

Accessible Technology Charter



We will ensure people living with a disability or who acquire a disability can apply for jobs with us, be employed by us, and do business with us, by implementing an inclusive technology strategy which includes the following commitments to accessibility:

1. We will appoint an Executive Level Technology Champion who will report to the board, raise awareness of the benefits of this agenda and ensure that we achieve continuous improvement in this area.
2. We will ensure that colleagues are aware of how technology can liberate the contribution of everyone, as colleagues and customers.
3. We will routinely consult with disabled colleagues, customers and experts to ensure that we understand the impact of our technology on talent management, colleague productivity and our diverse customer base.
4. We will enable built in accessibility to allow reasonable personalisation of technology by our colleagues and customers.
5. We will embed and promote a workplace adjustment process, that provides usable technology solutions for disabled colleagues, within a reasonable timeframe.
6. We will give our relevant teams the accessibility know-how needed to deliver effective business processes and adjustments for disabled colleagues and customers.
7. We will establish our performance baseline using the Accessibility Maturity Model. We will consistently go beyond minimum compliance to bring greater benefits to our business and share best practices with others.
8. We will promote a development lifecycle for our technology solutions that is based on inclusive design from definition to delivery, to minimise the cost and reputational risk triggered by retrofitting products and systems.
9. We will include accessibility as a key requirement within our procurement process and build relationships with supply partners to develop and deliver accessible products and services.
10. We will continuously improve accessibility within our organisation, document what works and share our learning with the Technology Taskforce.

Signatory A Taylor
On behalf of WYCA
Date 31/10/19