

Topics covered:

Accessibility Governance	Pre-contractual and Contractual Documentation (Banking Services, Loans in scope) and Commercial
Training and Awareness	Accessible Customer service Management and Documentation
Digital Accessibility	Natively incorporating accessibility into new activities and products or new IT tools for customers or employees
Telephone Accessibility	

Review of the 2025 Action Plan

Number	Main topics	Action	Details	Status (achieved, in progress, to be planned, to be continued)
1	Accessibility Governance	Appointment of an accessibility officer	The accessibility officer was appointed in December 2024 (Head of Digital Transformation) (Information to the Executive Committee)	Achieved, to be continued
2	Training and Awareness	Raising awareness among all employees of accessibility issues	Actions taken: articles on the intranet, video, webinar, resources made available on the intranet (dedicated page) since 2025.	Achieved, to be continued
3	Training and Awareness	Digital accessibility training course	Integration of accessibility training into the IFCAM catalogue with the addition of targeted modules as needed for all employees working in the digital field (involved in the production or distribution of content on digital spaces).	Achieved, to be continued
4	Training and Awareness	Training: E-learning Ethics	Integration of accessibility into the Ethics e-learning programme	Achieved (once a year) / to be continued
5	Training and Awareness	Presentation of strategic topics for the Indosuez Group	Subtitles and text transcripts are being added to our strategic video content.	Achieved, to be continued
6	Digital Accessibility	Implementation of accessibility statements	Publication on 28/06/2025	Achieved
7	Digital Accessibility	Integration of the 2025 annual action plan and the 2025-2027 multi-year accessibility plan	Publication on an ongoing basis	Partially achieved, to be continued
8	Digital Accessibility	Digital accessibility audits	Identification of digital services to be audited as a priority based on the number of external and internal users. Audits in 2025 on various institutional websites, Spektra, Startup Connection, e/m-banking	Achieved, to be continued

Number	Main topics	Action	Details	Status (achieved, in progress, to be planned, to be continued)
9	Digital Accessibility	Updating accessibility statements	Updating of accessibility statements based on audit results	Partially achieved, to be continued
10	Digital Accessibility	Processing user feedback	Implementation of a contact form on the relevant websites, supplemented by a dedicated telephone line for support in using digital services. These channels should enable a process of continuous improvement.	Achieved, to be continued
11	Telephone Accessibility	Rolling out telephone accessibility for customers and prospects who are hard of hearing or deaf in Group entities such as CA Indosuez, CAIWE, BDPB, CFM Indosuez and CFM Indosuez Conseil en Investissement	Selection of service provider and implementation of the system on an ongoing basis with training sessions to support employees	Achieved, to be continued

2026 Action Plan

Number	Main topics	Action	Details	Status (achieved, in progress, to be planned, to be continued)
1	Accessibility Governance	Appointment of an accessibility officer	The accessibility officer appointed in December 2024 (Head of Digital Transformation) was replaced by the Head of Marketing in December 2025. Information will be forwarded to the Management Committee in 2026.	Achieved, to be continued
2	Accessibility Governance	New Governance Monitoring of accessibility issues	A new governance structure will be put in place in 2026, including a quarterly steering committee to address identified issues. Support for entities through Accessibility Reference Committees led by CASA.	In progress
3	Accessibility Governance	Steering and monitoring of the roll-out of the telephone accessibility system for customers and prospects who are hard of hearing or deaf	Establish a dashboard of quantitative and qualitative indicators to monitor ELIOZ's performance. Presentation to the steering committee.	In progress (Q1 2026)
4	Accessibility Governance	Steering and monitoring of the roll-out of the digital accessibility system	Establish a dashboard of quantitative and qualitative indicators to monitor the implementation of the digital accessibility system (monitoring of accessibility declarations on an ongoing basis, for example, based on audit results, the annual action plan and the multi-year plan (etc.) (update required), monitoring of actions taken to improve the Accessibility Compliance Rate). Presentation to the steering committee.	In progress (Q1 2026)

Number	Main topics	Action	Details	Status (achieved, in progress, to be planned, to be continued)
5	Training and Awareness	Raising awareness among all employees of accessibility issues	Actions taken (intranet articles, video), incorporating accessibility resources made available on the intranet (dedicated page) since 2025 (to be updated on an ongoing basis). The IT tools made available to employees include accessibility features. The aim is for employees to use them systematically.	To be continued
6	Training and Awareness	Digital accessibility training programme	Integration of accessibility training into the IFCAM catalogue with the addition of targeted modules, if necessary, for all employees working in the digital field (involved in the production or distribution of content on digital spaces)	Achieved, to be continued
7	Training and Awareness	Training: E-learning Ethics	Integration of accessibility into e-learning ethics training Review of e-learning ethics training within the group (monitoring the number of employees trained)	Achieved (once a year) / to be continued
8	Training and Awareness	Presentation of strategic issues for the Indosuez Group	The addition of subtitles and text transcripts to our strategic video content is being implemented.	Achieved, to be continued
9	Digital Accessibility	Establishment of the 2026 annual action plan and revision of the 2025-2027 multi-year accessibility plan if necessary.	The action plan for 2026 will be presented to the Steering Committee for distribution in January 2026.	In progress (Q1 2026)
10	Digital Accessibility	Updating accessibility statements	Publication of updated statements on an ongoing basis.	To be planned in 2026

Number	Main topics	Action	Details	Status (achieved, in progress, to be planned, to be continued)
11	Digital Accessibility	Post-audit stage: Ensuring ongoing accessibility compliance for digital sites/applications and prioritisation.	<p>Progressive correction of discrepancies detected during audits (according to prioritisation).</p> <p>Achieve a progressive level of compliance in order to reach a compliance rate of over 50% (partially compliant).</p> <p>Following the audits, correction plans are established for each site or application. These plans include:</p> <ul style="list-style-type: none"> • A classification of non-compliances (blocking, major, minor), • Prioritisation of corrections according to usage (traffic, frequency of use, impact on the user), • A progressive implementation schedule, established in line with product roadmaps 	To be planned in 2026
12	Digital Accessibility	Major development of the institutional website, taking into account accessibility criteria	The Indosuez Group's institutional website is undergoing a major redesign. Accessibility has been taken into account in this structural project.	In progress
13	Digital Accessibility	Processing user feedback	A contact form has been added to the relevant websites, supplemented by a dedicated telephone line providing support for the use of digital services. These channels should enable a process of continuous improvement.	Achieved, to be continued
16	Accessibilité Téléphonique	Deployment of the telephone accessibility system for customers and prospects who are hard of hearing or deaf in group entities such as CA Indosuez, CAIWE, BDPB, CFM Indosuez and CFM Indosuez Conseil en Investissement	<p>Selection of the service provider and implementation of the system on an ongoing basis, with training sessions to support employees.</p> <p>Carrying out the final steps in the deployment of the ELIOZ system.</p>	Achieved, to be continued

Number	Main topics	Action	Details	Status (achieved, in progress, to be planned, to be continued)
17	Pre-contractual and Contractual Documentation (Banking Services, Loans in scope) and Commercial	Conduct a survey of the banking services and documents concerned.	Identification of the documents concerned and prioritisation. Defining the scope: Indosuez Group entities in the EU and/or others. as well as the target audience: customers and prospects (natural persons versus legal entities).	To be planned in 2026
18	Pre-contractual and Contractual Documentation (Banking Services, Loans in scope) and Commercial	Design 'Accessibility' appendices to pre-contractual information sheets and general terms and conditions of contracts. These appendices must be understandable without exceeding a 'B2' level (advanced ~high school) and must include a general description of the service, how it works and what we have done to make it accessible to people with disabilities.	Simplify the wording of certain information pathways and customer pathways (include Legal Design).	To be planned in 2026
19	Accessible Customer service Management and Documentation	Conduct a survey of documents intended for end customers (documents published between 23 September 2018 and 28 June 2025) and then from 28/06/2025 onwards. Organise the remediation of documents by priority.	Identify the documents concerned and prioritise them. Define the scope: Indosuez Group entities in the EU and/or others. as well as the target audience: customers and prospects (natural persons versus legal entities).	To be planned in 2026
20	Accessible Customer service Management and Documentation	Produce a document accessibility charter (interim solution in 2026).	Use the resources provided by CASA	To be planned in 2026
21	Accessible Customer service Management and Documentation	Seek assistance from a specialist company to implement document remediation.	Review the list of companies offering these remediation solutions in order to estimate the required budget.	To be planned in 2026

Number	Main topics	Action	Details	Status (achieved, in progress, to be planned, to be continued)
22	Accessible Customer service Management and Documentation	Verify that our identification/authentication methods and electronic signatures are perceptible, usable, understandable and robust.	Check with the supplier that the identification methods are 'accessible'.	To be planned in 2026
23	Accessible Customer service Management and Documentation	Verify that our payment methods (payment services) are accessible (payment cards).	Check with the supplier that the identification methods are 'accessible'.	To be planned in 2026
24	Natively incorporating accessibility into new activities and products or new IT tools for customers or employees	Integrate accessibility into our processes through our various committees.	Process inventory Define the scope: Indosuez Group entities in the EU and/or others. Update procedures to incorporate accessibility (such as the NAP committee or the Global Innovation Committee).	To be planned in 2026
25	Natively incorporating accessibility into new activities and products or new IT tools for customers or employees	Include an accessibility clause in our supplier contracts.	Process inventory Define the scope: Indosuez Group entities in the EU and/or others. Integrate accessibility into internal processes Update procedures to incorporate accessibility Identify supplier contracts that need to be remedied (such as payment card suppliers and IT suppliers)	To be planned in 2026

Appendix: Websites concerned and accessibility statements

Number	Type of site (URL)	List of links to the Accessibility Statement	Compliance status
1	Institutional Site	https://ca-indosuez.com	Non-compliant (<50%)
2	Extranet site (E/M banking)	https://ebanking.indosuez.com / https://mobile.indosuez.com https://ebanking.degroofpetercam.com / https://mobile.degroofpetercam.com	Non-compliant (<50%)
3	Extranet site (Spektra)	https://spektra.indosuez.com	Non-compliant (<50%)
4	Extranet site (Startup Connection)	https://startup.indosuez.com	Non-compliant (<50%)

Compliance rates are updated on an ongoing basis in the compliance statements for the websites concerned. The accessibility statements were published on 28 June 2025.