

NETIA

2025 accessibility action plan



Table des matières

1.	Introduction	2
2.	Definition of accessibility action plan objectives	2
3.	Listing of the different actions according to the solutions	2
4.	Which teams/people are involved.....	3
5.	Action implementation.....	3
5.1.	Breakdown of actions in 2025	3
5.2.	Actions.....	4
6.	Due date calendar.....	6
7.	KPI.....	6

1. Introduction

In application of the following texts:

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 all online public communication services to be accessible to all,

The Référentiel Général d'Amélioration de l'Accessibilité (RGAA) in its version 4, which facilitates the digital accessibility of companies.

This document presents NETIA's action plan to improve the accessibility of its various solutions and sites.

2. Definition of accessibility action plan objectives

By June 2025, all companies will **have to report on the accessibility of their various digital devices** (website, intranet, software, applications, etc.). It will also be **necessary to make visible the actions** they need to take to improve digital accessibility and inclusion.

After **an internal audit** of the various NETIA solutions (RadioAssist and RadioAssist Online) and the netia.com website, several points and areas for improvement were identified. After prioritization, some of these need to be addressed first:

- **RadioAssist (RA):** Continue to improve the accessibility of certain tools, in partnership with a key client via targeted accessibility plans.
- **RadioAssist Online (RAO):** Make key tools accessible to all.
- **NETIA website:** Improve the accessibility of the website

During this initial work, broadcasting tools were not taken into account. In-depth work on these will take place in a second phase during 2025. Improving the accessibility of this solution will be detailed in future action plans.

3. Listing of the different actions according to the solutions

The compliance of NETIA's digital solutions with accessibility requirements will be **progressive and structured** around several key stages. Depending on the solution or website, a number of actions need to be carried out to achieve the various objectives. The action plan will **evolve as progress** is made internally.

RadioAssist:

- Finalization of the 8.10 quality plan
- Drawing up a new quality plan for 8.12
- Take up the points for improvement identified during the Browser audit
- Make the Asynchronous Job window accessible
- Make the new features of 8.12 accessible (transcription, new index card, SoundCheck)

- Develop needs identified during the 8.12 quality plan

RadioAssist Online:

- Rework the application's colors and contrasts
- Establish a clear theme
- Improve accessibility of login and portal pages
- Ensure accessibility of Browser and Transfer
- Ensure accessibility of settings

AirDDO:

- Perform RGAA accessibility audit

NETIA website:

- Finalize audit
- Improve points identified during analysis
- Make available the various necessary and mandatory documents

4. Which teams/people are involved

Accessibility coordinator: Romane

The accessibility coordinator is responsible for supervising all actions to be carried out within each team and project.

RAO team: referent Stéphanie

The RAO team's referent is in charge of reworking the points scheduled by the accessibility referent and the PO of this solution in relation to accessibility.

RA team

The RA team will work on accessibility during regular dedicated sprints to ensure improvement of the various points raised during the audit.

5. Action implementation

5.1. Breakdown of actions in 2025

The implementation of actions will be organized around the three semesters of 2025, with actions to be carried out for each solution and website:

S1 : (January to May)

- NETIA website:
 - Completion of RGAA audit
- RadioAssist :
 - Continued development based on 8.10 quality plan
 - Definition of new quality plan
- RadioAssist Online :

- Work on color palette contrast
- Establish a light theme
- Documentation:
 - Drafting and formatting of detailed audits for each solution
 - Drafting and formatting of mandatory documents (multi-year plan, accessibility self-declaration, etc.).

S2 : (May to August)

- NETIA website:
 - Improve site to achieve maximum compliance (home page and contact)
- RadioAssist :
 - Ensure full digital accessibility of Browser and asynchronous job window
 - Integration of 8.12 quality plan requests
- RadioAssist Online :
 - Rework login page and portal
 - Rework Browser and Transfer accessibility
- AirDDO :
 - Start RGAA analysis audit
- Documentation :
 - Continuous improvement for each solution

S3 : (September to December)

- NETIA website:
 - Improve site to achieve maximum compliance (our solutions page and user guides)
- RadioAssist :
 - Integrate accessibility into new 8.12 features (index card, S2T, SoundCheck)
- RadioAssist Online :
 - Rework accessibility of settings
- AirDDO :
 - Continue RGAA analysis audit
- Documentation :
 - Continuous improvement for each solution

5.2. Actions

NETIA's various teams will have their own ways of working to improve the digital accessibility of their solutions.

- RadioAssist: Each member of the RadioAssist team will participate in the improvement of digital accessibility. To this end, dedicated two-week sprints will be carried out to make effective progress at key moments, with an average of fifteen tickets.
- RadioAssist Online: The team leader will develop the solution's digital accessibility with shorter iterations. Every week, a dedicated meeting is held by the accessibility manager and the RAO manager to review progress and prepare the next steps.

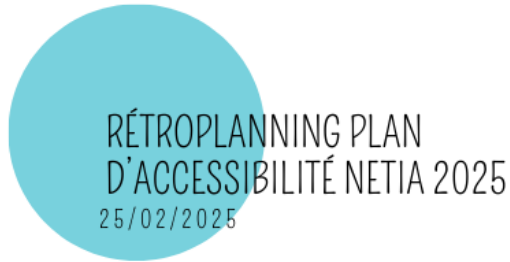
- netia.com website: The modifications required to improve the digital accessibility of the company's website will be made by the accessibility consultant throughout the year.

Two in-house training courses are planned to raise awareness of digital accessibility among our teams and to remind them of best development practices. These training sessions will be led by the accessibility coordinator and the RadioAssist Online coordinator, with priority given to the first and second quarters of 2025. Other training courses may be requested by interested parties.

All documents and audits are written and carried out by the accessibility consultant, and then submitted to the Management Committee for approval or rejection. These documents are updated at the beginning of each year. Full audits of the three solutions and the netia.com website will be carried out every 5 years.

6. Due date calendar

A retro-planning of the various actions brought rather was built below:



7. KPI

In order to confirm the finality of the various objectives and workstreams presented in this action plan, several success criteria have been defined according to the project and website:

- RadioAssist :
 - o Develop, test and validate all the points raised in the quality projects (8.10 and 8.12)

- Reduce the number of points to be improved and not done by 50% for the Browser and the Asynchronous Job window
- Develop, test and validate the accessibility of the new features of 8.12
- RadioAssist Online :
 - Achieve a clear theme in the settings and make it consistent throughout the solution
 - Develop, test and validate the login page, tool portal, Browser, transfer functionality and settings
- AirDDO :
 - Obtain a detailed RGAA audit for the AirDDO tool
- Website:
 - Achieve 80% RGAA accessibility for each page of the site (home, user guides, our solutions and contact)
- Documentation :
 - Formatting and publication of documents on website pages concerning accessibility:
 - Multi-year plan
 - Accessibility action plan 2025
 - Audit and self-declaration of accessibility of RadioAssist
 - Audit and self-declaration of accessibility of RadioAssist Online
 - Audit and self-declaration of accessibility of netia.com website