GSK: ensuring all IT is accessible

The IT Accessibility Project operates under the umbrella of GSK's Global Disability Council programme and has been developed in collaboration with existing GSK communities such as the employee resource group, the Disability Confidence Network, as well as external partners.

The project, which aims to make GSK IT more accessible to users who require an adjustment, is driven by GSK's commitment to become a more disability confident organisation. It is based on the Business Disability Forum Technology Taskforce's ten-point Accessible Technology Charter and measured using the associated Accessibility Maturity Model.

The IT improvement efforts, which are regularly tested by users and customers, are primarily aimed at people with the following types of impairments: sight and vision, including colour blindness; hearing; cognitive, including dyslexia; and motor and musculoskeletal.

Some of the successes of the IT Accessibility Project include:

- developing an IT Accessibility strategy
- creating an IT Accessibility web portal, which is part of a continuing effort to make GSK more accessible by providing information on accessibility to employees and managers. Critically, its development is informed by user feedback and needs
- completing an IT Accessibility review
- raising awareness and embedding consideration for accessibility in core IT services

In May 2015, accessibility experts reviewed and helped improve GSK's core IT services against a number of industry standards, including WCAG 2.0 for web pages, US section 508 accessibility law and relevant UK ISO standards, as well as its compatibility with common assistive technology tools such as the Jaws screen reader for visually impaired users and Dragon Naturally Speaking for people with dyslexia.

What GSK learned from the IT Accessibility Project:

- Work with key partners across the organisation and draw on their skills and capabilities
- Engage with employees with disabilities to understand their needs
- Involve service and product owners in the review process from the start this raises awareness, ensures good engagement levels and paves the way towards embedding accessibility considerations throughout the organisation

About business disability international

bdi

a unique, global, business-led consortium working to the mutual benefit of business, people with disabilities, and the societies and economies in which businesses operate. It was founded by Barclays, GSK and Infosys, together with Susan Scott-Parker OBE.

bdi enables its member companies to:

diagnose and address the systemic implications of disability on their business as it affects their worldwide customers, colleagues, potential colleagues and wider stakeholders

jointly fund a cost-effective, central resource with unique business-disability experience

bdi does this by asking:

"What does global HQ need to say and do, to enable national leaders to deliver the consistent best practice that, in turn, delivers both business and societal benefit?"

bdi pioneers:

practical business-to-business collaboration, learning and influence, making it easier to deliver worldwide the best practice we brand 'disability confidence'

Learning directly from disabled people:

A toolkit for global business