

Digital accessibility pluri-annual plan

ASSYSTEM EOS

2021 – 2023

INTRODUCTION - LEGAL FRAMEWORK:

In accordance with article 47 of French Law n° 2005-102 of February 11th, 2005 for equal rights and opportunities, participation and citizenship of people with disabilities, and, of French Decree n° 2019-768 of July 24th, 2019 related to accessibility for people with disabilities to online communication services to the public, the purpose of this document is to present Assystem’s multiannual accessibility scheme; Assystem being a company with 3,318,360 euros capital, registered at the the RCS of Nanterre under the number 444 159 164, with headquarter located at 9/11 Allée de l'Arche (Tour Egée), Courbevoie (92400), France.

This multiannual accessibility plan runs from 2021 to 2023. It may be reviewed and enriched each year when the annual action plan is drawn up.

OUR DIGITAL ACCESSIBILITY POLICY

Within Assystem, our conviction is simple: diversity is a source of value and performance. Recruitment, integration and retention of our talents (particularly for the ones with disabilities) are key issues in our responsible and ambitious inclusion policy. Thus, digital accessibility is really at the heart of our concerns: we must make our digital resources accessible to everyone, both externally and internally.

In addition, Assystem has signed the “Manifesto for the inclusion of people with disabilities in the economic life”, which among other thing promotes the optimization of access to the company's digital tools for people with disabilities and the integration of digital accessibility in the design of information systems, as well as in the development of digital solutions.

The development of this multiannual digital accessibility plan associated with annual dedicated action plans, aims to describe the approach and the measures taken in order to progressively ensure the the accessibility of our digital resources, in accordance with the RGAA (General Accessibility Improvement Framework).

Human and financial resources allocated to digital accessibility

The development, monitoring and updating of this multiannual plan are placed under the responsibility of the 'Mission Handicap' (missionhandicap@assystem.com). This latter acts as a sponsor and a facilitator for this project, but also as a support to the committed services which will handle the operational part of the deployment internally (digital resources life cycle). A collective workflow is necessary.

Its missions are to promote accessibility through the dissemination of standards and good practices, to support teams through training and information, to control and ensure the application of Law N°2005-102, February 11th 2005 by carrying out regular monitoring and audits ensuring that users' requests are taken into account and the quality of navigation for everyone, especially people with disabilities.

It is important to specify that Assystem is organized by Business Units (BU). As such, eventually each BU will be autonomous in these actions to improve accessibility.

ORGANIZATION OF DIGITAL ACCESSIBILITY CONSIDERATION

Taking digital accessibility into account requires the support of employees working on the subject, an adaptation of the internal organization related to the production and management of the digital resources, as well as dealing with difficulties encountered by people with disabilities.

The elements below describe the key points on which Assystem will rely to improve the digital accessibility of its websites.

I. Awareness and training actions

Awareness sessions on the basics of digital accessibility have already been offered to the departments involved in the subject. In addition, throughout the period of application of this scheme, information, awareness and training actions will be deployed. The aim is to promote a better understanding of the challenges related to digital accessibility, but also to enable the dedicated talents to develop, edit and update accessible contents.

A preparatory and exploratory work will be carried out to identify the needs for awareness and training actions within the services. Those modules will be adapted according to the targets (developers, editors, marketing, webmasters, etc.), so that everyone can take their share of responsibility at any stage of the project.

II. Use of external expertise

Audits were carried out on the two websites targeted by this scheme (Jobs and Careers sites) by the expert company [Bakh Tech](#).

If necessary, during the development of future applications or websites, Assystem may call on a specialized provider to have support in taking into account digital accessibility.

The assessments of these resources will be relate to a few RGAA version 4 criteria, chosen for their relevance according to the context of the application and the level (blocking or not) of the requirement, as were those of job and career sites.

III. Taking digital accessibility into account in projects (development, design, maintenance)

Thanks to awareness sessions on digital accessibility and gradually as skills increase, this will be taken into account as soon as possible, meaning ideally at the beginning of a project (recall accessibility goals and the necessity to comply with the RGAA).

In addition, the project teams concerned by the deployment of new digital products will be able to rely on:

- Available OpenSource Resources:
 - o <https://a11y-guidelines.orange.com/fr/>: website which explains international recommendations for web content accessibility as well as best practices on other technologies
 - o Microsoft website
 - o The [Bakh Tech](#) resources
- Support from an external provider

IV. 'Accessibility user's' tests

As part of the present compliance of the two websites, user tests were organized with a panel of people with disabilities, suggested by [Bakh Tech](#). In the future, Assystem will repeat the process by ensuring the implementation of a test policy for its digital solutions.

If user tests are organized, during the design, validation or development phase, the user panel will include people with disabilities. The goal is to identify key obstacles and prioritize the actions which will have to be carried out.

V. Recruitment

Particular attention will be paid to digital accessibility skills, for candidates applying for digital related missions, both during the creation of job descriptions and during the recruitment process. The perimeter for this will mainly be: Digital BU, as well as the IT department.

VI. Taking into account users' returns

In accordance with the provisions of the RGAA and the legitimate expectations of users, a contact partner is identified to allow users with disabilities to report their potential difficulties.

This is the following email address: missionhandicap@assystem.com, available in the contact tab of the websites. The feedbacks will be studied with committed departments, in order to suggest adapted answers and adaptations. A system will be deployed to monitor the requests, manage them and ensure their integration into development cycles.

VII. Control and validation process

The establishment, publication and/or update of official documents such as the accessibility statement will be ensured. It will be in addition to usual operations dedicated to control and adapt the accessibility of our resources.

Ultimately, each department (within the BUs) will be responsible for carrying out audits for the sites and applications it manages, as well as for publishing the associated accessibility statements. Audits may be carried out internally or with the support of external providers.

VIII. Technical and functional scope

This multiannual plan covers the following two sites audited:

- www.assystem.com
- www.jobs.assystem.com

They are our initial priority. Then, a larger census of digital resources could be carried out in order to integrate all the digital resources meant for the general public or employees. For confidentiality reasons, some applications won't be made public.

IX. Agenda and annual action plans

Taking into account the deployment, monitoring and continuous update of the requirements listed in the General Accessibility Framework for Administrations (RGAA), the actions will be spread over the years, from 2021 to 2023.

The details can be found in the annual plans.

- 2021: published on the website
- 2022 and 2023: coming soon ...