

Multi-year Accessibility Plan Societe Generale 2021 – 2023

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1. Introduction

Pursuant to Article 47 of Law No. 2005-102 of 11 February 2005 on equal rights and opportunities, participation and citizenship of persons with disabilities, and Decree No. 2019-768 of 24 July 2019 on the accessibility of online communication services to the public for persons with disabilities, the purpose of this document is to present the Multi-Year Accessibility Plan of Societe Generale, a public limited company with a capital of 1,046,405,540 euros with a unique identification number of 552.120.222 RCS Paris, whose registered office is located at 29, boulevard Haussmann, 75009 Paris.

This multiannual plan covers the years 2021 to 2023. It may be reviewed and enriched each year when the annual action plan is reviewed.

2. Accessibility policy

Societe Generale is a signatory of the "[Manifesto for the inclusion of people with disabilities in economic life](#)", which provides in particular for the optimization of access to the company's digital tools for people with disabilities, the integration of digital accessibility in the design of master plans for information systems and the development of digital solutions.

Digital accessibility is one of the 4 pillars of Societe Generale's policy on the integration of people with disabilities, which also includes recruitment & integration, training and responsible purchasing.

This multi-year plan describes the approach and measures taken at Societe Generale level for the progressive accessibility of its websites, intranet and extranet, mobile applications and software packages for customers and employees.

As Societe Generale is organized into Business Units (BU) and Service Units (SU), each of these entities carries out its own accessibility actions.

3. Identification of existing sites and applications

At the level of each BU/SU of the Group, a census of all internal and external sites and applications has been carried out or is in progress. To assist BU/SU, a list of criteria has been established to identify priority sites and applications for compliance.

By the end of 2023, a large proportion of Societe Generale's sites or applications identified as priorities will have been audited.

Each BU/SU publishes its accessibility statements on its various sites and applications concerned. Each accessibility declaration is available on a dedicated "digital accessibility" page that can be consulted directly from the bottom of the page of the home page and from any page of the site or, for mobile applications, on Societe Generale's internal site or with other information available when downloading the application.

Attached to the annual action plan is a non-exhaustive list of external Societe General sites with links to their accessibility statement. This list will be updated annually. The sites and applications intended only for Societe Generale employees do not appear there for reasons of confidentiality.

4. Organization of the consideration of digital accessibility

The topic of digital accessibility is integrated into the Digital Responsible program launched by Societe Generale at the end of 2019 by the Group's Information Systems division and a dedicated working group bringing together representatives of all IT departments was launched at the beginning of the year 2020. The objective of this working group is to provide the various IT departments of the Societe Generale group with the tools to create natively accessible sites or applications or to improve the accessibility of existing ones.

In addition to the work carried out at the level of the IT Departments, all the BUs and SU must establish their own roadmap on the subject.

Thus, Societe Generale is aiming accessibility to be considered throughout the development or update cycle of sites and applications.

By the end of 2023, Societe Generale's ambition is that for any site or application creation, digital accessibility criteria will be considered at each phase of the project (from design to development and user tests).

5. Human and financial resources

Human resources employed for digital accessibility

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

At the BU/SU level, an organization has been set up with the designation of a referent or e-accessibility contact point. The latter is responsible for drawing up the entity's annual action plan and for the operational monitoring of the entity's actions.

Budget

Accessibility action plans are funded by the BUs /SUs.

6. User Testing

At the BU/SU level, feasibility studies are being carried out to set up groups of content testers made up, as far as possible, of people with disabilities.

7. Support and processing of user feedback

As the work progresses, a dedicated means of contact will be specified in each accessibility declaration present on the sites or applications to allow users with disabilities to report their difficulties.

8. Corrective measures

At the end of each site evaluation/audit or application, an action plan (corrective measures, deadlines, assignment of responsibilities by function or department, etc.) must be established to correct blocking non-conformities as quickly as possible.

9. Training and awareness-raising

Training

The target populations and their specific needs in terms of training and awareness on the theme of digital accessibility are being identified by the BUs/SU which are establishing a training and awareness plan dedicated to digital accessibility.

Awareness

Awareness-raising workshops for members of different entities (including the General Management) and others aimed at a wider audience have been developed in 2020 and are regularly organized to explain what digital accessibility is and what it means for our company and its ecosystem.

In addition, a Masterclass has been designed by the Group about e-accessibility to raise awareness among all employees but also the external public:

https://youtu.be/oRA_CrGxGgw

<https://twitter.com/SocieteGenerale/status/1403312619881181188?s=20>

https://www.linkedin.com/posts/societe-generale_formation-rse-greenit-activity-6809079717740761088-JW34

<https://www.facebook.com/societegenerale.france/posts/4620876494598763>

10. Use of external expertise

Since the 2nd quarter of 2021, Societe Generale has a listing of external service providers experts in digital accessibility, from the Social and Solidarity Economy (STPA and ESUS) able to support the BU/SU for audits, compliance, and training.

Since this referencing, the BU/SU have launched audits on the sites and applications identified as priorities.

11. Consideration of accessibility in procurement procedures

The Group is working to better take digital accessibility into account in its relations with its suppliers. As part of its Responsible Purchasing policy, Societe Generale has identified the categories of purchases concerned by digital accessibility. Criteria related to digital accessibility have been defined and are gradually being rolled out in the context of the relevant calls for tenders.

12. Control and validation process

Each BU/SU is responsible for carrying out audits for priority sites and applications on its perimeter as well as for publishing accessibility statements for these same sites. Audits are carried out internally or with the support of external specialized service providers.

13. Annual Action Plan

Societe Generale's action plan is the synthesis of the action plans defined at the level of each BU/SU. A review will be carried out at the end of each year.