

GROUP COMMUNICATION

DIGITAL ACCESSIBILITY

Actions Plan 2024



BNP PARIBAS

The bank for a changing world

Digital Accessibility – Action Plan 2024

INTRODUCTION

Type	Action	Details	Status
Multi-year plan	Elaboration	Implementation of the Group communication function scheme	Done
Annual Plan	Elaboration	Implementation of the action plan for the Group communication function	Done
Governance	Piloting	Creation of a dashboard to monitor compliance and accessibility rates. Sharing of these KPIs as part of the 22-25 plan of the CSR policy for Communication Groupe.	In progress
Continuous improvement	Correction	Following the audits conducted on high-priority sites, commitment of resources to make significant corrections to the non-conformities identified during the accessibility audits	In progress
Audits	Evaluation	Continuation of audits on the scope identified as a priority.	In progress
Support and awareness	Awareness	Communication at a one-day internal event dedicated to digital accessibility organized by the Bivwak (BNP Paribas transformation hub) which brought together more than 400 employees.	Done
Support and awareness	Accompaniment	Support for teams with an ongoing or upcoming redesign project to take accessibility into account.	In progress
Support and awareness	Advice	Advice provided to members of the communication sector on compliance and support for digital accessibility in the various business areas.	In progress
Support and awareness	Awareness	Train a facilitator of the digital accessibility fresco, then offer sessions to employees to raise their awareness of disability and the challenges of accessibility.	In progress
Support and awareness	Awareness	Offering sessions of the digital accessibility fresco to Group communication employees.	In progress
Formation	Accompaniment	Training in best practices related to the creation of editorial content for the web.	In progress
Support and awareness	Support	Development of a useful guide for editorial teams with the support of an external company specializing in digital accessibility.	In progress
Formation	Accompaniment	Study of the integration of specific training in digital accessibility for the different types of employee profiles.	In progress
Organization	Process	Establishment of a process for processing PDF documents identified on our external websites as	Coming



		essential, in order to make them accessible.	
Organization	Process	Study of the implementation of an information campaign with subcontractors, in order to inform them of their obligations regarding digital accessibility	Coming
Support and awareness	Awareness	Presentation of the challenges of digital accessibility to the population of internal employees during an editorial committee bringing together editorial managers from different business lines of the bank.	Done

Article 47 of Law No. 2005-102 of 11 February 2005 on equal rights and opportunities, participation and citizenship of individuals makes it mandatory for any online communication service of companies whose turnover exceeds a threshold defined by the decree of the Council of State to be accessible to all.

MULTI-YEAR PLAN

The law requires the publication of a three-year multi-year plan with the aim of informing the public of the means and actions put in place to make sites and applications accessible to all and more particularly compliant with the RGAA (General Accessibility Reference Framework for Administrations).

The multi-year plan for the accessibility of the websites and application of the BNP Paribas Group Communication function was published on July the 1st 2024 and is available for consultation at this address <https://group.bnpparibas/declaration-d-accessibilite>

ANNUAL PLAN

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

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

It includes a summary table of the actions that have been or will be implemented, their expiry dates if known, as well as their progress and implementation.

UPDATES

This plan is subject to change without notice. The online version is the only version that can be a reference.

CONTACT

This document is published under the responsibility of the digital accessibility referent of the Group Communication function. Any questions should be sent by email to comgpe.accessibilite.numerique@bnpparibas.com

2023 action plan report

Miscellaneous operations

Type	Action	Details	Status
Multi-year plan	Elaboration	Continuation of the study on the implementation of the Group communication function scheme	In progress



Annual Plan	Elaboration	Continuation of the study on the implementation of the action plan for the Group communication function	In progress
Audits	Evaluation	Continuation of audits on the scope identified as secondary.	In progress
Organization	Resources	Appointment of an accessibility referent for Group Communication	Fact
Support and awareness	Awareness	Communication at an internal event dedicated to digital accessibility organized by the Group Data Office team.	Fact
Support and awareness	Accompaniment	Support for teams with an ongoing or upcoming redesign project to take accessibility into account.	Fact
Audits	Evaluation	Launch of counter-audits on the scope identified as a priority.	Fact
Support and awareness	Advice	Advice provided to members of the communication sector on compliance and support for digital accessibility in the various business areas.	Fact
Support and awareness	Awareness	Presentation of the challenges of digital accessibility to the population of internal employees during an editorial committee meeting	Fact

Review of the 2020 and 2022 action plan

Miscellaneous operations

Type	Action	Details	Status
Annual Plan	Elaboration	Launch of a study to implement the Group communication function scheme	Fact
Inventory of digital media	Elaboration	Inventory of all digital media managed by Communication Groupe and ranking of priorities	Fact
Audits	Evaluation	Launch of accessibility audits on the perimeter identified as a priority	Fact
Organization	Medium	Appointment of a person responsible for the compliance process and support for the communication sector.	Fact
Support and awareness	Awareness	Communication during an internal event dedicated to content management: editorial best practices + awareness-raising video with the participation of URBILOG	Fact
Support and awareness	Accompaniment	Support for teams with an ongoing or upcoming redesign project to take accessibility into account.	Fact
Support and awareness	Advice	Advice provided to members of the communication sector on compliance and support for digital accessibility in the various business areas.	Fact



Use of external expertise	Accompaniment	Obtaining a specific budget to receive the help and expertise of URBILOG, an expert company in accessibility, to increase their skills in carrying out audits and drafting the multi-year plan.	Fact
Support and awareness	Accompaniment	Establishment of a shared space of useful resources on digital accessibility to the communicator community. Exchange of good practices, sharing of information, timetable of actions.	Fact
Support and awareness	Awareness	Presentation of the challenges of digital accessibility to the population of internal employees during an editorial committee meeting	Fact
Organization	Process	Integration of digital accessibility within the project process for Group communication	Fact
Organization	Process	Integration in partnership with the GSS team of a section dedicated to the consideration and knowledge of digital accessibility, in the questionnaire for responding to a call for tenders.	Fact
Formation	Accompaniment	Integration into the training catalogue of the e-learning communication sector "digital accessibility at all stages of a project".	Fact

APPENDIX 1: PUBLIC TECHNICAL AND FUNCTIONAL SCOPE

The technical and functional scope is organized around three categories of sites or applications:

- Websites open to the public (sites or mobile version);
- Extranet sites (sites or mobile version);
- Apps (sites or mobile version).

Only the perimeter of websites open to the public are listed in this appendix.

RGAA OR RGAA COMPLIANCE AUDITS

These are RGAA audits carried out in the repair, design, support or certification phase:

- RGAA audits are used during the correction and support phases.
- RGAA compliance audits are used during the certification phases and produce a declaration of conformity.



WEBSITES OPEN TO THE PUBLIC

Site	URL	Status	Compliance rate
BNP Paribas Corporate Website	https://group.bnpparibas	Partially compliant	75%
We Are Tennis	https://wearetennis.bnpparibas	Non-compliant	42%
We Love Cinema	https://welovecinema.bnpparibas	Partially compliant	76%
Source of History	https://histoire.bnpparibas	Partially compliant	58%

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