

ACCESSIBILITY ROADMAP

Progress report

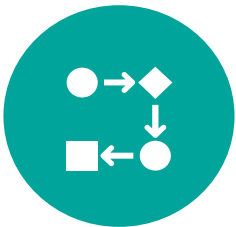
April 2025 - May 2026



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 provides an update on activity since our last progress report in May 2025.

There are five elements to our approach:



Strategy &
Governance



Employee
Experience



Awareness &
Skills

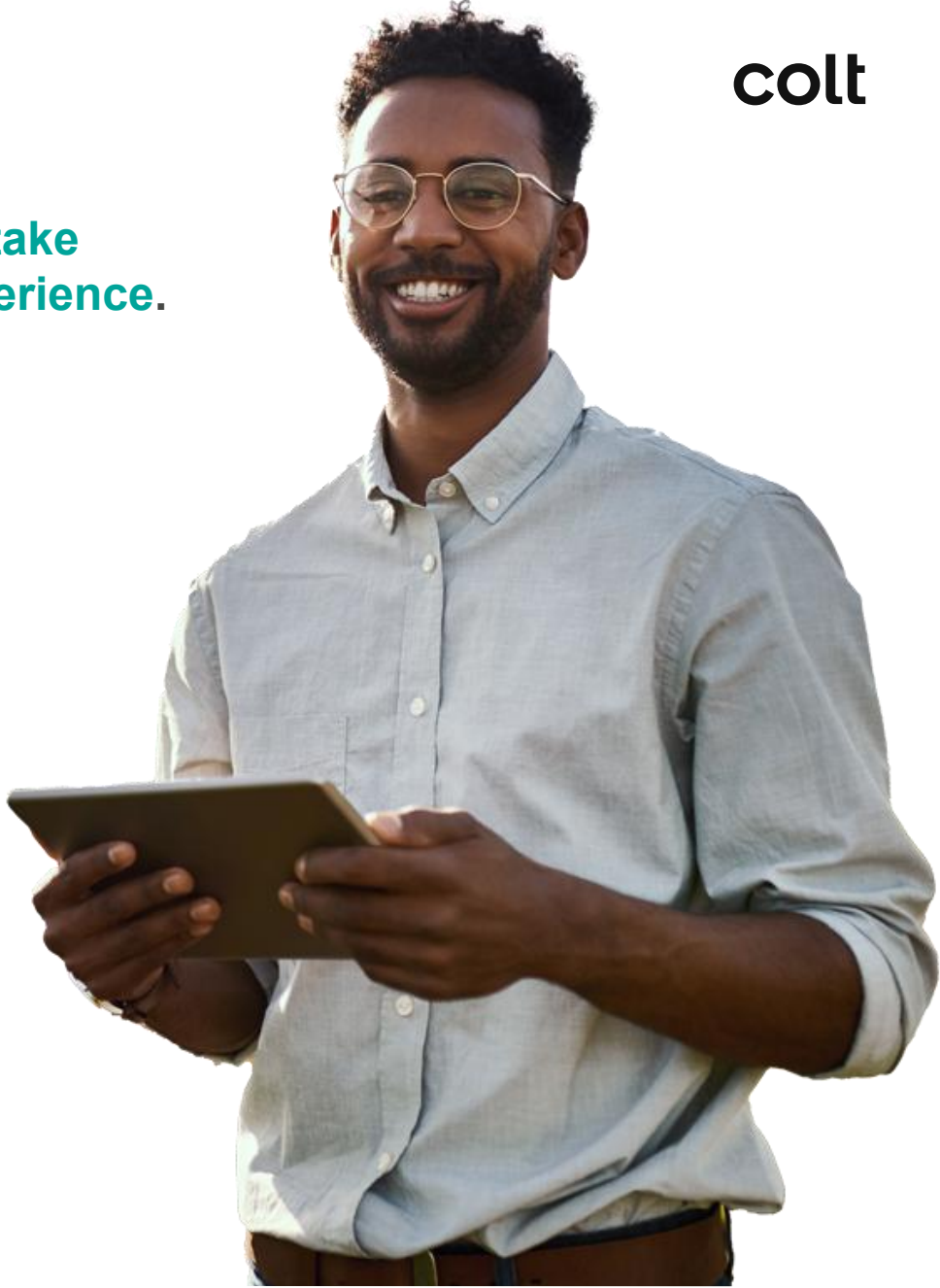


Brand &
Reputation



Customer
Experience

For a reminder of our pillars in more detail and our five-year strategy, see page 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 policies and practices to remove barriers for disabled people and focused on raising awareness to build employee advocacy.

In year two, we prioritised embedding accessibility into our processes. A key milestone was the launch of our Accessibility Steerco with cross-business representation. We also launched a Global Accessibility Standard for all offices.

This past year, we continued awareness raising whilst delivering in-depth training for specific teams, such as our developers. We embedded accessibility within our Brand and launched a more accessible corporate website, www.colt.net.

In Year 4 we will continue to embed accessibility into our ways of working, including our Product development cycle and customer touchpoints.

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

A five - year journey

Year 1	Foundations	✓
Year 2	Embedding	✓
Year 3	Strengthening	✓
Year 4	Advancing	
Year 5	Optimising	

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.



YEAR 3 ACCESSIBILITY TARGETS & MILESTONES MAY 2025 – APRIL 2026

Deliverable	Progress
Launched our new corporate website, www.colt.net with accessibility embedded from the start.	Complete
Embedded accessibility considerations into our new brand, launched in January 2026	Complete
Updated our Global Diversity, Equity & Inclusion policy with clear commitments to accessibility	Complete
Rolled out e-learning for developer community, aimed at giving the whole community a grounding in key WCAG guidelines. 270 completed the training	Complete
Created a digital components playbook and guidance for colleagues responsible for digital portals and sites and rolled this out to relevant teams.	Complete
Trialled new tools including Co-pilot to support accessibility for Neurodivergent colleagues.	Complete
Launched accessibility module as part of our core mandatory inclusion and diversity training (May 2026)	Complete
Rolled out phase two of Everyday Access, our video series focused on Microsoft 365 Accessibility features	Complete
Embed accessibility within our testing tools and created a series of personas for use when testing	In progress

The next phase of our plan will focus on strengthening our approach and embedding accessibility within customer touchpoints.

May 2026 – April 2027		
Strategy & Governance	Partner with the Accessibility Steerco to shape the roadmap for the years ahead. Ensure accessibility considerations embedded into AI tools development.	Year 5 Optimising
Employee Experience	Streamline workplace adjustments to empower everyone. Ensure our new learning platform is inclusive from day one.	Year 4 Advancing
Awareness & Skills	Expand the Everyday Access campaign to embed accessibility skills within teams. Deliver a Global Accessibility Day event that engages employees in all large locations.	Year 3 Strengthening
Brand & Reputation	Sustain accessibility across external digital channels and brand, recognising accessibility as a continual journey rather than a one-off milestone.	Year 2 Embedding
Customer Experience	Deliver plan to improve accessibility through customer touchpoints and test utilising personas.	Year 1 Foundations