

Accessibility of TotalEnergies Charge Europe

What is digital accessibility?

An accessible communication service allows all users to access its content without difficulty, including people with disabilities who use specialised software or hardware.

For example, it allows:

- Navigate using voice synthesizers or Braille displays (used in particular by blind or partially-sighted Internet users).
- Customise the display of the site according to their needs (enlarging characters, changing colours, etc.).
- Navigate without using the mouse, with the keyboard only or via a touch screen.
- Etc.

To achieve this, the site must comply with rigorous standards when it is designed and updated.

TotalEnergies is committed to ensuring the accessibility of its digital services and products in accordance with article 47 of law no. 2005-102 of 11 February 2005. An accessibility officer, Mission Handicap, along with a dedicated ecosystem, is working on this issue.

To find out more about TotalEnergies' digital accessibility strategy:

- [Multiannual scheme 2024-2026](#)

Compliance status

A compliance audit of TotalEnergies Charge Europe (charging.services.totalenergies.com website and mobile application) is forthcoming. The declaration of accessibility will be shared following the audit.

Contact (TotalEnergies Charge Europe)

If you are unable to access content on this service, you can contact the team responsible for it to be directed to an accessible alternative or to obtain the content in another form.

Contact the team by e-mail at this address: contact-chargingservices@totalenergies.com.

The requested information will be sent to you as soon as possible.

Contact (TotalEnergies)

You can help us improve digital accessibility at TotalEnergies by sharing your comments with us. To do so, send us an email to digital.accessibility@totalenergies.com.