

Multi-year Accessibility Plan Société Generale 2024 – 2026

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1. Introduction

Pursuant to the following texts:

- Article 47 of Law No. 2005-102 of 11 February 2005 on equal rights and opportunities, participation and citizenship of persons with disabilities,
- Decree No. 2019-768 of 24 July 2019 on the accessibility of online public communication services to people with disabilities,
- Ordinance No. 2023-859 of September 6, 2023, amending Article 47 of Law No. 2005-102 of February 11, 2005, and creating an article 47-1,
- The General Accessibility Improvement Framework (AA WCAG) in its version 4.1.2, which makes it easier for companies to make digital accessibility easier,

the purpose of this document is to present the Multi-Year Accessibility Plan of Societe Generale, a public limited company with a capital of 3,724,927.50 euros as of 17 November 2023 with a unique identification number of 552.120.222 RCS Paris, whose registered office is located at 29, boulevard Haussmann, 75009 Paris.

This multi-year plan covers the years 2024 to 2026. It may be reviewed and enriched each year when the annual action plan is drawn up.

2. Accessibility Policy

Societe Generale strives to facilitate and support the social and professional inclusion of people with disabilities, in line with its diversity, equity and inclusion policy. Through its various commitments (6th agreement in favour of the integration and retention of people with disabilities in 2023/2025 and the signing of the “Manifesto for the inclusion of people with disabilities in economic life”), Societe Generale is also working to optimize access to the company's digital tools for people with disabilities, the integration of digital accessibility into the design of information systems master plans and the development of digital solutions.

Societe Generale's ambition is to be a company where employees feel good as they are, reflecting the diversity of the Group's customers and the society in which the bank operates. Societe Generale promotes diversity and inclusion to build a company that aims to be both efficient and innovative, while being responsible and open to the world.

This multi-year plan describes the approach and measures taken at Societe Generale level for the gradual 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 initiatives.

3. Inventory of existing sites and applications

At the level of each of the Group's BU/SUs, an inventory of all internal and external sites and applications has been carried out or is in the process of being carried out. To assist BUs/SUs, a list of criteria has been established to identify priority sites and applications for compliance. During 2023, a large proportion of Societe Generale's sites or applications identified as priorities were audited. These audits will continue over the coming years (2024, 2025 and 2026).

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

In the appendix to the annual action plan, there is a non-exhaustive list of external Societe Generale websites with links to their accessibility statement. This list is updated annually. Sites and applications intended solely for Societe Generale employees do not appear on the list for privacy reasons.

4. Organization of the consideration of digital accessibility

The topic of digital accessibility is part of the Responsible Digital program launched by Societe Generale at the end of 2019 by the Group's Information Systems division. Dedicated working groups bringing together several representatives of the IT departments are set up according to the needs identified. The objective of these working groups is, among other things, to provide the various IT departments of the Societe Generale group with the tools to improve the accessibility of existing sites or applications.

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

Thus, Societe Generale's desire is for accessibility to be considered throughout the development or update cycle of websites and applications.

For several years, Societe Generale's ambition has been to ensure that for any website or application creation, digital accessibility criteria are considered at each phase of the project (from design to development and user testing).

5. Human and Financial Resources

Human resources employed for digital accessibility.

Societe Generale's Digital Accessibility Referent is a member of the CSR team of the RESG/API department of the Resources Department. Its role is to coordinate the production, monitoring and updating of Societe Generale's multi-year accessibility plan and annual action plan. It brings

together the various "digital accessibility" referents monthly and responds to their requests according to their needs.

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

Budget

Accessibility action plans are funded by the BU/SU.

6. Support and processing of user feedback

A dedicated means of contact is mentioned in each accessibility statement on the sites or applications to allow users with disabilities to report their difficulties.

7. Corrective measures

At the end of each site or application assessment/audit, 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.

8. Training and awareness-raising

Training

The target populations and their specific needs in terms of training and awareness-raising on the theme of digital accessibility have been identified by the BU/SU, which establish a training and awareness-raising plan dedicated to digital accessibility. General e-learning available in French and English, as well as more targeted training courses depending on the business line, are now available and will continue to be offered to the group's employees. In 2024, these courses will be evaluated again to see if there are any more suitable ones on the market.

Awareness

Awareness-raising workshops for members of the various departments (including the General Management) and others aimed at a wider audience have been set up since 2020 and are regularly organized to explain what digital accessibility is and what it implies for our company and its ecosystem.

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

https://youtu.b/ora_kreggsgw

<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>

9. Use of external expertise

Since 2021, Societe Generale has worked with a list of external service providers who are experts in digital accessibility, from the Social and Solidarity Economy (STPA and ESUS) capable of supporting BUs/SUs for audits, compliance and training. Since this referencing, the BU/SU have launched audits on the sites and applications identified as priorities.

10. Consideration of accessibility in procurement procedures

The Group is working to ensure that digital accessibility is better considered 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 relevant calls for tenders.

11. Control and Validation Process

Each BU/SU is responsible for carrying out audits for priority sites and applications within its perimeter as well as publishing accessibility statements for these same sites. Audits are carried out internally (a dedicated service has been successfully set up since 2022) or with the support of external specialist service providers.

12. Annual Action Plan

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