# Accessibility Roadmap

Progress report
April 2023 - May 2024

Optimising accessibility

Our goal is to optimise accessibility at Colt. This is a journey for our business as we take steps to build accessibility into our Employee Experience and Customer Experience. Below are the five key elements of our approach.

This document outlines our progress made since the last of our strategy in May 2023 and how we consulted with the business to drive change.
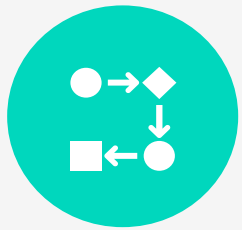
Strategy & Governance

Employee Experience
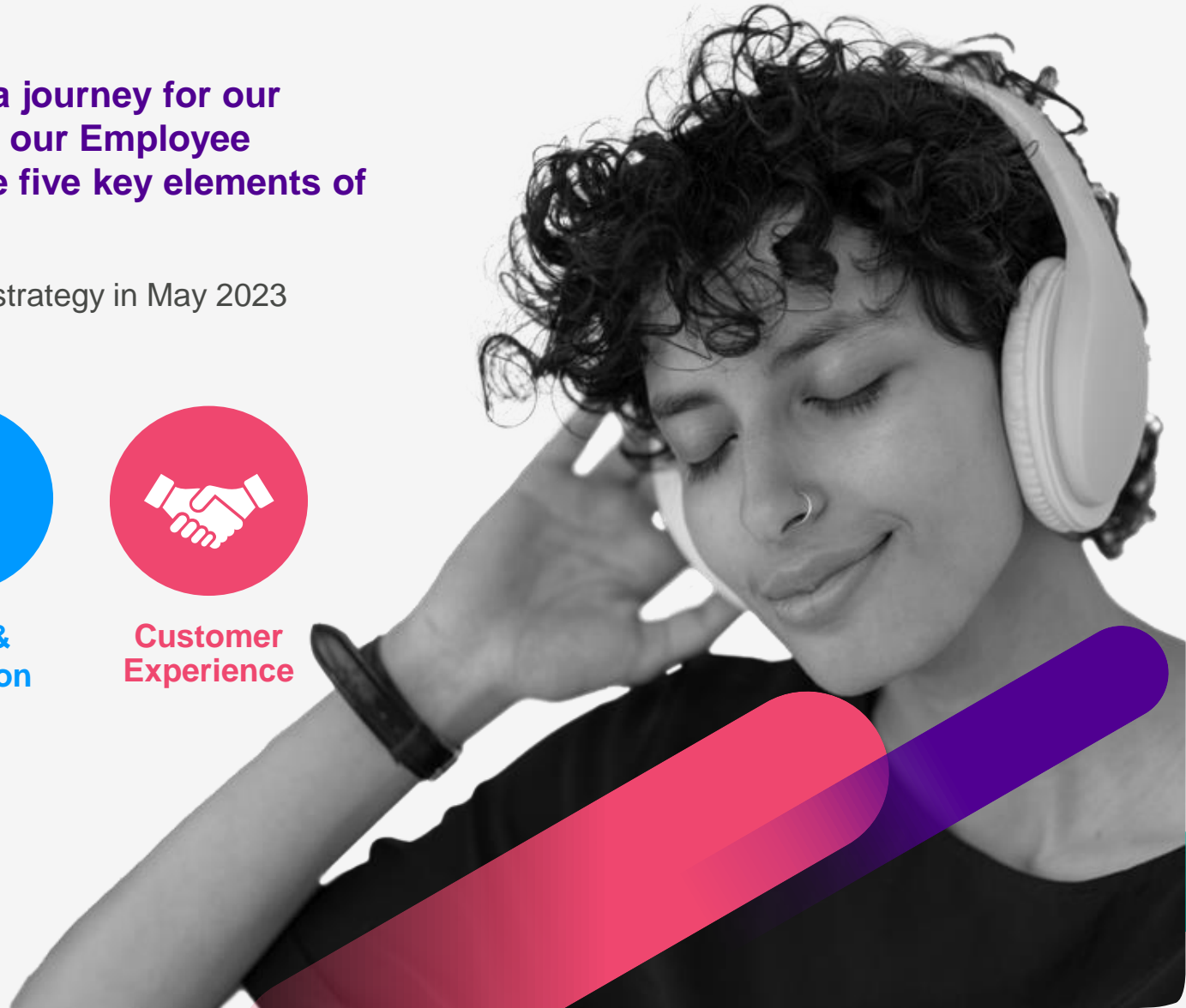
Awareness & Skills

Brand & Reputation

Customer Experience

For a reminder of our pillars in more detail and our five-year strategy, see pages 11-12.

Reviewing programmes, policies and practices

In year one, we reviewed programmes, policies and practices to remove barriers for people with disabilities. We also had a strong focus on our Awareness & Skills to build employee advocacy.

Our Strategy pillar focused on our collaboration with the Procurement team and working with our strategic suppliers, and on the development of Digital Accessibility Principles with our Digital Information Office.

We concentrated on developing internal champions and strong engagement via delivery of some quick wins within high impact areas. For example, our new intranet, reward portal and two high profile engagement campaigns. Our approach was to build employee advocacy to lay the foundations for change in future years.

A training needs analysis saw us identify some of the teams that needed specific upskilling and over 500 trainings took place.

We analysed some of our high-profile sites and portals and put plans in place for accessibility improvements. We also conducted a horizon scanning exercise to understand changes upcoming that would impact customer accessibility.

Accessibility targets & milestones
May 2023 – April 2024

Deliverable	Target	Progress
Training analysis complete. 10% of workforce to attend at least one accessibility training or briefing	500	
Community of practice formed with representation across the business	50 members	
Procurement - survey strategic digital suppliers and supplier deep dive sessions on accessibility	10 suppliers and 3 deep dives sessions	
Analysis and roadmap of Colt.net against WCAG guidelines and review of customer portal, Colt Online	Delivered by timeline	
Accessibility features built into intranet and delivered content creators trained	All content creators trained	
Digital accessibility principles agreed with business and cascaded to teams	Delivered by timeline	
Delivery of suite of guidance documents for developer community	Delivered	
Collaborate with IT to deliver a core catalogue of Assistive Technology for employees to access and a smoother process for deployment	Launched	
Work with QA team to identify a tool to automate accessibility testing	First 10 tests delivered	

We also achieved

- Agreed improvements in our customer portal and piloted new automated tests with On Demand portal team

- Agreed improved process for Workplace adjustments

- Launched two business-wide communications campaigns raising awareness about accessibility

- Launched accessible recognition platform

- Reviewed our onboarding content for accessibility and made improvements

- Devised guidance for our Workplace Services team to ensure our offices are more accessible for neurodivergent colleagues
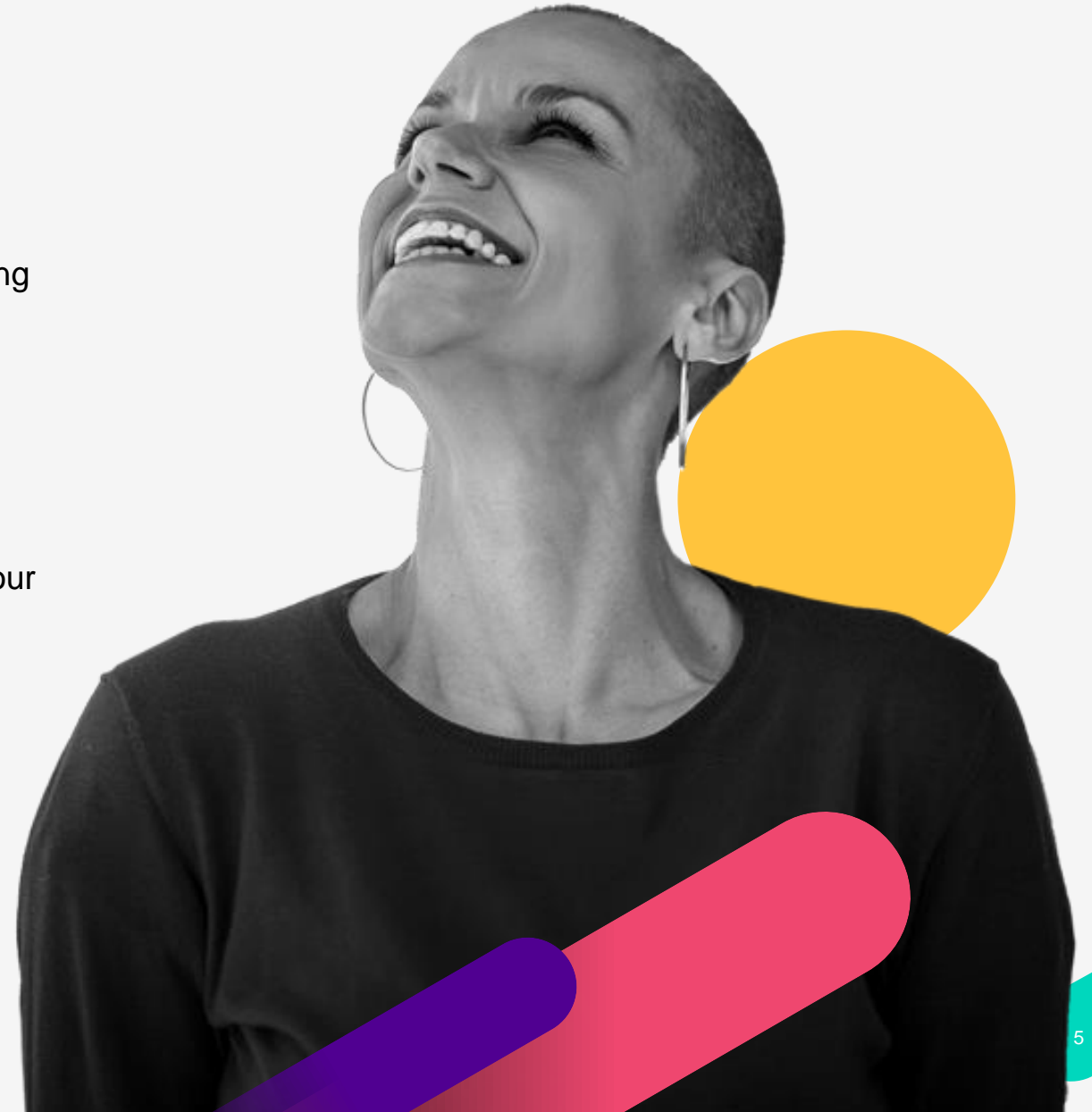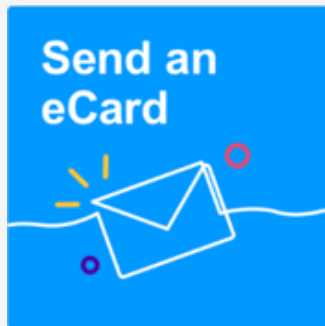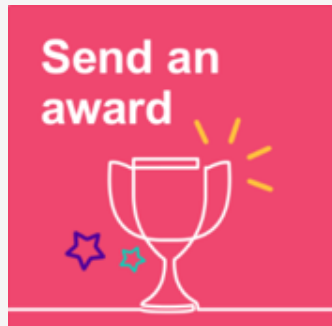
Consulting with persons with disabilities and business stakeholders

What do we mean by accessibility?

Accessibility is the practice of making information, activities, and/or environments sensible, meaningful, and usable for as many people as possible.

It encompasses physical and digital spaces and the way we communicate with internal and external stakeholders. It also looks at the employee and customer experience.

Our approach to consultation

- Our roadmap was launched in May 2023. It was devised following stakeholder workshops with people representing ten areas of our business: Brand & Communications, Digital Information Office, People & Culture, Workplace Services, Procurement, Operations & Engineering, Customer communications amongst others

- We have since worked with these stakeholders to deliver key workstreams as part of this roadmap

- We consult with our Disability Accessibility Employee Network (DAN) regularly. Our Accessible Spaces Forum – is a quarterly forum for our Disability network to give formal feedback on accessibility

- We launched a Community of Practice which acts as a champion group for accessibility. There are 50 members globally

- For a feedback log and actions, please see the appendix to this document.

Appendix: Feedback and action log

Focus areas	Feedback	Actions	Action owner	Status
Neurodiversity	Employees would benefit from a quiet space in Colt House	• Install a quiet zone for neurodivergent colleagues • Agree a checklist with Workplace Services of things to be considered to support neurodivergent colleagues	Workplace Services	Delivered by end June 2024
Built environment – office use	Kitchen areas– suggestions made to improve access	• Changes to how kitchen cupboards are used	Workplace Services	Complete
Built environment – office access	Access Colt House for wheelchair users	• Motorised doors in head office • Lower entry swipe	Workplace Services	In progress
Digital accessibility	Changes to customer communications	• Request supplier of mailing tool to implement accessibility updates	Customer Communications	Complete
Branding	Colour contrast on screens during All Hands and other live events	• Changes to brand to enable better colour contrast in particular when using in digital environment	Brand	Complete
Careers website	Alt text needed on imagery	• Accessibility check of careers site and changes implemented	People & Culture	Complete

Phase two – embedding accessibility

The next phase of our plan will focus on ways to embed accessibility into ways of working and processes so that accessibility underpins all that we do.

	May 2024 – April 2025
Strategy & Governance	• Expand Accessible Spaces Forum • Embed accessibility requirements into project management office processes
Employee Experience	• Further embed Workplace Adjustments process • Agree global accessibility standards for built environment • Review accessibility with key employee portals
Awareness & Skills	• Continue to develop Community of Practice • Develop calendar of training & events • Publish developer guidance documents in online portal • Launch Accessibility e-learning to Digital Information Office
Brand & Reputation	• Deliver on Colt.net accessibility improvement plan • Accessibility incorporated into design guidelines
Customer Experience	• Embed accessibility into our digital transformation plans

Appendix

A reminder of our roadmap

Five Areas in More Depth

Strategy & Governance

Includes strategic intent, reporting, policies and building accessibility into our supply chain.

Employee Experience

Remove barriers and ensure we can support employees who need it, as well build accessibility into recruitment, onboarding and development.

Awareness & Skills

Engage the whole business on the need for accessibility whilst building deeper accessibility skills for key teams.

Brand & Reputation

Ensuring our brand and marketing is accessible in order to remove any barriers with our key audiences and raise awareness externally.

Customer Experience

Build out our roadmap to ensure we incorporate accessibility considerations into the customer journey.

Our 5-year Journey

Year 1 Foundations	Year 2 Embedding	Year 3 Strengthening	Year 4 Advancing	Year 5 Optimising
✓ Build accessibility into Procurement process ✓ Agree digital accessibility principles and developer guidance ✓ Develop assistive technology strategy and approach to deployment ✓ Deliver role-based training plan ✓ Review of onboarding ✓ Build into new intranet ✓ Business wide awareness campaign	✓ Embed accessibility requirements into Project Management Office ✓ Deliver accessibility standard for office locations ✓ Optimise accessibility across external comms ✓ Embed accessibility community of practice ✓ Deliver further automated accessibility testing ✓ Deliver further improvements to tracking workplace adjustments	✓ Build out roadmap to optimise accessibility in the customer journey ✓ Deliver next phase of role-based training ✓ Deepen awareness across the business ✓ Enhance and scale accessibility testing	✓ Ensure all high-volume sites and portals meet accessibility standards ✓ Continue to embed accessibility within the employee and customer lifecycles ✓ Collaborate with supply chain to influence accessibility across the industry	✓ Perform maturity modelling exercise to understand progress ✓ Devise further plans to close any gaps working in consultation with persons with disabilities