



Action plans
TotalEnergies
2024-2026

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I. 2024 action plan

The 2024 action plan for digital accessibility at TotalEnergies is centered around three primary goals:

- Advancing digital accessibility as a **collective endeavor**;
- **Empowering teams with the necessary tools** and knowledge to integrate digital accessibility considerations into their work;
- Expanding the implementation of digital accessibility practices broadly **across all digital platforms**, both internal and external.

a. Collaborating to elevate accessibility standards

TotalEnergies is committed to forging new paths for employees with disabilities, emphasizing the importance of collaboration and feedback:

- Revitalizing the Digital Accessibility Working Group, which includes disabled employees, to better collect user feedback through organized testing and discussions on needs;
- Engaging in regular interactions with other companies to exchange feedback and share best practices;
- Raising awareness and educating managers and staff about the importance of digital accessibility, specifically through:
 - Developing initiatives to inform managers about digital accessibility challenges, including participation in internal committees;
 - Incorporating accessibility principles into existing office software training programs, ensuring all employees are familiar with accessibility standards.
- Leverage best practices and technological innovations, like generative AI, to accelerate progress on digital accessibility internally.

b. Empowering teams to prioritize accessibility

Following the extensive awareness initiatives under the preceding multiannual scheme, the current focus shifts towards more specialized efforts directed at roles influencing digital technology.

TotalEnergies is committed to continuing these endeavors, aiming to both increase awareness and provide the necessary tools to advance digital accessibility among its teams.

Raising awareness and equipping communications teams

- Educate and train internal communications teams to integrate digital accessibility into every digital content production project;
- Create a graphic charter for the production of accessible digital content (infographics, documents, PDFs, etc.).

Raising awareness and guiding Purchasing and Contracts teams

- Raise awareness in purchasing departments to incorporate accessibility criteria into all RFPs for digital solutions or services;
- Ensure the integration of SLAs (Service Level Agreements) dedicated to accessibility issues by IT teams.

Raising awareness and supporting Training teams

- Elaborate a checklist of accessibility rules for service providers delivering online training courses for the Company.

Tooling up IT and digital teams

- Identify the tools required to improve the consideration and evaluation of digital accessibility;
- Implement an (IT) service offering for teams requiring support/auditing.

In 2024, TotalEnergies plans to establish a service dedicated to digital accessibility expertise and consultancy, aimed at facilitating and broadening the scope of accessibility efforts. The Company seeks to identify and collaborate with firms specializing in digital accessibility, with a preference for those within the Social and Solidarity Economy. These partnerships will bolster projects through audits, ensuring compliance, and providing training. This initiative is designed to significantly expand the reach and impact of support, training, and audit activities related to digital accessibility.

c. Extending digital accessibility to external and internal digital media

Considering accessibility in the overhaul of the TotalEnergies site factory

Launched in 2023, the comprehensive redesign of the TotalEnergies site factory is set to enhance accessibility across its extensive network of over 100 websites.

Looking ahead to 2024, the project is poised to undertake several key actions:

- Advancing the overhaul of the TotalEnergies site factory, aligning with the RGAA standards;
- Transitioning a selection of TotalEnergies websites to this newly established accessible technical infrastructure;
- Providing digital accessibility training for the factory sites' managers;
- Conducting digital accessibility audits on a significant number of the factory's sites to assess compliance levels and issue digital accessibility statements.

Establishing an inventory of the applications most used by employees, partners and customers

The IT Department at TotalEnergies will spearhead an initiative to create a comprehensive map, pinpointing necessary advancements with a focus on tools extensively used by both internal staff (such as HR tools) and external customers.

This mapping effort will assess current levels of compliance and accessibility, allowing for the strategic prioritization of corrective actions based on various criteria, including contract renewals, redesign projects, and the application's significance to business operations.

II. 2025 action plan

The action plan for 2025 will be made available at the latest by January 2025.

III. 2026 action plan

The action plan for 2026 will be made available at the latest by January 2026.