

DIGITAL ACCESSIBILITY

REVIEW OF THE 2023 ACTION PLAN as of 31.01.2024

and

2024 ACTION PLAN

REVIEW OF THE **2023** ACTION PLAN as of 31.01.2024

No	TYPE	ACTION	DETAIL	STATUS (done, in progress, to be done)
1	Annual Action Plan	Implementation of the Annual Action Plan	The annual action plan published online in February/March 2023.	Done
2	Inventory	Inventory of all the sites and applications concerned	<p>At the Group level: Criteria have been established to prioritize applications and sites requiring compliance.</p> <p>At BU/SU level: Inventory of internal and external sites and applications for each Business Unit (BU) or Service Unit (SU).</p>	<p>Done</p> <p>In progress</p>
3	Organisation	Management of action plans at a BU/SU level and implementation/confirmation of a transversal coordination	<p>At a BU/SU level, a Digital Accessibility Coordinator/Referent is appointed, who leads and manages the BU/SU action plan.</p> <p>At the cross-functional level, the monthly monitoring of actions is operational.</p>	<p>Done. The "e-accessibility" referents have been appointed. Animation and management of the action plans carried out in 2023.</p> <p>Done</p>
4	Human resources	Identification of needs in terms of awareness and training	At a BU/SU level, based on the work carried out in 2022 in transversal, identification of the populations to be targeted.	In progress. Target populations globally identified. Some entities have already started awareness-raising and training courses. Others have identified specific training needs.
5	Human resources	Updates to recruitment procedures	Launch an action plan to adapt recruitment processes.	In progress. When a candidate indicates at the time of recruitment that he or she has a disability, he or she is given the opportunity to be accompanied in his or her efforts and to benefit from additional time to carry out the recruitment tests.

6	Financial Resources	Financial Needs Assessment	At the BU/SU level, implementation of the 2022 action plans.	Carried out according to the allocated budgets.
7	Organisation	Implementation of a specific procedure for assisting users with disabilities	At the level of the UAS of each digital service, implementation of specific procedures for assistance to users with disabilities.	In progress
8	User Testing	Setting up a group of testers with disabilities	At 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.	Action not performed.
9	User feedback	Taking into account the testers' comments	At the level of the digital services put online by the BU/SU, the testers' comments are taken into account as they go along, as part of the modifications/redesigns of the digital services.	Action not performed.
10	Communication	Implementation of communication actions around digital accessibility	At BU/SU level: Communication actions dedicated to digital accessibility integrated into the 2023 communication plan of the BU/SU.	Done. Communication actions have been set up at the level of the BU/SU. They organized targeted presentations according to the business lines but also group events.
11	Audits	Identify which digital services to audit as a priority	At a BU/SU level, identify digital services and plan audits to be carried out in 2023.	Done. Entities identified services, planned and conducted audits. To be continued in 2024.
12	Audits	Industrialize the audit process	At Group level, study the feasibility of creating an internal team of auditors and, if necessary, set it up.	Done. Team created and operational. The audits continued in 2023 and the feedback is very satisfying.
13	Compliance	Compliance with the actual standards for some sites and applications	At the Group level, validate a Group ambition in order to help BU/SU to prioritize compliance actions.	Done

			At the BU/SU level, based on the results of audits (and identified non-conformities), manage compliance.	In progress
14	Accessibility Statement	Publication of Site Accessibility Statements	At a BU/SU level, publication of accessibility statements on the various relevant sites/applications in progress. These accessibility statements are available via the footer.	In progress 651 accessibility statements published (+50 statements published compared to 2022).
15	Training	Team training(s) by type of population (developers, communication teams, graphic studio, all contributors (accessibility of visuals and content, office documents))	Group level: Continue to work on the training offer. At the level of each BU/SU: Establish a training plan so that our employees acquire the necessary best practices and are able to produce accessible sites and applications.	Done. General e-learning in French and English and a range of training by profession are now available. In progress
16	Awareness-raising actions	Internal action(s) on digital accessibility	Acculturation actions carried out locally & in team meetings.	Done. Awareness-raising actions were proposed at Group level during the Disability Week.

ACTION PLAN 2024

No	TYPE	ACTION	DETAIL	STATUS (completed, in progress, to be done)
1	Annual Action Plan	Publication of the Annual Action Plan	The annual action plan will be published online in March 2024.	In progress
2	Inventory	Inventory of all the sites and applications concerned	<p>At the Group level: Criteria have been established to prioritize applications and sites requiring compliance.</p> <p>At a BU/SU level: Continue to identify internal and external sites and applications within the Group.</p>	Done. Applies to 2024. In progress
3	Organisation	Management of action plans at a BU/SU level and implementation/confirmation of a transversal coordination	<p>At a BU/SU level, a Digital Accessibility Coordinator/Referent is appointed, who leads and manages the BU/SU action plan.</p> <p>At the cross-functional level, the monthly monitoring of actions is operational.</p>	In progress. To be continued in 2024.
4	Human resources	Identification of needs in terms of awareness and training	At a BU/SU level, building on the work carried out in 2023, continue to identify specific needs.	In progress. A working group from several BU/SUs has been set up to audit the 2023 offer and possibly improve it for 2024.
5	Human resources	Updates to recruitment procedures	Centrally, launch actions to improve the accessibility of recruitment tools (pre-hire tests and recruitment portal).	In progress
6	Financial Resources	Financial needs assessment	At the BU/SU level, implementation of the 2024 action plans.	In progress. Each BU/SU carries out its action plan according to its own budget for 2024.

7	Organisation	Implementation of a specific procedure for assisting users with disabilities	At the level of the "Assistance To Users" of each digital service, implementation of specific procedures for assistance to users with disabilities.	In progress
8	Communication	Implementation of communication actions around digital accessibility	At BU/SU level: Communication actions dedicated to digital accessibility integrated into the BU/SU communication plan.	In progress
9	Audits	Identify which digital services to audit as a priority	At the BU/SU level, identify digital services and plan audits to be carried out.	In progress
10	Audits	Industrialize the audit process	At Group level, creation and implementation of an internal team of auditors.	In progress. Internal audits continue in 2024.
11	Compliance	Compliance with the actual standards for some sites and applications	At the Group level, validate a Group ambition in order to help BU/SU to prioritize compliance actions. At the BU/SU level, based on the results of audits (and identified non-conformities), manage compliance. Integrate "by design" criteria for new applications.	Done , applies in 2024. In progress
12	Accessibility Statement	Publication of Site Accessibility Statements	At a BU/SU level, publication of accessibility statements on the various relevant sites/applications in progress. These accessibility statements are available via the footer.	In progress

			Implementation of the follow-up of the e-accessibility declaration through a management tool.	In progress
13	Training	Team training(s) by type of population (developers, communication teams, graphic studio, all contributors (accessibility of visuals and content, office documents))	Group level: Continue to work on the training offer (in English for IT jobs and also for non-IT jobs). At the level of each BU/SU: Establish a training plan so that our employees acquire the necessary best practices and are able to produce accessible sites and applications.	In progress. A working group has been set up to review the training offer in 2024 and possibly improve it. In progress
14	Awareness-raising actions	Internal action(s) on digital accessibility	Acculturation actions carried out locally & in team meetings.	In progress. Awareness-raising actions with a group scope are planned for the year 2024.

Appendix: List of some Societe Generale sites (France)

Site name and address	Link to the Accessibility Statement	WCAG AA Compliance Status/Rate
The Group's corporate 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 website for individuals (EIP)	https://particuliers.societegenerale.fr/accessibilite numerique	Partially compliant
Societe Generale Private Banking website	https://www.privatebanking.societegenerale.com/en/accessibility-not-compliant/	Partially compliant

Website of Public Service Employees (BFM)	https://particuliers.societegenerale.fr/accessibilite numerique	Partially compliant
Societe Generale website for companies	https://entreprises.societegenerale.fr/accessibilite numerique	Partially compliant
Societe Generale website for professionals	https://professionnels.societegenerale.fr/accessibilite numerique	Partially compliant
Societe Generale website for associations	https://associations.societegenerale.fr/accessibilite numerique	Partially compliant
Societe Generale Assurance website	https://www.assurances.societegenerale.com/fr/footer/accessibilite/	Partially compliant (90%)
Website of the Societe Generale Foundation	https://fondation.societegenerale.com/fr/accessibilite	Partially compliant (65%)
Societe Generale Job Offers Website	https://careers.societegenerale.com/politique-accessibilite	Partially compliant