

# Global accessibility and digital inclusion strategy for a multinational IT company

## UNITED KINGDOM/ATOS – GLOBAL ACCESSIBILITY & DIGITAL INCLUSION GOVERNANCE

Atos is a multinational information technology service and digital transformation company with 105,000 employees headquartered in Bezons, France. In 2010 Atos launched its Global Accessibility and Digital Inclusion Policy, led by its UK office, to engage with its employees with disabilities, to adapt its workplaces, and to provide accessible digital tools. Atos streamlines accessibility across its supply chain and its eco-branding, and it aims to implement measures that impact its 71 country offices.

### Problem targeted

Companies often do not achieve fully inclusive environments due to focusing on a single element, such as assistive technology.

### Solution, innovation, and impact

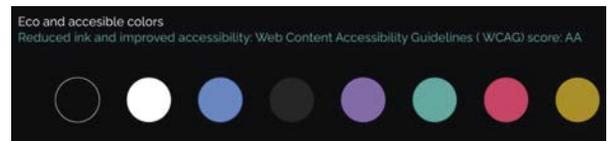
Atos addresses accessibility issues from all areas of the business environment. The company not only looks at the actions within the organization but also at those of suppliers. The policy is driven by four key principles: (1) designing, developing, and delivering inclusive technology; (2) delivering enterprise-wide inclusivity solutions and services that allow employees, customers, and partners to meet legal and ethical commitments; (3) driving forward the inclusivity agenda internally and with social partners; and (4) transparency, with the aim of being an example for reporting on inclusivity.

“Why just dream? Technology enables us to empower everyone to realize their full potential!”

Neil Milliken, Global Head of Accessibility, Atos

Procurement staff members, for example, are trained to require improvements of non-accessible products and services from potential business partners. By June 2021, Atos has assigned a unique country contact for disability and inclusion in 53 countries. The programme has grown from a small team of UK experts to a global programme with around 100 Atos staff members actively engaged.

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### Outlook, transferability, and funding

The budget allocated by Atos to the Global Accessibility and Digital Inclusion Strategy is over €5 million in 2021. It is considered as an investment into its own development since the programme saves money in the long-term through reduced absence of employees, retention of talent, increased productivity, sustainable working solutions, and satisfied customers. Atos' long-term aim is to be recognized as a leader in the industry for accessible and inclusive digital transformation. The company is actively engaging in membership, including the Valuable 500, Business Disability Forum, the ILO, Fundación ONCE, IAAP, and the #WeThe15 movement, as well as partnerships with IT-leaders such as Google and Microsoft

### FACTS & FIGURES

Start: 2010

- In 2021 Atos identified unique country contacts in 53 country offices.
- By 2021 the programme was carried out in 71 countries, engaging with around 100 staff members.
- *A practice from the Business Sector.*