Multi-year digital accessibility scheme 2022-2024

Article 47 of Law No. 2005-102 of February 11, 2005, for equal rights and opportunities, participation, and citizenship of people makes it mandatory for any online public communication service to be accessible to everyone.

Saint-Gobain Accessibility Policy

Digital accessibility is one of Saint-Gobain's primary concerns in the context of its actions in the field of disability and, more broadly, social responsibility (CSR).

Saint-Gobain aims to be an open and engaging Group, where everyone – in particular those with disabilities – is welcomed and integrated, and can express themselves and pursue their professional career in a climate of trust and respect. Saint-Gobain wants to encourage the diversity of teams and promote the involvement of people with disabilities.

The implementation of this multi-year plan, combined with an annual action plan for digital accessibility, increases these commitments and associates Saint-Gobain's desire to be a committed player in favor of disability.

The development, monitoring, and updating of this multi-year plan are under the responsibility of the accessibility referent.

Its purpose is to implement accessibility by disseminating standards and best practices, to support internal teams through training, to monitor and ensure the application of the aforementioned law of 11 February 2005 by carrying out regular audits, either directly or through the intermediary of specialists, and to ensure that user's requests are dealt with and, in general, that the quality of the service provided to disabled users is maintained.

Human and financial resources allocated to digital accessibility

At present, the communication department, as well as all the developers of the targeted sites, take digital accessibility into account within Saint-Gobain projects.

Ultimately, the objective is to appoint an accessibility referent whose mission will be:

- Define a strategy for the implementation of digital accessibility
- Leading the digital accessibility policy

- Raise awareness among different audiences (colleagues, service providers, managers…) about the challenges of digital accessibility.
- Promote accessibility at all levels of the organization (procurement, design/UX, technical developments, training….)
- Develop multi-year accessibility schemes and annual plans
- Know how to evaluate certain accessibility criteria on a website

Organization of the consideration of digital accessibility

The implementation of a digital accessibility policy involves adapting the internal organization of Saint-Gobain, coaching staff, taking account of digital accessibility through market procedures, an information systems policy, and the inclusion of internal or external requests for adaptation.

The following describes the important points on which Saint-Gobain will use to improve the digital accessibility of its websites.

Use of external skills

Whenever required, Saint-Gobain calls on external consultants to assist in the implementation of its digital accessibility policy.

To date, Saint-Gobain has called on the company Ipedis to assist it in:

- The evaluation of the saint.gobain.com website and the drafting of the accessibility declaration

- The elaboration of the multi-year plan

- The accessibility of office documents available online.

Human resource policy

Training of internal teams

Throughout the period of application of this plan and beyond, training and awareness-raising activities should be organised. They will enable staff working on digital sites or projects to develop, edit and put accessible content online. Exploratory work will be carried out to identify the needs for awareness-raising and training.

Recruitment

Particular attention will be paid to the digital accessibility skills of staff working on digital services when designing job descriptions and in recruitment procedures.

Adaptation of procurement procedures

Digital accessibility and compliance with the RGAA must become a binding clause and contribute to the evaluation of the quality of a service provider's offer when ordering work, particularly through calls for tender.

The procedures for drawing up contracts and the rules for evaluating applications will be adapted to take account of the requirements for compliance with the RGAA.

Preliminary work will be carried out to analyse the main current digital-related contracts and to define the conditions under which they should evolve in this direction.

Incorporating digital accessibility into projects

The targets for accessibility and compliance with the RGAA will be recalled from the outset of the projects and will be a major focus and a basic requirement.

In the same way, these objectives and requirements will be recalled in any agreements established with our partners.

Compliance of digital devices

Each website will be checked when it is first put online, when it is substantially updated, when it is redesigned or when it is completed, so that an accessibility declaration can be drawn up in accordance with the law.

In order to guarantee the sincerity and independence of this control, it will be carried out by a specialised external party.

These control operations intended for the establishment or update of the accessibility declarations intervene in addition to the usual acceptance checks and intermediate controls which will be organized, if necessary, throughout the life of the projects.

Processing user feedback

In accordance with the provisions of the RGAA and in order to meet the legitimate expectations of users, a means of contact is set up on each website to enable users with disabilities to report their difficulties.

In order to respond to users, the implementation of a specific assistance procedure will be studied with all the services and personnel involved. It will be based on existing channels.

Technical and functional scope

Survey

The following is a list of priority websites and publications that are part of Saint-Gobain's multi-annual plan that can be made public:

- Site internet:
    - https://www.saint-gobain.com/en

- Publications:
    - Universal Registration Document 2021
    - 2021 Annual Integrated Report

Yearly action plan

The multi-annual plan must be accompanied by an annual action plan which details the operations programmed and implemented for the current year as well as the state of monitoring of the actions.

2022 Annual Action Plan

This document is the 2022 annual action plan associated with the 2022-2024 multi-annual plan.

It includes summary tables of the actions that have been or will be implemented in 2022, their due date if known, and their progress and completion status.

Website compliance

Type	Website	Url	Implementation	Status
Ensuring compliance	Corporate website	https://www.saint-gobain.com/en	2022	Achieved

Further information on compliance: added a dark mode, higher line spacing; made the website searchable with a larger font size; added alternative text for images that didn't have it; added extra information for screen readers on certain components of the website such as carousels.

RGAA audit

Type	Website	Url	Implementation	Status
Audit and declaration of accessibility	Corporate website	https://www.saint-gobain.com/en	2022	Achieved

Multi-year plan and annual plan

Type	Actions	Details	Implementation	Status
Multi-year plan	Drafting and publishing	Implementation of the multi-year plan 2022-2024	2022	Achieved
2022 Annual plan	Drafting and publishing	Implementation of the 2022 annual plan	2022	Achieved

Compliance of office support materials

Type	Actions	Details	Implementation	Status
Implementation of accessibility	Publication	Universal Registration Document 2021	2022	Achieved
Implementation of accessibility	Publication	2021 Annual Integrated Report	2022	Achieved

Process

Type	Actions	Details	Implementation	Status
Human resources	Appointing an accessibility consultant	The accessibility officer, notwithstanding other responsibilities, must have the responsibility and authority in particular to: • ensuring that the processes necessary to address accessibility are established, implemented and maintained; • reporting to management on the level of accessibility and any need for improvement • Ensure that awareness of accessibility requirements throughout the organisation is promoted; • Be the single point of entry on digital accessibility issues.	2022	To be done
Training	Training for developers	Training developers in digital accessibility + specific training for developers crf.com/foundation	2022	To be done
Purchase	Incorporate accessibility clause	Include digital accessibility in our calls for tender for all projects	2022	To be done
Communication	Take into account user feedback	Set up an email or contact for all customer complaints	2022	To be done

Tools

Type	Actions	Details	Implementation	Status
User friendly tool	Integration of a Dark Mode	Implementation of a Dark Mode feature to optimise the contrast in particular	May 2022	Realized
User friendly tool	Customised creation of filters and installation of the FACIL'iti solution.	Implement the complementary accessibility and digital inclusion solution FACIL'iti, to support several forms of visual, motor, cognitive and/or temporary needs.	October 2022	Realized