

# Digital Accessibility Referent

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A photograph of a woman with dark hair tied back, wearing a grey sweater, sitting in a meeting. She is looking to the right with a thoughtful expression, her hand resting on her chin. In the background, another person is visible, slightly out of focus, sitting at a table with a laptop. The image is partially overlaid by a large red circle on the right side of the slide.

A multi-partner  
project by and for  
people with disabilities

# What is Digital Accessibility?

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**Digital accessibility** (a11y) aims at having services that are **usable by anyone**.

Anyone meaning **regardless of the context** they are in (cultural, tech-wise, ability-wise...)

Digital accessibility is **mandatory** in most countries where TotalEnergies and ENGIE operate.



# AT May Help in Navigating Digital Contents

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Examples of assistive technologies (AT) include:

- **Screen readers** (visual or cognitive impairments)
- **Braille Displays** (visual impairments)
- **Head Mouses** (motor impairments)
- **Speech Recognition** (motor impairments)



Example of a Braille display used with a keyboard

... and all the developments and innovations implemented by our IT teams and our partners

# What Does Improving Accessibility Concretely Mean for us ?

- Make, sell, buy, use accessible **content & services**
- Have **contacts & processes** to solve **issues**
- Raise **awareness** & provide **training**
- Hire **trained digital experts**
- Ensure **compliance** to **international laws**



# What is at Stake for us ?

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A matter of **inclusion** and **performance**

**Brand perception**

IT & Digital **excellence**

**Legal & risk** management



# Use cases

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## Ethics, DEI, Legal, Quality and Financial risks

- Student cannot send an application
- Advertisements are not accessible to people with disabilities

- A shareholder does not have access to the documents for the general meeting
  - A shareholder cannot vote at the general meeting

- A technician can no longer intervene on the maintenance device of the plant
- The safety system is not understable



- A supplier cannot send an e-invoice
- A customer can no longer pay her bill
- Impossible to file a claim

- An employee is no longer able to use the internal IT solutions
- An employee cannot work at home
- An employee cannot attend a training course

- Company sold a non-compliant solution
- A service provider delivers a non-compliant solution

# Context and issues of the project

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A **willingness** of [French] companies:

- to meet the **regulatory** challenge of digital accessibility through an RGAA audit and to improve the accessibility of their digital devices:
  - internet sites, extranet, intranet, apps
- integrate **PWD** into their teams
- illustrate their CSR **commitments** in concrete terms:
  - calls for tender, social clauses



A "**turnkey**" solution proposed by SIMPLON and numerik-ea (\*) to:

- have "Tech" skills on accessibility by participating in their training and recruitment
- be accompanied towards a better integration of PWD



# Simplon & numerik-ea



## Simplon

**Training organisation** : social inclusive tech bootcamps.

Company, created in 2013, with a French government agreement : « **ESUS** », Solidarity-based company with social utility.

Simplon **trains people for digital technology jobs**, from development to support functions, specially people who are not very represented in the sector.

- **123** schools in the world / **300** employees
- **> 21 000** Simplon's trainees
- **39 %** women
- **10 %** people with disabilities

## numerik-ea

**Web agency** : sites, webmastering and accessibility.

Employs mainly people with disabilities.

Convinced that digital is a powerful way to include **people with disabilities**, the company has been created in 2016, with a French government agreement: « **Entreprise Adaptée** ». A suitable environment is set up to support employees' career plans. It's also a potential gateway to other private or public employers.

- **24** employees
- **46 %** women
- **95%** people with disabilities



# Digital Project : missions carried out at TotalEnergies

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An action plan based on 3 areas : acculturation, training, integration

## Awareness raising initiatives on digital accessibility

- Working group dedicated to the subject with volunteers from the Company who commit themselves as much as possible. Tematics groups ( ERG) to provide rapid and lasting solutions for users with hearing or visual disabilities, etc. , identified within the Company.
- E-Learning module dedicated at all stages of a project, in French and English
- Training Purchasing staff in the context of compliance with new digital tools.
- Meetings and exchanges with NGOs like **SIMPLON** to welcome trainees into the Company's digital and IT teams.

## Provide support for people with disabilities

- Partnership with the IT/VIP Unit to provide immediate assistance to people with disabilities as “top of the range” service modelled on that provided to the Company's senior executives.
- Identification of “relay” persons in targeted departments such a straining and It.
- A dedicated channel available : [digital.accessibility@totalenergies.com](mailto:digital.accessibility@totalenergies.com)

# Benefits of the project

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- A **multi-partner** project
  - NGOs → Simplon & Numerik-ea
  - French Administration (employment, training)
  - Large international companies
- A "**turnkey**" solution that makes sense
  - Improve A11Y → for employees / customers / partners,
  - Involve and train PWDs
  - Job Coaching by NGOs
- Gives a "**Tech**" and **modern** image of disability
- Allows PSH, mostly adults, to earn a **decent wage**

Operate  
Support  
Finance & Hire



# The dream team = learners, sponsors and staff

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numerik\_eu

SIMPLON  
.CO



onepoint.

Microsoft

L'ORÉAL

TotalEnergies

ENGIE

# A Focus on International Legal Matters

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Building accessible software means abiding by laws and striving to reach legal compliance.

Several countries already have legal frames set up. Guidelines may be provided to help implement accessibility in digital services.

For instance, The General Framework to Improve Accessibility (RGAA) in France or W3C's Web Content Accessibility Guidelines (WCAG)



France  
RGAA 4.1



The European Union  
EN 301 549 norm



The USA  
508 Rev. Standards