musée-mémorial
du terrorisme
mission de préfiguration

Multi-year accessibility plan
2026–2029

Website: https://musee-memorial-terrorisme.fr/

1. Regulatory framework and methodology

This multi-year plan has been drawn up in accordance with Article 47 of Law No. 2005-102 of 11 February 2005 on equal rights and opportunities, participation and citizenship of people with disabilities, and Decree No. 2019-768 of 24 July 2019 on the accessibility of online public communication services. It covers the period 2026–2029.

It follows on from the RGAA 4 accessibility audit of the Museum and Memorial of Terrorism (MMT) website carried out by the service provider Eclydre in accordance with the methodology of the General Framework for Improving Accessibility.

The MMT is currently in the preliminary planning phase; the website supports this phase and will continue to evolve until the museum opens, scheduled for late 2031. This plan will be reviewed and updated as these developments take place.

2. Accessibility statement already published

On 5 August 2026, the MMT published its accessibility statement, updated on 25 August 2026, at https://musee-memorial-terrorisme.fr/accessibilite-partiellement-conforme. This statement sets out the compliance rate as measured by the audit (88 per cent), the full list of non-conformities identified, the pages that were audited, the testing environment and tools, as well as the procedures for providing feedback and lodging complaints available to users with disabilities.

For the record, the action plan set out below covers the following criteria, as identified in the statement: text alternatives for images (1–3), long descriptions of complex images (1–6), titles for frames/iframes (2–2), text transcripts of videos (4.1), video subtitles (4.3), audio description of videos (4.5), English translations and language indication (8.7), and accessibility of PDF documents (13.3).

3. Objectives of the 2026–2029 multi-year plan

- To rectify, by the end of 2026, the Level A non-conformities identified as priorities: text alternatives for images (1–3, internal action), long descriptions of complex images (1–6), iframe titles (2–2), text transcripts of interview videos (4.1) and subtitles for videos hosted on YouTube (4.3).

- Maintain, *at a minimum*, the compliance rate established by the audit, without any regression on the corrections already made.
- Gradually address, in 2027, the non-conformities not covered by this first phase: the remainder of the long descriptions of complex images (1–6), the remainder of the text transcripts of videos and the completion of English translations (8.7).
- Gradually address, from 2028 onwards, the most technically complex non-compliances: audio description of videos (4.5) and accessibility of PDF documents (13.3).
- Raise awareness and provide in-house training for MMT teams involved in contributing to the website, in order to prevent non-conformities from reoccurring in newly published content.
- Carry out a new RGAA follow-up audit before the plan's expiry date, in order to measure the progress made and prepare for the next cycle.
- Keep the accessibility statement up to date as corrections are made.

4. Multi-year action plan

The table below summarises the actions planned for the period 2026–2029. The actions for 2027 to 2029 are indicative and will be finalised each year depending on available resources.

Deadline	Action	RGAA criterion(s)	Level	Pilot
By the end of 2026	Correction of text alternatives for images containing information, across the entire website	1–3	A	MMT: internal action
By the end of 2026	Detailed description of complex images in the virtual exhibition 'Facing terrorism: a civic memory'	1-6	A	Service provider: Eclydre
By the end of 2026	Correction of the titles of the frames (iframes) containing the media	2-2	A	Service provider: Eclydre
By the end of 2026	Verbatim transcripts of interview videos	4.1	A	Service provider: Eclydre
By the end of 2026	Migration of Vimeo videos to the MMT's YouTube channel and activation of automatic subtitling	4.3	A	MMT: internal action

Deadline	Action	RGAA criterion(s)	Level	Pilot
2027	Continued awareness-raising and training for internal website contributors	—	—	MMT: internal action
2027	Detailed description of complex images not processed in 2026	1.6	A	MMT: internal action
2027	Verbatim transcription of unprocessed interview videos from 2026	4.1	A	MMT: internal action
2027	English translation of the descriptions and transcripts produced in 2026	1–6, 4.1	A	MMT: internal action
2027	Commencement of work to finalise the English translations and add language tags to the source code	8.7	AA	MMT / service provider to be identified
2028	Continuation (where applicable) of work to finalise the English translations	8.7	AA	MMT: internal action
2028	Commencement of work to make downloadable PDF documents accessible, prioritising institutional documents (activity reports)	13.3	A	MMT / service provider to be identified
2029	Carrying out a technical and budgetary feasibility study on the implementation of audio description for audiovisual content, with a view to drawing up a compliance plan.	4.5	AA	MMT / service provider to be identified
2029	New RGAA audit to assess the website	—	—	External service provider
2029	Review of the 2026–2029 plan and preparation of the next plan	—	—	MMT

5. Details of actions to be undertaken by the end of 2026

5.1 Internal MMT action

The MMT is responsible for ensuring compliance with the two media-related criteria:

- Images: reviewing and correcting alternative text (criteria 1–3) across the entire website.
- Videos: migration of all videos hosted on Vimeo (around twenty) to the MMT's YouTube channel to enable automatic subtitling.

Project lead: Head of Communications.

Timeline: September/October 2026

5.2 Action delegated to a service provider

The MMT has asked its service provider, Eclydre, to take charge of ensuring compliance with four media-related criteria:

- Images: adding long descriptions (1–6) to the 21 pages of the French version of the virtual exhibition 'Facing terrorism: a civic memory'.
- Frames: adding iframe titles (2-2) to all pages containing frames, for the French version.
- Video: adding text transcripts (4.1) to 22 interview videos in French (approximately 105 minutes), based on subtitles automatically generated by YouTube and proofread by Eclydre.
- Video: activation and proofreading of YouTube's automatic subtitles (4.3) for all available videos (around forty).

Timeline: October 2026

6. Outlook for 2027–2029

The following non-conformities are not covered by the actions planned between now and the end of 2026. They represent prospects for subsequent financial years, to be clarified and costed as work progresses.

6.1 Complex images (criterion 1.6)

The MMT will identify and amend the pages on the website containing complex images, which were not processed in 2026, to add long descriptions to them.

6.2 Text transcripts (criterion 4.1)

The MMT will identify and continue the verbatim transcription of unprocessed videos in 2026.

6.3 English translations (criterion 8.7)

The English-language pages of the website occasionally display content that remains in French, and language changes are not always indicated in the source code. From 2027, the MMT will undertake work to ensure the completeness of translations, prioritising titles and summaries displayed in multiple contexts (list pages, bounce blocks, search screens), as well as the translation into English of content produced in 2026 as part of the Eclydre service.

6.4 Accessibility of PDF documents (criterion 13.3)

The PDF documents available for download (notably activity reports) are not accessible and do not have accessible alternative versions. This project, identified as complex and of significant scope, will commence in 2028, with priority given to institutional documents. In line with the audit report's recommendation, the MMT will prioritise, for new documents, the production of alternatives in office formats that are easier to make accessible (docx or odt) rather than PDF alone.

6.5 Audio description of videos (criterion 4.5)

The audit identified synchronised audio description of videos as an AA-level criterion, which is very complex to implement given the small volume of content. A feasibility study will be launched in 2029, focusing on the site's most-viewed videos, in order to draw up a compliance plan.

7. Governance and monitoring

- The MMT's communications manager has been appointed as the accessibility lead to oversee this plan and its annual implementation.
- Progress reviews involving the MMT and its service provider TMA will be held at least once a year to verify that the corrections made have not been reversed and to plan the next steps.
- The accessibility statement published on 5 August 2026 will be updated following each significant correction, in line with the progress of this plan.
- Awareness-raising and training initiatives for internal contributors on the production of accessible content (writing alternative text, structuring articles, publishing videos) will be organised and repeated periodically.
- The handling of requests from users with disabilities (contact details and appeal procedures) remains governed by the procedures already published in the accessibility statement.