



Digital accessibility Plan 2020 - 2022

Date of first publication: 10 March 2020

Date of last revision: 10 February 2021

Digital accessibility plan 2020 - 2022

1 Introduction

This document presents Orange's commitment to the accessibility of its digital services in accordance with Law No. 2016-1321 of October 7, 2016 for a digital republic and Decree No. 2019-768 of July 24, 2019.

This plan and the related annual roadmap are placed under the responsibility of François René Germain, Director of Societal Commitment & Accessibility of Orange Group. His mission is to guarantee that the actions for accessibility are implemented: compliance with standards and good practices; awareness and training; accessibility monitoring through audits; support to requests from users. In general, he guarantees the quality of the service provided to users with disabilities.

2 Accessibility policy

This plan describes how Orange carries out actions to increase compliance with the international rules for the accessibility of Web content ("Web Content Accessibility Guidelines" (WCAG)). The objective is to have its digital products and services compliant with WCAG version 2.1 level AA.

Digital resources include internet, intranet and extranet sites, office documents, pre-recorded audio and video content, location or route information of map services, mobile applications and software packages, etc.

3 Awareness and training

Orange offers its employees training modules on digital accessibility, delivered both on-site and remotely:

- General awareness
- About dyslexia and assistive technology for dyslexic people
- Web and mobile (Android, iOS) accessibility for UX designers, UI designers and developers
- Accessibility with content creation editing tools ([documents] Microsoft Office, [web content] InDesign, Symphony, WordPress, Sharepoint, Liferay, drupal, [corporate social network] Jive, [e-learning] storyline, [pushmails] SPIP) as well as on audio and video content
- Methods and tools for testers (one module by technology)
- Testing accessibility with assistive technology tools (Jaws, NVDA, Zoomtext, keyboard navigation, Dragon ...)

An e-learning program in French and in English led by Atalan in partnership with 9 other companies is also available in the training catalog. Its title is "Digital accessibility at all stages of a project".

These trainings are intended for everyone and in particular for people directly involved in the creation, maintenance and use of digital content: contractors, buyers, UX/UI designers, developers, testers, editorial content writers...

These training courses evolve according to the technologies and tools used by Orange, as well as with legislation and accessibility standards.

Digital accessibility plan 2020 - 2022

Moreover, the teams that manage the computer workplace of employees (responsible for the compatibility between versions of browsers, operating systems and technical aids) follow training with the software vendors, ensure a technical watch and rely on expert users to guarantee accessibility associated with job positions.

4 Testing resources and methodology

To make it easier for teams to take into account accessibility criteria, Orange maintains an open source website, "a11y-guidelines.orange.com", which explains international recommendations for the accessibility of Web content as well as best practices on other technologies, though WCAG remain the reference. The site is constantly evolving, any contributions or comments are welcome.

Regarding the creation of websites, Orange has implemented a framework called Orange Boosted with Bootstrap (boosted.orange.com), one of its objectives being to ensure the accessibility of Orange websites common components. More and more Orange projects are using this open source framework.

Orange has also a testing approach aimed at project teams and accessibility experts; the process includes 3 categories of tests:

- Technical evaluation consists in checking the code and the color contrast using open source tools. It is aimed at testing compliance with WCAG for the Web and with best practices for other technology platforms.
- Functional evaluation involves testing the behavior of UIs with various technical aids. The tests are mainly carried out for 3 behaviors: use of screen reader, enlargement of characters and keyboard-only navigation.
- User evaluation refers to assess the user experience by people with various disabilities. Users of assistive technology (digital screen magnifier, screen reader, switches, braille display, etc.) realize tests on the basis of tasks to be performed. These tests make it possible to identify usage problems and to validate the criticality of remaining issues. These tests are led by accessibility experts.

Approaches by technology (HTML, Android, iOS, Office, etc.) are described with more details on the website a11y-guidelines.orange.com.

5 Scope

Orange digital websites and mobile applications are listed in the appendix. This list will be completed along the way.

Note: sites and applications intended for employees only are not included due to confidentiality.

6 Procurement process

Orange has prepared a template with accessibility requirements to be included in all RPPs, selection of suppliers and project specifications.

Digital accessibility plan 2020 - 2022

Procedure still needs to be improved to ensure that these requirements are systematically integrated upstream and evaluated when assessing the answer of service providers' offers.

7 Users claims

People in need to report a problem can send an email to accessibilite.france@orange.com.

Contact information is also provided in accessibility statements that are on web sites or mobile applications in order to allow users with disabilities to report their difficulties.

8 Control and validation process

A digital accessibility skill center composed of accessibility experts produces all accessibility statements. This unique entity makes it possible to guarantee the homogeneity of published information as well as to monitor the progress of Orange sites compliance.

9 Planned intervention schedule

Each web site or mobile application has been qualified according to criteria such as audience, service provided, criticality, life cycle (in particular the date of the next overhaul) and technology.

Given the number and complexity of sites and applications, compliance operations will run until 2022.

10 Annual roadmaps

Annual roadmaps are published every year. They are available (in French only) on the same web page as the digital accessibility plan.

Annexe A - Scope: list of websites and mobile apps

A.1 Orange France web sites

Url of sites

actu.orange.fr
agence.orange.fr
applications-et-logiciels.orange.fr
assistance.orange.fr
auto.orange.fr
bienvivreledigital.orange.fr
boitevocale5w.orange.fr
boutique.orange.fr
boutique.orange.fr/informations/accessibilite-autonomie/
boutique.orange.fr/maison/domotique
boutique.orange.fr/telesurveillance
cineday.orange.fr
communaute.orange.fr
custo.orange.fr
djingo.orange.fr
espace-client.orange.fr
familyplace.orange.fr
finance.orange.fr
formulaire.odr.orange.fr/*
jeux-html5.m.orange.fr
lemagtv.orange.fr
lemoteur.orange.fr
login.orange.fr
m.lemoteur.orange.fr
maison-individuelle.orange.fr
malivebox.orange.fr
mdp.orange.fr
meteo.orange.fr
mobicarte.orange.fr
mobile.orange.fr
musique.orange.fr
news.orange.fr
occasion.auto.orange.fr
orange.fr
orangebank.orange.fr
orangefabfrance.fr
orangemoney.orange.fr
pages.perso.orange.fr

Digital accessibility plan 2020 - 2022

people.orange.fr
prestations.assistance.orange.fr
programme-tv.orange.fr
rencontres.tendances.orange.fr
rendezvous.orange.fr
reperes-travaux.orange.fr
replay.orange.fr
reseaux.orange.fr
shopping.tendances.orange.fr
sports.orange.fr
suivi-des-incidentes.orange.fr
tendances.orange.fr
tester-depanner-vos-services.orange.fr
totaldirectenergie.actu.orange.fr
tv.jeu.orange.fr
video-a-la-demande.orange.fr
video-streaming.orange.fr
webmail.orange.fr
wholesalefrance.orange.fr
wmail.orange.fr

A.2 Sosh web sites

URI of sites

communauté.sosh.fr
parrainage.sosh.fr
reseaux.sosh.fr
shop.sosh.fr
sosh.fr

A.3 Orange group web sites

Url of sites

bibliotheque.fondationorange.com
campus.orange.com
collectivites.orange.com
concours-design.orange.com
cyberdefense.orange.com
digitalventures.orange.com
eventsolutions.orange.com
fondationorange.com
guideactionnaire.orange.com
healthcare.orange.com
hellofuture.orange.com
histoire.orange.com

Digital accessibility plan 2020 - 2022

institute.orange.com
marine.orange.com
mediacenter.orange.com
opensource.orange.com
orange.com
orange.jobs
orangefabfrance.fr
radio-waves.orange.com.
rai2016.orange.com
rai2017.orange.com
rai2018.orange.com
startup.orange.com
wholesalesolutions.orange.com

A.4 Mobile applications of Orange SA and Orange Bank

Name of apps

118 712
Agenda Orange
Antivirus Sécurité Orange
App Center
Appility
C'est ici
Call Manager
Cloud Orange
Connect Pro
Dommmages Réseaux
Ellomi
Family Place
la Clé TV
Libon
Ma Livebox
Mail Orange
Maison connectée d'Orange
Maison protégée
Manette TV d'Orange
Mes Boutiques
Messagerie vocale visuelle
Mon Réseau
My Office Phone
MySosh
Orange Bank
Orange Business Events
Orange Business Lounge

Digital accessibility plan 2020 - 2022

Orange Cineday
Orange Drone
Orange et moi France
Orange Football Club
Orange Jobs
Orange Live Cam
Orange Money France
Orange News
Orange Pro
Orange Radio
Orange Téléphone
Orange VR Experience
Paielement Pro
Speaker Djingo
Transfert des données
Transfert Pays
TV d'Orange
Video Meeting