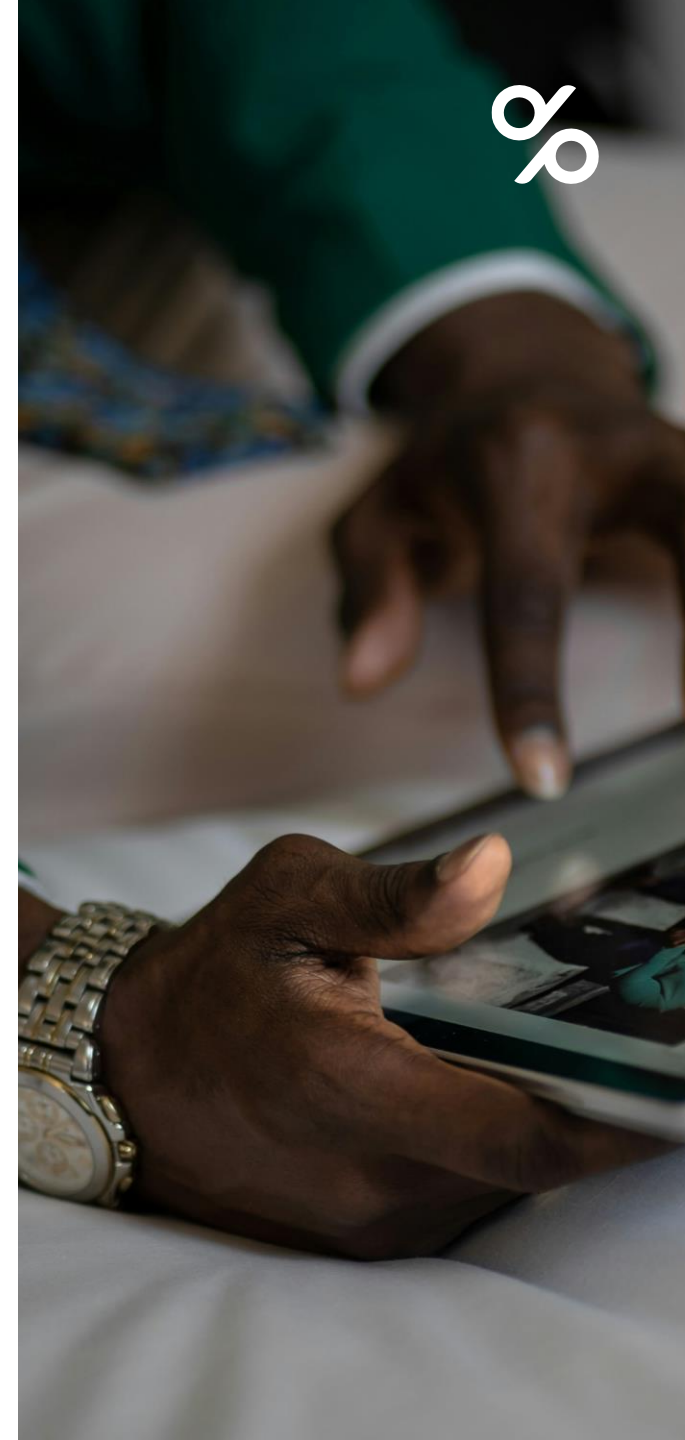


2026 Accessibility Annual Plan

Degroof Petercam

Topics covered

- 01 Accessibility Governance
- 02 Training and Awareness
- 03 Digital Accessibility
- 04 Telephone Accessibility
- 05 Pre-contractual and Contractual Documentation (Banking Services, Credits in Scope) and Commercial Documentation
- 06 Management of Customer Journeys and Accessible Documentation
- 07 Natively Integrating Accessibility into New Activities, Products, or New IT Tools for Clients or Staff



01. Accessibility Governance



DONE

Appointment of an Accessibility Lead

- The accessibility lead appointed in December 2024 (Head of Digital Transformation) was replaced by the Head of Marketing in December 2025.
- Information will be provided to the Executive Committee in 2026.



IN PROGRESS

New Governance

- A new governance structure will be established in 2026, including a quarterly steering committee focusing on identified topics.
- Support for entities through Accessibility Reference Committees led by CASA.



IN PROGRESS

Management and Monitoring of the Deployment of the Telephone Accessibility System for Deaf or Hard-of-Hearing Clients and Prospects

- Establish a dashboard of quantitative and qualitative indicators to monitor the ELIOZ service.
- Presentation at the steering committee.



IN PROGRESS

Accessibility Governance

- Establish a dashboard of quantitative and qualitative indicators to monitor the implementation of the digital accessibility system.
- Ongoing monitoring of accessibility statements, for example, based on audit results, the annual action plan, and the multi-annual plan (updates as necessary).
- Monitoring actions taken to improve the Accessibility Compliance Rate.
- Presentation at the steering committee.

02. Training and Awareness



Mandatory Training for All Client-Facing Staff

All our client-facing staff have completed mandatory training to raise awareness of Accessibility and to train them in the use of tools provided to our deaf and hard-of-hearing clients.



DONE



Training for Development Teams

Training sessions have been organised for development teams to raise awareness of accessibility and enable them to integrate best practices into every new project.



DONE

03. Digital Accessibility



DONE

Audits

Audits conducted on the My Indosuez, My Degroof Petercam, Spektra, and Startup Connections web and mobile platforms have been shared with the teams responsible for development and updates.



IN PROGRESS

UX/UI

The UX/UI teams now systematically integrate accessibility criteria into the design of new screens or when redesigning existing online banking interfaces to ensure an inclusive and consistent user experience.



IN PROGRESS

Corporate website

- The Indosuez group plans to redesign its corporate website in the coming months. Digital accessibility requirements are fully integrated into the tender specifications and are a key criterion in selecting our future partner.
- The objective is to develop a new website that fully complies with accessibility standards, providing an inclusive digital experience for all our clients and prospects.



IN PROGRESS

Online banking: My Degroof Petercam

- Initially, the My Degroof Petercam mobile app will undergo developments to ensure compliance with accessibility standards.
- Subsequently, these developments will be extended to the web version of My Degroof Petercam to also ensure compliance with accessibility requirements.



04. Telephone Accessibility

Deployment of the Telephone Accessibility System for Deaf or Hard-of-Hearing Clients and Prospects



IN PROGRESS

- Deployment of the ElioZ system on our corporate website on 7 April 2026.
- Raising awareness and training our staff on these solutions.
- Providing various solutions to our deaf or hard-of-hearing clients and prospects to give them access to our services.
- Deployment of the ElioZ system on the login page of our online bank My Degroef Petercam (on desktop and mobile app) on 28 April 2026.

05. Pre-contractual and Contractual Documentation (Banking Services, Credits in Scope) and Commercial Documentation



Conduct an Inventory of Relevant Banking Services and Documents

- Inventory of relevant documents and prioritisation.
- Definition of scope and target: individuals; clients and prospects.



IN PROGRESS



Create “Accessibility” annexes for pre-contractual information sheets and general terms and conditions of contracts

- These annexes must be understandable without exceeding a “B2” (upper intermediate) level 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.
- Editorial simplification for certain information and client journeys (including Legal Design).



IN PROGRESS

06. Management of Customer Journeys and Accessible Documentation



IN PROGRESS

Conduct an Inventory of Documents Intended for End Clients

- Definition of scope and target: individuals; clients and prospects.
- Organise document remediation by priority.
- Engage a specialised company to implement document remediation



IN PROGRESS

Produce an Accessibility Charter for Documents

Use resources provided by CASA.



IN PROGRESS

Ensure our identification/ authentication methods and electronic signatures are **perceivable, usable, understandable, and robust**

Ensure with the supplier that identification methods are “accessible”.

07. Natively Integrating Accessibility into New Activities, Products, or New IT Tools for Clients or Staff



Integrate Accessibility into Our Processes via Various Committees

- Inventory of processes
- Update procedures to integrate accessibility (such as the NAP committee or the Global Innovation Committee).



IN PROGRESS



Include an accessibility clause in our supplier contracts

- Inventory of processes.
- Integrate accessibility into internal processes.
- Update procedures to integrate accessibility.
- Inventory of supplier contracts to be remediated (such as IT suppliers).



IN PROGRESS