Multiannual Digital
Accessibility Scheme
TotalEnergies
2024-2026

Table of contents

I.   Disability awareness and inclusion at TotalEnergies

At TotalEnergies, we view the diversity of perspectives and individuals as a crucial asset to our Company. It enriches us, both on a personal and collective level. Consequently, ensuring equal opportunities and combating all forms of discrimination are central to our HR policy, influencing everything from hiring practices to career progression, across all our global operations.

This commitment means that we welcome anyone who wishes to join our company, without discrimination based on disability.

Our dedication to diversity, and more importantly, our respect for each individual, manifest in tangible actions. These include the integration of employees with disabilities into our Company, who receive continuous support throughout their careers, thanks in part to the awareness efforts of everyone involved. Thus, the Company pledges to foster the employment and integration of individuals with disabilities, achieving the legal employment rate of 6% for employees with disabilities in France by 2022.

Since October 2018, TotalEnergies has been an active member of the International Labour Organization's Global Business and Disability Network. The Company endorses the principles of its charter, with a particular commitment to "progressively make all facilities and communication methods with company staff accessible to employees with disabilities."

II. Advancing the deployment of accessible digital services

Recognizing the significant impact of digital technology on its customers, partners, and employees, TotalEnergies has been dedicated for several years to enhancing awareness and advancing digital accessibility.

Digital accessibility refers to the practice of designing digital content and services in a way that they are easily understandable and usable by individuals with disabilities, as well as by all users, regardless of the devices they use for access. It encompasses a comprehensive framework of rules and best practices that address functional, graphical, technical, and editorial facets.

Adhering to these guidelines and best practices guarantees that digital media, including websites, mobile applications, PDF documents, and others, are accessible to people with disabilities.

For instance, an accessible website enables users to:

- Personalize the display to suit their preferences, including adjusting the size of text, changing fonts, altering colors, halting animations, and more;

- Navigate through the site using assistive technologies like text-to-speech software or Braille displays;

- Browse without the need for a mouse, utilizing only the keyboard, contactors, or a touchscreen for navigation;

- Access video and audio content with the support of subtitles and/or transcriptions;

- And more, ensuring a comprehensive and inclusive digital experience.

Considering digital accessibility is also becoming more regulated globally, affecting both public and private entities. Notable regulations include:

- Article 47 of Law No. 2005-102 from February 11, 2005, in France, which mandates accessibility standards;

- The European Directive 2019/882 from April 17, 2019, specifies accessibility requirements for products and services, illustrating the growing international commitment to ensuring digital spaces are accessible to all.

Aligned with prevailing regulations and in acknowledgment of **the challenges presented by digital technology**, TotalEnergies is dedicated to enhancing the accessibility of its websites, mobile applications, and software packages.

To achieve this, TotalEnergies is rolling out a strategic plan aimed at evaluating and elevating digital accessibility. This approach is outlined in the 2024-2026 multiannual accessibility scheme, with specifics provided in the accompanying action plans.

This multiannual scheme encompasses all of the company's digital services, catering to both the general public and TotalEnergies employees.

III. Assessment of the 2021-2023 multiannual accessibility scheme

Since 2021, TotalEnergies has embarked on a significant initiative to enhance digital accessibility across all its digital platforms. The unveiling of the 2024-2026 multiannual accessibility scheme offers a moment to reflect on the achievements spurred by the preceding plan.

In 2021, TotalEnergies adopted a comprehensive, cross-functional strategy to address three core challenges: human, societal, and legal.

TotalEnergies committed to:

- Improving the digital inclusion of users of its applications;

- Respecting its commitments to the integration of people with disabilities;

- Complying with digital accessibility regulations, as stipulated by the RGAA (Référentiel Général d'Amélioration de l'Accessibilité), issued by the DINUM (Direction Interministérielle du Numérique).

The approach for 2021-2023 is anchored in a three-pronged action plan: acculturation, training, and integration.

a. Acculturation

Between 2021 and 2023, TotalEnergies organized a comprehensive series of awareness initiatives, specifically targeting teams in purchasing, IT, communications, and human resources (HR).

Among these, several key initiatives stand out for their impact and reach:

- The rollout of an e-learning module aimed at enlightening all stakeholders in the IS sector about digital accessibility;

- Inclusion of digital accessibility topics in HR Policy and Strategy CODIR meetings;

- The organization of numerous webinars, notably including one for international subsidiaries to commemorate the UN International Day of Persons with Disabilities;

- The launch of an awareness week for Digital Factory teams, featuring:

  - A 72-hour technical challenge designed to foster the creation of accessible digital products;

  - Presentations sharing feedback from users with disabilities;

  - And more.

Additionally, the Company is in the final stages of developing a SharePoint space dedicated to digital accessibility, set to launch in early 2024. This platform will serve as a central repository for sharing resources, documentation, and objectives related to digital accessibility within the organization.

As part of the 2024-2026 multiannual scheme, TotalEnergies will persist with acculturation actions. This continued effort is essential for sustaining momentum and building upon the progress achieved in making digital services more inclusive and accessible.

b. Training

To embed digital accessibility in a lasting manner, TotalEnergies has complemented acculturation actions with comprehensive training initiatives, including:

- The development of an e-learning course on digital accessibility, introduced in 2019 to enhance expertise in this critical area:
    - As a key component of the 2021-2023 scheme, several campaigns were launched to promote this course, especially targeting IT and communications teams;
    - By December 2023, over half of the IT workforce in France had successfully completed this training.
- The provision of specialized training sessions for various groups, such as Total Learning Solutions. These sessions are designed to deepen understanding of accessibility challenges and best practices in creating online training content.

Looking ahead to the 2024-2026 multiannual scheme, training initiatives will expand. This includes rolling out an extensive training program aimed at enhancing the skills of contribution teams across the Company's communication sites, both in France and globally.

c. Integration

From 2021 to 2023, under the inaugural multiannual accessibility plan, TotalEnergies achieved notable advancements in digital accessibility, including:

- The establishment of immediate IT support and assistance for employees with disabilities, ensuring prompt resolution of technical issues;
- The inclusion of a digital accessibility auditor with disabilities through the THalent Digital program, a collaborative effort with Agefiph, Simplon, and Numerik-EA. This initiative aimed to evaluate application compliance levels and pinpoint necessary corrective measures;

- Execution of extensive compliance audits across various platforms and the publication of accessibility statements for external sites such as TotalEnergies.com, careers.totalenergies.com, evcharge.totalenergies.com, elf.com, gasmobility.totalenergies.com, lubricants.totalenergies.com, and the WAT intranet, among others. These audits were instrumental in monitoring, correcting, and enhancing digital accessibility;

- A comprehensive overhaul of the Webfactory platform, the foundation for all TotalEnergies communication sites, which facilitates the creation of over 150 sites across more than 110 countries. With a focus on incorporating digital accessibility from the design phase and expert support, a strategy for the gradual migration and update of sites is set for 2024 and beyond;

- The integration of digital accessibility principles into the IS Project methodology and the establishment of specific rules within the Architecture domain;

- Etc.

Looking forward to the 2024-2026 multiannual scheme, TotalEnergies is committed to accelerating the integration of digital accessibility. The continuation and expansion of action plans will further enhance digital accessibility initiatives, leveraging the organizational foundation laid since 2021.

IV. Digital accessibility approach

a. Digital accessibility coordination

A steering committee and an accessibility coordinator to ensure monitoring and management

Right from its first multiannual scheme, TotalEnergies established a digital accessibility steering organization, consisting of:

- **A Digital Accessibility Steering Committee**, responsible for overseeing and drafting this multiannual scheme. This committee includes representatives from HR and the Mission Handicap teams, the Communications Department, and the IT and Digital departments, ensuring a comprehensive approach to digital accessibility;

- **A Digital Accessibility Coordinator**, positioned within the Information Systems Department, who directs the efforts of the steering committee.

For inquiries or further information regarding digital accessibility initiatives at TotalEnergies, stakeholders are encouraged to reach out via email to digital.accessibility@totalenergies.com.

Support for disabled employees

TotalEnergies' Mission Handicap plays a crucial role in promoting digital accessibility awareness. With its backing, a Digital Accessibility Working Group was established as part of the preceding multiannual plan. Comprising representatives of the disabled employee community, this group has been instrumental in driving awareness initiatives and highlighting encountered challenges.

Under the ongoing multiannual scheme, as well as in forthcoming action plans, the digital accessibility steering committee plans to reconvene this working group to continue its valuable work.

Calling on digital accessibility specialists

In addition to internal efforts, TotalEnergies engages with external digital accessibility experts. These specialists are vital in evaluating and enhancing the accessibility of the company's digital platforms and applications.

The experts contribute significantly to:

- Conducting awareness-raising and training sessions focused on digital accessibility and disability awareness;

- Performing digital accessibility audits and providing guidance on implementing corrective actions.

Additionally, these specialists play a crucial role in the development and periodic review of TotalEnergies' multiannual plan and the associated three-year action plan.

b. Team training and skills development

During the lifespan of this plan, we will organize training and awareness initiatives. These efforts aim to empower employees involved with our sites and applications to enhance their expertise, ensuring they consider digital accessibility and the needs of individuals with disabilities.

Details of the initial training initiatives, as part of this multiannual accessibility scheme, are outlined in the action plan for 2024.

c. Digital accessibility methodology

TotalEnergies has engaged numerous IT and Digital stakeholders to prioritize digital accessibility throughout the company.

The IT Department encompasses two main entities:

- The Information Systems Department, responsible for overseeing the IS strategy, corporate policies, and the management of the IS Division;

- TGITS, tasked with the development, deployment, operation, and enhancement of application solutions and shared IS services. Its goals include harmonizing and industrializing IS services where possible, providing a comprehensive catalog of services to meet business needs, and optimizing costs while ensuring business requirements and user service quality are met.

The Digital Factory plays a crucial role in fast-tracking the digital transformation of the Company's operations. It focuses on creating custom solutions (also referred to as digital products) designed to deliver maximum value swiftly, thereby fostering innovative working methods.

To ensure these digital products meet accessibility standards, the Digital Factory includes a 'digital accessibility auditor' role, facilitated through the THalent Digital program, a collaboration with Agefiph, Simplon, and Numerik-EA. This position is vital for evaluating the compliance of digital products and pinpointing necessary corrective measures.

Under the umbrella of the previous multiannual scheme, TotalEnergies initiated several key actions to integrate accessibility considerations into IS projects systematically:

- The creation of clauses for inclusion in contract appendices;
- The drafting of accessibility-focused content for specifications;
- The incorporation of accessibility standards into project methodologies;
- And more.

The primary goal of TotalEnergies in the forthcoming multiannual digital accessibility plan is to ensure these formalized methodologies are not only fully implemented but also consistently monitored for effectiveness.

Clauses and requirements upstream of projects

To facilitate the integration of digital accessibility in IS projects, TotalEnergies provides a suite of resources to its teams, including RFP (*Request For Proposal*) templates, specifications, and contract appendices.

Through the actions outlined in this multiannual plan, the company aims to enhance and standardize the embedding of digital accessibility requirements across all digital projects.

Integrating accessibility into project methodologies

TotalEnergies is committed to setting high standards for all new IS projects, with an emphasis on selecting or developing solutions that meet or exceed current regulatory standards for digital accessibility.

To underpin this commitment, the company's architectural framework has been updated to include a specific rule that mandates practices for digital accessibility. Furthermore, the internal IS Project methodology has been refined to detail the integration of digital accessibility considerations at every stage.

Initial internal controls and audits

Evaluating the compliance of digital products and pinpointing necessary adjustments is critical. To this end, a digital accessibility auditor has been incorporated into the Digital Factory team. This role, established as part of the THalent Digital initiative in collaboration with Agefiph, Simplon, and Numerik-EA, is crucial for assessing digital products' adherence to accessibility standards and recommending improvements.

d. Evaluation, mapping and monitoring of digital accessibility issues

Within this multiannual scheme, an initiative spearheaded by the IT Department will develop a comprehensive map to pinpoint areas for improvement, prioritizing tools widely used by both internal stakeholders (such as HR tools) and external customers.

Initiated under the first 2024 action plan, this strategy aims to facilitate the development of tools and dashboards. These resources will be instrumental in tracking and ensuring the integration of digital accessibility considerations into projects.

e. Communication, intelligence and exchange on digital accessibility

To further enhance awareness and derive insights from shared experiences, TotalEnergies is keen on fostering interactions with other organizations in its forthcoming action plans.

The Digital Accessibility Coordinator plays a crucial role in these inter-company dialogues, actively engaging in efforts to elevate awareness and exchange knowledge on digital accessibility challenges—for instance, contributing to the Manifesto for Digital Inclusion.

Additionally, as part of future action plans, TotalEnergies will organize initiatives to monitor and address emerging digital accessibility issues, such as those related to generative AI.

f. Information request

At TotalEnergies, multiple contact avenues are available:

- Employees experiencing challenges or wishing to discuss specific needs related to disabilities are encouraged to reach out to the Mission Handicap team within the Human Resources Department;

- For inquiries or feedback concerning digital accessibility, interested parties are invited to contact the digital accessibility coordinator at digital.accessibility@totalenergies.com.