



Internet Society

Accessibility Standing Group

Draft Internet Society Disability Inclusion Action Plan 1.2 January 2024

Over one billion people, roughly one in seven of us globally, have some kind of permanent disability. The Internet Society strives to lead by example in ensuring that its content products, services, policies and programs all embrace accessibility.

ISOC's Board of Trustees agreed on a resolution in April 2023 to an accessibility policy for persons with disabilities and requested that the President and CEO shall formulate, or cause to be formulated, a comprehensive accessibility operational framework and fund allocation as the President/CEO deems appropriate and in furtherance of ISOC's progress to increase accessibility for persons with disabilities.

This focus on accessibility for persons with disabilities, within and beyond the Internet Society community of individual and organizational members, Chapters, learners, and Special Interest Groups, is critical in enhancing digital inclusion on the Internet and in helping the Internet Society to deliver on its stated vision, 'The Internet is for Everyone'.

This Disability Inclusion Action Plan is based on the ISOC Accessibility Framework 1.2 and is co-created with ISOC staff and the ISOC Accessibility Standing Group based on the disability movement's motto: Nothing about us without us'. It will form the basis for guiding and mapping the Internet Society's progress in increasing digital inclusion for persons with disabilities.

Strategy 1: Building a culture of accessibility

The Internet Society and the Internet Society Accessibility Standing Group, made up of invested Internet Society community members, will work together to promote the development of a culture that reflects diversity, equality, and inclusivity. Working collaboratively, these groups will champion actions and ideas to embed accessibility best practice across the organization.

Action	Measure of success/Performance Indicator	Responsibility	Timeframe
Develop a disability and digital inclusion awareness toolkit for staff	Toolkit created and publicized.	e-learning/HR	First quarter 2024
Deliver disability and digital inclusion awareness training for staff	All new and existing staff receive disability and digital inclusion awareness training and obtain 80% score on quiz	e-learning/HR	Required training for new staff/ annual training for all existing staff
As part of awareness raising efforts, run internal accessibility campaigns	<ul style="list-style-type: none"> <input type="checkbox"/> mailing/ posting accessibility tips over social media <input type="checkbox"/> screening short videos <input type="checkbox"/> inviting guest speakers with lived experience of disability to share about their life journeys through interviews, podcasts, blogs, holding talks <input type="checkbox"/> organizing technical workshops on disability sensitization or how to create and maintain accessible resources/standards compliance 	HR/Systems & Support	Ongoing
Recognize efforts of people / teams/ departments who promote accessibility in their work and culture, celebrate special days relating to disability	Recognition program is developed and launched	HR	Ongoing
Identify “Accessibility Champions” amongst Internet Society staff	“Accessibility Champions” identified and listed across ISOC Departments to promote actions in the Disability Inclusion Action Plan, stimulate integration of accessibility across work streams, as well as address accessibility related queries and challenges.	CEO/Systems & Support	Ongoing

Action	Measure of success/Performance Indicator	Responsibility	Timeframe
Encourage the employment of staff with disabilities	At least 1-2 people with disabilities employed in the next year	HR	Ongoing
Regular interaction between the internal accessibility working group on accessibility, Accessibility Champions and the Internet Society Accessibility Standing Group to ensure accessibility is integrated both procedurally as well as substantively.	Regular meetings held and minutes captured with concrete action items. Ongoing informal communication when needed.	Systems & Support	Bi-monthly
Demonstrate the innovative ways people with disabilities use the Internet through disability showcase events at Internet Society-sponsored events.	Active engagement on disability throughout the year through a series of activities such as: <ul style="list-style-type: none"> • three talks including Community Day • events such as the International Day of Persons with Disabilities (3rd December) and GAAD (mid-May). Disability community representatives invited and supported to be keynote speakers in at least two ISOC-sponsored events per year	External & community engagement	Ongoing
Incorporate an accessibility impact assessment in policy development as well as Internet Society processes and practices	<ul style="list-style-type: none"> <input type="checkbox"/> Accessibility impact assessment guidelines and template created <input type="checkbox"/> Accessibility impact assessment in policy development processes <input type="checkbox"/> Overall ISOC processes and practices updated to include accessibility impact assessment 	Policy/Systems & Support	Ongoing

Action	Measure of success/Performance Indicator	Responsibility	Timeframe
Encourage and support research initiatives on digital inclusion in all regions & identify potential barriers to inclusion including for those with invisible or less recognised disabilities.	1-2 digital inclusion research reports across regions	Internet Society Foundation in collaboration with ASG	Annual
Earmark specific budget for accessibility initiatives	Specific budget allocated for accessibility by all departments	All department heads/ CEO/ finance and admin teams	To be done annually at the beginning of the financial year along with the overall department/ organizational budget

Strategy 2 – Minimising barriers to participation and engagement with Internet Society content, services, processes and practices

The Internet Society and the Internet Society Accessibility Standing Group will work together to encourage the organization and community to adopt approaches that help make interaction with the Internet Society across its content and operations more accessible to more people. Internet Society will consider all types of disabilities when creating any content or hosting any event; the inclusion strategies should not be limited to a few types of disabilities, therefore joint consultation with the Accessibility Standing Group and other stakeholders will be carried out.

Action	Measure of success/Performance Indicator	Responsibility	Timeframe
Develop an Internet Society policy, or set of guidelines, on web accessibility. Encourage the use of internationally recognized accessibility standards within the Internet Society and across its partner organizations, particularly for multistakeholder events	The Board of Trustees resolution 2023-8: Approve Policy on Accessibility for Persons with Disabilities.	BoT/CEO	2023
Produce all Internet Society content, whether online or physical, with accessibility in mind from the outset.	All ISOC content, including audio-visual media and electronic documents that is shared, published, referenced or otherwise communicated through ISOC channels, is accessible based on WCAG 2.1 Level AA. However, issues with legacy content are recognised. Companies contracted with have demonstrated experience in accessibility.	Comms team Content owners	Maintaining and updating accessible content will be an on-going process.
Create and maintain an accessible content training module for staff, as part of the wider content training offering	Content training module is developed including methods for the creation of accessible online or physical documents. Current content module is extended to incorporate accessibility requirements based on WCAG 2.1 Level AA.	Comms team/HR	First quarter 2024. Required training for new staff/annual training for all existing staff
Use accessible tools for web conferencing, LMS and collaboration platforms	Accessibility audit of existing tools and platforms Remediation of accessibility issues across platforms (Four online courses compliant with certification in 2023)	Systems & Support/ e-learning	12 months (Two online courses to be reviewed in 2024)

Action	Measure of success/Performance Indicator	Responsibility	Timeframe
Annual audit and reporting on accessibility of ISOC's websites and content	Audit carried out and report published. Companies contracted will have demonstrated experience in accessibility and will employ persons with disabilities as auditors.	Systems & Support	Annually
Ensure that accessibility support contact info is clearly displayed on ISOC web pages and that the issue resolution process is simple and quick.	<ul style="list-style-type: none"> • Accessibility Statement in footer of webpages - the Statement may include issues with legacy content • Accessibility help is displayed clearly and prominently on ISOC web pages and is operational - currently general contact is webfeed-back@isoc.org 	Systems & Support	2 months
Include questions on accessibility within all feedback mechanisms to ensure that ISOC is constantly able to improve on accessibility.	Question on accessibility included in all feedback forms and action taken as needed	Comms team All departments	Ongoing
Include accessibility standards and requirements as a criteria for all products and services procured by ISOC.	Accessibility standards or requirements included within vendor agreements/ service contracts/ other relevant documentation. Reference made to Section 508 and EN 301 549.	Systems & Support CFO Legal team	Ongoing