

colt

# Accessibility Roadmap

Progress report  
April 2024 - May 2025

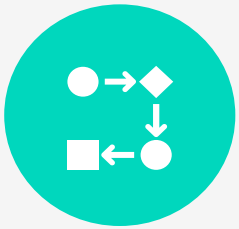


# Optimising accessibility

**Our goal is to optimise accessibility at Colt and we continue to take steps to build accessibility into our employee and customer experience.**

This document gives an overview of our roadmap and how we consulted with our business to devise the strategy (page 8). It also updated on activity since our last progress report in May 2024.

**There are five elements to our approach:**



**Strategy &  
Governance**



**Employee  
Experience**



**Awareness &  
Skills**

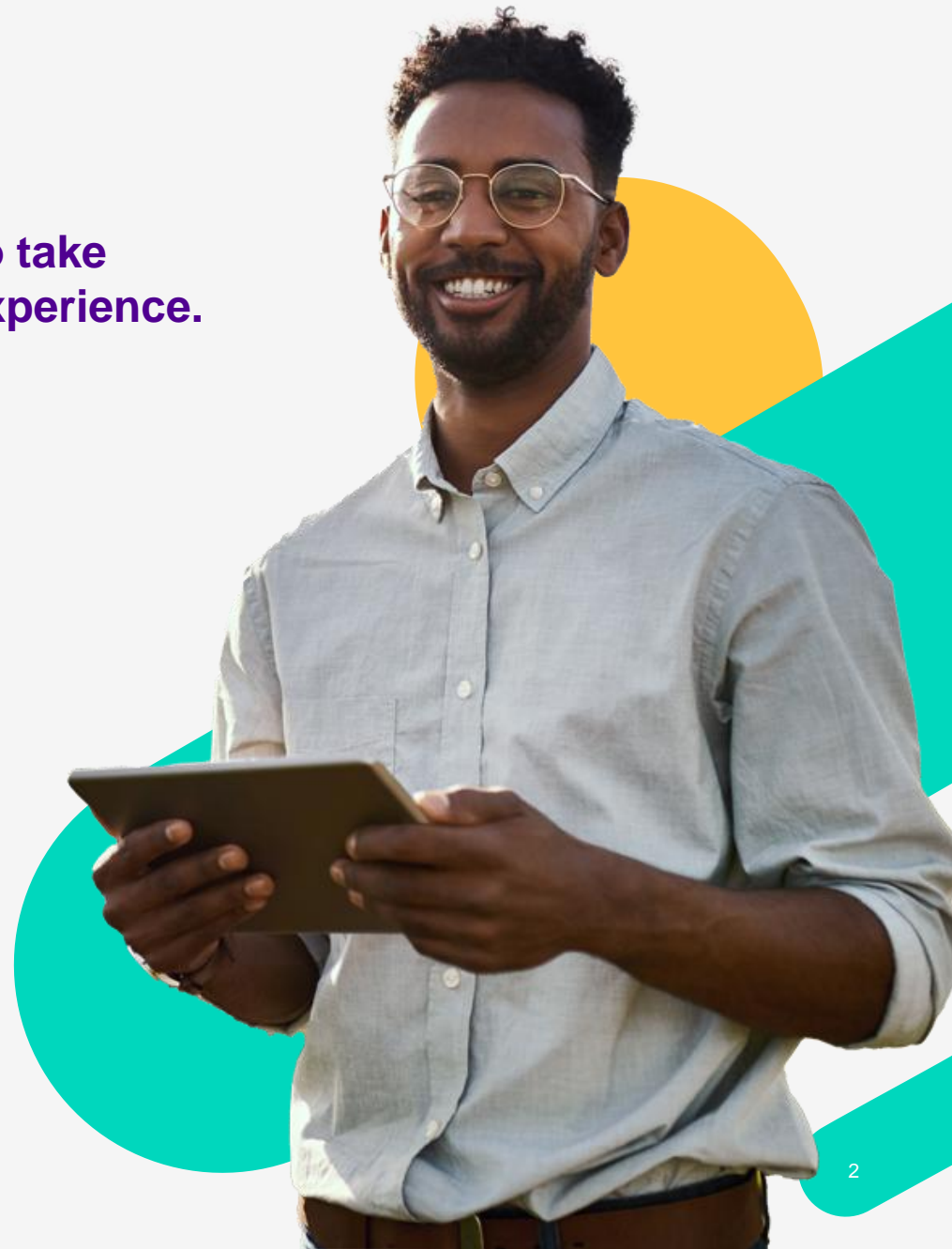


**Brand &  
Reputation**



**Customer  
Experience**

For a reminder of our pillars in more detail and our five-year strategy, see pages 10-11.



# 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.



Optimising accessibility aligns with Colt's core values because **accessibility** is fundamentally about **inclusion, empowerment, and operational excellence** which are central to Colt's mission and culture



## Our strategy in 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 to remove 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 journey so far

**Our accessibility strategy was devised in consultation with 30 stakeholders across Colt. This included business representatives as well as those with lived experience. You can find more on our approach to consultation on page eight.**

Our first year was spent laying the foundations. We reviewed programmes, policies and practices to remove barriers for disabled people. We focused on awareness to build employee advocacy.

As our second year concludes, we've prioritised embedding accessibility into our processes. A key milestone was the launch of our Accessibility Steerco with cross-business representation.

We have continued to raise awareness whilst delivering in depth and bespoke training for specific teams.

By embedding accessibility into our ways of working and underpinning it with strong governance, our approach positions us to scale further in the years ahead.

We continue to consult with colleagues with disabilities on key components of the programme and overall progress.

### A five - year journey

Year 1	Foundations	<input checked="" type="checkbox"/>
Year 2	Embedding	<input checked="" type="checkbox"/>
Year 3	Strengthening	
Year 4	Advancing	
Year 5	Optimising	



## Year 2 Accessibility targets & milestones

May 2024 – April 2025

Deliverable	Progress
Launched our Colt-wide Accessibility Steerco with senior leadership sponsorship	Complete
Embedded accessibility considerations into Programme Management Office (PMO) process and documentation including integrating accessibility requirements and testing guidance.	Complete
Embedded core catalogue of Assistive Tech for employees, which can be requested via our IT service platform for smoother deployment	Complete
Delivered suite of guidance documents for developer community and product managers that support the delivery of WCAG 2.1 AA and include additional best practices.	Complete
Built an accessibility area on colt.net and made improvements to brand guidelines to support accessibility	Complete
Strengthened Accessibility Guardian group with each member completing a core learning plan	Complete
Delivered training to IT helpdesk, workplace support team to strengthen knowledge of accessibility features in Microsoft 365 and Windows 10 & 11. Launched business-wide awareness campaign.	Complete
Produced e-learning for developer community (not yet launched) aimed at giving the whole community a grounding in key WCAG guidelines.	In progress
Collaborated with Facilities and Health Safety teams on Accessibility Standard for offices and delivered a quiet space for neurodivergent colleagues in our London head office.	Complete

## To maximise impact, we have also...

- Published guidance for employees on creating accessible documentation, communications, and presentations using Microsoft 365 tools.
- Initiated a project to enhance the workplace adjustments process, including the introduction of Accessibility Passports.
- Launched a program to integrate accessibility into product management practices.
- Commenced a full rebuild of our main corporate website, with accessibility embedded as a core design and development requirement.



# Involving business stakeholders and those with lived experience

## Our approach to consultation



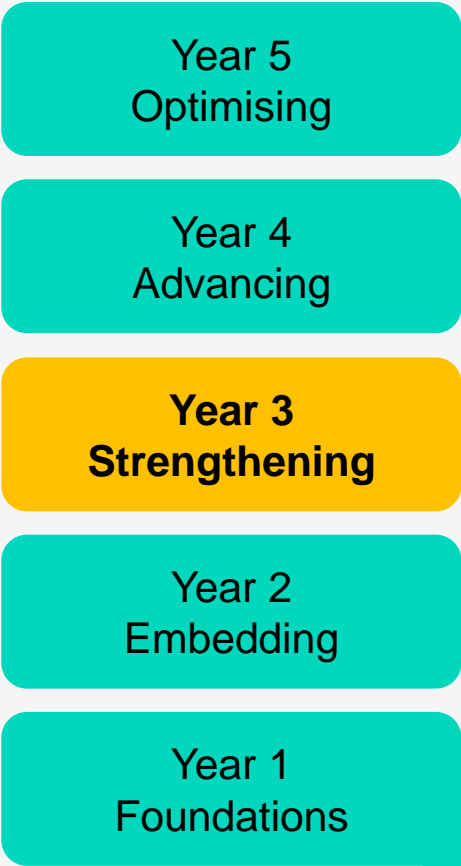
- Our roadmap was launched in May 2023. It was devised following stakeholder workshops with people representing ten areas of our business: Marketing and Communications, Digital Information Office, People and Culture, Workplace Services, Procurement, Operations and Engineering and Customer Communications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



# Phase three – strengthening

The next phase of our plan will focus on strengthening and scaling our approach.

May 2025 – April 2026	
Strategy & Governance	Partner with the Accessibility Steerco to shape the roadmap for the years ahead. Reinforce our Global DEI policy with bold, clear commitments to accessibility.
Employee Experience	Launch Accessibility Passports and streamline workplace adjustments to empower everyone. Ensure our new learning platform is inclusive from day one.
Awareness & Skills	Deliver quarterly training and events, integrate accessibility into mandatory Conscious Inclusion training and roll out developer-focused e-learning to build technical fluency.
Brand & Reputation	Collaborate on refresh of Colt.net with accessibility embedded from the start Build a library of reusable website development components to support inclusive design
Customer Experience	Formalize our commitment to an accessibility framework for our external website Embed inclusive practices into our digital transformation strategy.





# Appendix

A reminder of our roadmap

## Appendix: Feedback and action log

Ref.	Focus areas	Feedback	Actions	Action owner	Status
001	Neurodiversity	Employees would benefit from a quiet space in Colt House	<ul style="list-style-type: none"> <li>• Install a quiet zone for neurodivergent colleagues</li> <li>• Agree a checklist with Workplace Services of things to be considered to support neurodivergent colleagues</li> </ul>	Workplace Services	Complete
002	Built environment – office use	Kitchen areas— suggestions made to improve access	<ul style="list-style-type: none"> <li>• Changes to how kitchen cupboards are used</li> </ul>	Workplace Services	Complete
003	Built environment – office access	Access Colt House for wheelchair users	<ul style="list-style-type: none"> <li>• Motorised doors in head office</li> <li>• Lower entry swipe</li> </ul>	Workplace Services	Complete
004	Digital accessibility	Changes to customer communications	<ul style="list-style-type: none"> <li>• Request supplier of mailing tool to implement accessibility updates</li> </ul>	Customer Comms	Complete
005	Branding	Colour contrast on screens during live events	<ul style="list-style-type: none"> <li>• Changes to brand to enable better colour contrast in particular when using in digital environment</li> </ul>	Brand	Complete
006	Careers website	Alt text needed on imagery	<ul style="list-style-type: none"> <li>• Accessibility check of careers site and changes implemented</li> </ul>	People and Culture	Complete
007	Romania office	Entry way accessibility issues	<ul style="list-style-type: none"> <li>• Consult with employees and business</li> </ul>	Workplace Services	Logged by team and plan to follow

# 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

- ✓ 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

## Year 3 Strengthening

- ✓ Launch Accessibility passports
- ✓ Build accessibility into product management processes
- ✓ 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