

Multi-year accessibility scheme

2025-2027

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1. Introduction

Article 47 of Law No. 2005-102 of February 11, 2005, for equality of rights and opportunities, participation, and citizenship of persons, makes it mandatory for all online public communication services to be accessible to everyone.

1.1. Definition of Digital Accessibility

Disability is defined as any limitation of activity or restriction of participation in society experienced by a person in their environment due to a substantial, lasting, or permanent alteration of one or more physical, sensory, mental, cognitive, or psychological functions, a multiple disability, or a health condition that causes disability (Article L. 114 of the Social Action and Families Code). Digital accessibility involves making online public communication services accessible to people with disabilities, meaning:

- **Perceptible:** For example, facilitating the visual and auditory perception of content by the user; providing textual equivalents for all non-textual content; creating content that can be presented in different ways without loss of information or structure (e.g., with a simplified layout);
- **Usable:** For example, providing the user with orientation elements to navigate and find content; making all functionalities accessible via the keyboard; giving the user enough time to read and use the content; not designing content that could trigger epileptic seizures;
- **Comprehensible:** For example, ensuring that pages work in a predictable manner; helping the user correct input errors;
- **Robust:** For example, optimizing compatibility with current and future uses, including assistive technologies.

1.2. Affected content

Online public communication services are defined as any provision to the public or categories of the public, by an electronic communication process, of signs, signals, writings, images, sounds, or messages of any nature that do not have the character of private correspondence (Article 1 of Law No. 2004-575 of June 21, 2004, for confidence in the digital economy). In accordance with Section II of Article 47 of the aforementioned law of February 11, 2005, they include, in particular:

- Websites, intranets, extranets;
- Software packages, as long as they constitute applications used via a web browser or a mobile application;
- Mobile applications, defined as any application software designed and developed for use on mobile devices, such as smartphones and tablets, excluding the operating system or hardware;
- Digital urban furniture, for their application or interactive part, excluding the operating system or hardware.

2. Accessibility policy

Digital accessibility is fully aligned with the social and societal commitments of the CSR strategy of OUTSCALE, Dassault Systèmes. The commitment to a sustainable accessibility policy is demonstrated by the development of this multi-year digital accessibility scheme, along with annual action plans, with the aim of supporting compliance with the RGAA (General Reference for Improving Accessibility) and the continuous improvement of the affected digital services.

The development, monitoring, and updating of this multi-year scheme are the responsibility of the Strategy, CSR, Marketing, and Communication Directorate (outscale.csr@3ds.com) in coordination with the other departments of the company.

3. Organization of Digital Accessibility Consideration

Digital accessibility is progressively and transversally integrated into the design, development, and maintenance processes of Outscale's online services. The business (communication, IT, human resources, etc.) will be sensitized and involved in the process. Specific training will be offered to developers, designers, and content contributors to ensure effective consideration of accessibility from the early stages of projects. A dedicated steering committee for digital accessibility will meet regularly to monitor progress, validate priorities, and ensure continuous improvement.

3.1 Training and Awareness Actions

Throughout the implementation period of this scheme, training and awareness actions will be organized. These will enable employees working on websites and applications to develop, edit, and publish accessible content.

3.2 Incorporating Digital Accessibility into Projects

Accessibility and RGAA compliance objectives will be included and reiterated at the start of projects, constituting a key axis and a necessary prerequisite. Tests can be conducted using tools during the design, validation, or evolution phases of a website or application. These tests will aim to identify the main obstacles and prioritize the improvements to be made.

3.3 Handling User Feedback

In accordance with the provisions set out by the RGAA, a contact method will be established on each website or application, allowing users with disabilities to report their difficulties.

The OUTSCALE website provides an email address: support@outscale.com. Messages regarding the inaccessibility of content will be forwarded to the relevant parties.

3.4 Annual Plans

This multi-year scheme is accompanied by annual action plans that detail the operations implemented to address all digital accessibility needs of OUTSCALE.

Name	Consultation	Last update
Annual accessibility action plan 2025	https://fr.outscale.com/wp-content/uploads/2025/09/CSR-Plan-actions-2025-RGAA-EN.pdf	16/09/2025
Annual accessibility action plan 2026	https://fr.outscale.com/wp-content/uploads/2025/09/CSR-Plan-actions-2026-RGAA-EN.pdf	16/09/2025
Annual accessibility action plan 2027	Upcoming	

4. Contact

This document is published under the responsibility of the Strategy, CSR, Communication, and Marketing Directorate, which can be contacted at the following address: outscale.csr@3ds.com