to help the BU/SU prioritize compliance actions. At the BU/SU level, based on the results of audits (and identified non-conformities), manage compliance.	Realized In progress

No	TYPE	ACTION	DETAIL	STATUS (realized, in progress, to be done)
		Framework) for some websites and applications		
14	Accessibility statement	Publication of accessibility statements of websites	At BU/SU level, publication of accessibility declarations on the various relevant sites / applications, in progress. These accessibility statements are available via the footer.	In progress Published 601 accessibility declarations (+300 published in 2022).
15	Trainings	Training(s) of teams depending on type of population (communication teams, developers, graphic studio, all the contributors (accessibility to visuals and contents, office automation documents))	At Group level: Continue to work on the training offer (in English for IT trades and also for non-IT trades). At the level of each BU/SU: Develop a training plan so that our employees acquire the best practices and are able to produce accessible sites and applications.	In progress In progress
16	Awareness	Internal action(s) for e-accessibility	Acculturation actions initiated in governance meetings & team meetings.	In progress

ACTION PLAN 2023

No	TYPE	ACTION	DETAIL	STATUS (completed, in progress, to be done)
1	Annual action plan	Publication of the annual action plan	Publication of the annual action plan in February/March 2023	Realized
2	Identification	Identification of all relevant applications and websites	At the Group level: Criteria have been established to prioritize applications and sites requiring compliance At the BU/SU level: Continue the identification of internal and external sites and applications to the Groupe	Realized In progress
3	Organization	Driving action plans at BU/SU level and setting up/maintaining cross-cutting coordination	At the BU/SU level, a digital accessibility coordinator is appointed, he or she leads and manages the BU/SU action plan. At the transversal level, the (monthly) monitoring of actions is operational.	In progress. To be continued in 2023.
4	Human resources	Identification of requirements in terms of awareness and training	At the BU/SU level, based on the work carried out in 2022 in cross-sectional areas, carry on with identification of populations and headcounts to be targeted, for instance in English.	In progress
5	Human resources	Updating recruitment procedures	Globally, launch improvement actions on the accessibility of recruitment tools (recruitment tests and recruitment portal).	In progress
6	Financial resources	Assessment of financial requirements	At the BU/SU level, implementation of the 2023 action plans.	Action Completed in 2022. Each BU/SU achieves its action plan based on its own budget

No	TYPE	ACTION	DETAIL	STATUS (completed, in progress, to be done)
7	Organization	Implementation of a specific assistance procedure for users with disabilities	At the level of the SAU of each digital service, implementation of specific procedures for assistance to users with disabilities.	In progress
8	User tests	Setting up a group of testers with disabilities	At the BU/SU level: Feasibility study to estimate the costs of setting up a group of testers; made up, as far as possible, of people with disabilities.	Realized
9	User feedbacks	Taking into account the comments of testers	Regarding online digital services from each BU/SU, the comments of the testers are taken into account as part of the modifications/redesigns of the digital services.	In progress The vast majority of entities take the testers' remarks into consideration and make changes as needed when digital services are being redesigned.
10	Communication	Implementation of communication activities related to e-accessibility	At Group level: The subject of e-accessibility is integrated into the CSR - Digital Responsible 2023 communication plan At BU/SU level: Communication actions dedicated to e-accessibility integrated into the 2023 communication plan	In progress In progress
11	Audits	Identification of digital services to be audited first	At the BU/SU level, identify digital services and plan audits to be carried out in 2023	In progress
12	Audits	Industrialize the audit process	At Group level, consider the feasibility of creating an internal team of auditors and, where appropriate, implement it	Realized

No	TYPE	ACTION	DETAIL	STATUS (completed, in progress, to be done)
13	Ensuring compliance	Ensuring compliance with RGAA (<i>Référentiel général d'amélioration de l'accessibilité</i> = General Accessibility Improvement Framework) for some websites and applications	<p>At the Group level, validate a Group ambition to help BUs/SU prioritize compliance actions.</p> <p>At the BU/SU level, based on the results of audits (and identified nonconformities), manage compliance. Build-in "by design" criteria for new applications.</p>	In progress
14	Accessibility statement	Publication of accessibility statements of websites	<p>At BU/SU level, publication of accessibility declarations on the various relevant sites / applications, in progress. These accessibility statements are available via the footer.</p> <p>Implementation of the follow-up of the e-accessibility declaration through a management support tool.</p>	<p>In progress</p> <p>To be done</p>
15	Training	Training(s) of teams depending on type of population (communication teams, developers, graphic studio, all the contributors (accessibility to visuals and contents, office automation documents))	<p>At the Group level: continue to work on the training offer (in English for IT professions and for non-IT professions)</p> <p>At the level of each BU/SU: Develop a training plan so that our employees acquire the best practices and are able to produce accessible sites and applications.</p>	<p>In progress</p> <p>In progress</p>
16	Awareness	Internal action(s) for e-accessibility	Acculturation actions initiated in governance meetings & team meetings.	In progress

Appendix: List of some Société Générale sites (France)

Name and address of the site	Link to the Accessibility Statement	RGAA Compliance Status/Rate
The Group's institutional website	https://www.societegenerale.com/fr/accessibilite/numerique	Partially compliant (95%)
Investor site	https://investors.societegenerale.com/fr/accessibilite/numerique	Partially compliant (97%)
Societe Generale for Individuals (EIP) website	https://particuliers.societegenerale.fr/accessibilite/numerique	Partially compliant
Societe Generale Private Banking website	https://www.privatebanking.societegenerale.com/fr/accessibilite/	Non-compliant
Website of public service employees (BFM)	https://particuliers.societegenerale.fr/accessibilite/numerique	Partially compliant
Societe Generale for Business website	https://entreprises.societegenerale.fr/accessibilite/numerique	Partially compliant
https://professionnels.societegenerale.fr	https://professionnels.societegenerale.fr/accessibilite/numerique	Partially compliant
Societe Generale for Associations website	https://associations.societegenerale.fr/accessibilite/numerique	Partially compliant
Societe Generale Insurance website	https://www.assurances.societegenerale.com/fr/footer/accessibilite/	Partially compliant (90%)
Societe Generale Foundation	https://fondation-solidarite.societegenerale.com/fr/accessibilite/numerique	Partially compliant (62%)