

Multi-Year Digital Accessibility Plan 2022 – 2024

Digital accessibility for customers, employees and partners with disabilities is a pillar of the EDF Group's CSR (Corporate social responsibility) commitment to responsible and inclusive digital transformation.

It translates concretely into the implementation of a policy in terms of Digital Accessibility within the scope of EDF SA and the publication of this multi-year Digital Accessibility plan.

In addition, article 47 of law no. 2005-102 of February 11, 2005 on equal rights and opportunities, participation and citizenship of individuals makes it mandatory for all EDF online public communication services to be accessible to all.

Digital accessibility governance

Monitoring of the implementation of the Digital Accessibility policy is carried out within the framework of EDF's "Responsible Digital" Steering Committee. This governance committee oversees the implementation of accessibility improvements within the company :

- “digital accessibility” referents are appointed in the business units and they form a network led by EDF SA CIO office to deploy the company's policy ;
- targeted awareness and training actions are carried out with employees who contribute to accessibility ;
- consideration of accessibility is favored at all levels of the organization (purchasing, design, development, training, etc.) ;
- the multi-year plan is updated if necessary and the associated annual action plans are drawn up and made available on the edf.fr website.

A dashboard comprising indicators such as the proportion of sites having reached the “partially compliant” level is examined and monitored by the “Digital Responsible” Steering Committee.

Organizing the implementation of the digital accessibility policy

The implementation of a digital accessibility policy involves adapting the organization's internal processes. The elements below describe the priority levers on which EDF SA will rely to improve the digital accessibility of its online public communication services.

Human and financial resources allocated to digital accessibility

Human and financial resources are mobilized in each Department in sufficient quantity to implement the policy.

– The skills required in recruitment

The skill level of employees affected by digital accessibility is taken into account by requirements during internal and external recruitment.

– The acquisition of skills

All the players concerned by digital accessibility (IT project management, communicators, etc.) are gradually made aware and trained.

– The use of external skills

Whenever necessary, EDF SA calls on competent external parties to support it in the implementation of its digital accessibility policy.

To date, EDF SA uses the companies ATALAN and OCEANE for compliance audits.

– Project management

Decision-making processes for new projects take digital accessibility into account.

As far as possible, the panel of employees with disabilities set up by the HR Department is called upon to test new services or sites or applications.

– Adaptation of purchase clauses

Digital accessibility and compliance with the RGAA (general accessibility guidelines for French administrations) constitute a binding clause and participate in the evaluation of the quality of a service provider's offer for the markets concerned.

Gradual implementation

Online public communication services are gradually complying with the RGAA, in particular with the publication of accessibility declarations and assistance and contact systems, as well as a link to the Multiannual Scheme. The trajectory for the operational implementation of this accessibility policy is defined and managed by each EDF SA department concerned, giving priority to the construction or service overhaul phases.

2024 action plan

In order to implement the EDF SA 2022-2024 Multiannual Plan, this 2024 action plan is implemented around four themes:

1. Internal organization and governance

Continued implementation of the governance mechanism.

Dashboard-based digital accessibility management	Throughout the year
Animation of the “digital accessibility” referents of the EDF SA Departments	Throughout the year
Maintaining the availability and skill level of our audit and expertise resources in the field of digital accessibility	Throughout the year

2. Training and raising awareness of the actors concerned

Digital accessibility must integrate the core skills of all the actors involved in the development and enrichment of sites and mobile applications.

Sustainability of available training, provision of articles or events around digital accessibility	Q3
Raising awareness among project teams in EDF Business Departments	Q4
Update and promotion of the digital accessibility section in the “Digital Responsible toolbox “ of the EDF intranet	Q2

3. Support for employees with disabilities

Maintien et adaptation l’offre handicap IT	Q3
User evaluation of the “IT disability offer” (Rating of 7/10 at least)	Q4

4. Improving digital accessibility of sites, applications and communications

Accessibility level >50% for 7 external sites	Q4
Continuation and sustainability of accessibility declarations for 27 external sites	Q4
Accessibility audits on 10 essential business applications	Q4