



# Colt's Accessibility Roadmap





## Comment from our CEO

Accessibility is not a nice to have, it's a business imperative. That's why, ensuring we are an accessible organization, is a key part of our company strategy.

We believe that enabling and empowering our people, and the partners we work with, is vital – and that means everyone, regardless of whether someone has disabilities or a long-term condition and regardless of whether this is visible or invisible – every individual should find it easy to connect and contribute.

We have a clear action plan to achieve change and our aim is simple - to design accessibility into every project and initiative from the start.

We are making progress, but we know there is still more to do. Colt's Accessibility Roadmap demonstrates our commitment to an inclusive environment where everyone can thrive and where everyone has a fair chance to develop and progress.

**Keri Gilder**  
Chief Executive Officer



## Our sponsors



Accessibility makes the workplace more inviting and inclusive for people with disabilities. I believe everyone benefits when we focus on accessibility. That's why it's so important that we ensure Colt is accessible to all.

**Ashish Surti**  
Executive Vice President –  
Technology & Security



We recognise the importance of making products, services, information and opportunities, accessible. The link between accessibility and wellbeing is clear and we are committed to promoting accessibility for all our stakeholders

**Caroline Griffin Pain**  
General Counsel

# 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.





# How we built Colt's Accessibility Roadmap

## Step 1 – Network launch

- In 2020, we launched our Disability Accessibility Network (DAN) to ensure that we support persons with disabilities within Colt, raise awareness and consult our matters that impact them.

## Step 2 – Feedback mechanisms

- Developed feedback mechanisms on our intranet and on <http://www.colt.net/>, to gain input from employees, external stakeholders and customers. Our Accessible Spaces forum to consult with employees on the accessibility of our physical spaces. Facilities team (WPS), H&S, DAN and DEI and talk about how accessible physical spaces are.

## Step 3 – External expertise

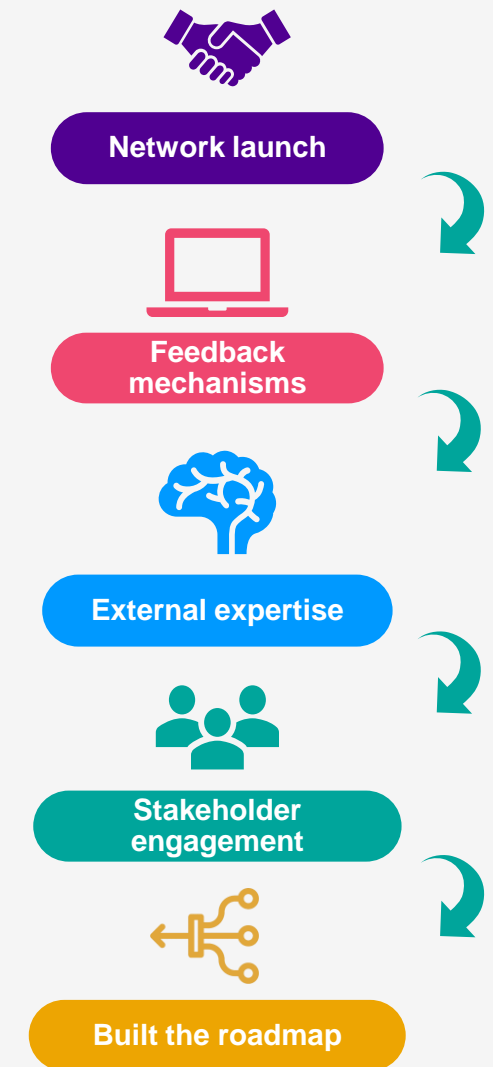
- In 2022, we consulted external accessibility specialists to review our current state against best practice

## Step 4 – Stakeholder engagement

- Conducted 10 hours of stakeholder interviews with people from across the business. Feedback highlighted low maturity in relation to accessibility but outlined some quick wins and longer-term actions.

## Step 5 – Built the roadmap

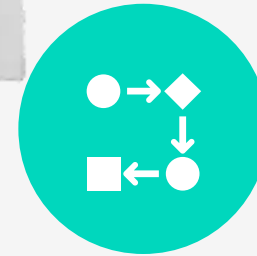
- With these insights, the ESG team and other stakeholders built Optimising Accessibility – Colt's 5-year roadmap.





## Optimising Accessibility at Colt

Our goal is to optimise accessibility. This is a journey for our business as we take steps to build accessibility into our Employee and Customer Experience. There are five key areas:



**Strategy &  
Governance**



**Employee  
Experience**



**Awareness &  
Skills**



**Brand &  
Reputation**



**Customer  
Experience**

## 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

- ✓ 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

## Year 2 Embedding

- ✓ Trial automated accessibility testing
- ✓ Devise approach to tracking workplace adjustments
- ✓ Embed accessibility requirements into Project Management Office
- ✓ Continue to embed across supply chain
- ✓ Optimise accessibility across external comms
- ✓ Embed accessibility community of practice
- ✓ Enhance data collection to track progress

## Year 3 Strengthening

- ✓ 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

## Year 4 Advancing

- ✓ 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

## Year 5 Optimising

- ✓ Perform maturity modelling exercise to understand progress
- ✓ Devise further plans to close any gaps working in consultation with persons with disabilities