

Document C14/INF/2-E
10 March 2014
English only

Report by the Secretary-General

2014 ITU ACCESSIBILITY PLAN

Summary

This document presents a consolidated plan of the activities to be implemented by ITU during 2014 in order to advance the implementation of the Accessibility Policy for Persons with Disabilities, endorsed by the 2013 Session of ITU Council. *The plan draws on the Guidelines for Implementation ITU Accessibility Policy for Persons with Disabilities ([C13/INF/14](#)).*

Action required

This report is transmitted to Council **for information**.

References

ITU Accessibility Policy for Persons with Disabilities (Annex to document [C13/42](#));

Guidelines for Implementation ITU Accessibility Policy for Persons with Disabilities ([C13/INF/14](#)).

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I. Summary of activities for 2014

Semester 1 Proposal advanced during 2013. Suggested implementation timeframe: **starting** first semester of 2014.

Semester 2 New proposal having required further discussion. Suggested implementation timeframe: **starting** second semester of 2014.

Lead unit Thematic areas	Sectors	TLC ¹	C&P ²	FRMD ³	HRMD ⁴	IS ⁵	SPM ⁶
A. ITU Staff Engagement					Semester 2 HR Planning and Dev. Service		
B. Meeting and conferences: Revision of registration process			Semester 1 C&P. Dept				
C. Meeting and conferences: Streamlining of captioning services				Semester 1 Procurement Division			
D. Digital documentation (Word documents)						Semester 1 IS Dept	
E. An accessibility plan for PP-14							Semester 1 Gov. Bodies Secretariat
F. Raising awareness of ITU Membership (side-event at PP-14)	F2: Semester 2 TSB						F1: Semester 2 Gov. Bodies Secretariat
G. Collecting information on needs and preferences			Semester 2 C&P Dept				
H. Exploring option for allocating a budget line for the policy implementation				Semester 1			
I. Recruitment process					Semester 2 Planning and Policies Div.		
J. Procurement				Semester 2 Proc. Division			
K. Programmatic activities	Semester 1						

¹ TLC: Telecom

² C&P: Conference and Publications Department

³ FRMD: Financial Resource Management Department

⁴ HRMD: Human Resources Management Department

⁵ IS: Information Service Department

⁶ SPM: Strategic Planning and Membership Department

II. Advancing the implementation of the policy in 2014: listing of activities

A. ITU staff engagement

- **Activity: Basic training in disability awareness for all staff**
- Objective: To raise awareness among ITU staff of the accessibility issues that need to be addressed to successfully mobilize their energy and talent in the implementation of the Accessibility Policy.
- Description of solution:
 - (1) Running an in-person training session for a targeted group of staff and elected officials (cf. Ethics policy)
 - (2) Setting up and requesting staff to attend an online training or information sessions
- Time-frame for activity completion: January-December 2014
- Status: HR Planning and Development Service to initiate the process (SG / HRMD / HRPP)
- Similar examples in other organizations: AT&T online training program (available for ITU).
- Expected Results: training materials **made available**; empowered staff members.

B. Meeting and conferences: Revision of registration process

- **Activity: Incorporate a reference to reasonable accommodation in registration forms to ITU events and conferences and in the invitation letter (e.g. Circular, Collective⁷)**
- Objectives: To have a better understanding of the special needs and preferences of participants to ITU meeting and conferences; to improve the assessment and planning of accessibility services delivery.
- Description of solution: Generalizing the inclusion of an accessibility section in all registration forms.⁸
- Time-frame for activity completion: 1st semester 2014
- Status: Conferences and Publications Department to initiate the process. C&P to coordinate this activity (SG / C&P / CPO).
- Similar examples in other organizations: UN entities such as OHCHR and UNDESA
- Expected Results: data on the special needs and preferences of participants **collected** and the planning of accessibility services **improved**.

⁷ Sample of text visible in the Annex 2 of TSB Circular 66: Accessibility accommodation: Real-time captioning and/or sign-language interpretation may be provided on demand to those needing them, for the sessions where accessibility matters will be discussed (Q26/16), subject to availability of interpreters and funding. These accessibility accommodations must be requested at least six (6) weeks before the date of beginning of the meeting, namely 13 January 2014. (<http://www.itu.int/md/T13-TSB-CIR-0068/en>).

⁸ This can be achieved by adding a reference in the invitation letter using a template formulation.

C. Meeting and conferences: Streamlining of captioning services

- **Activity: Assessing the relevance of setting a unique contract for the procurement of captioning services**
- Objective: To assess the opportunity for improving the efficiency of ITU internal processes regarding the provision of captioning services
- Description of solution:
 - (1) Assessing the collective needs (3 Bureaux + GS) for captioning services for a given semester/year
 - (2) Listing of technical specifications
 - (3) Organizing a call for tender to gather cost estimates.
 - (4) Reporting on the relevance of such efficiency measure
- Time-frame for activity completion: January-December 2014
- Status: to be initiated by the Procurement Division (SG / FRMD / PROC)
- Expected Results: Report on the **relevance** of setting a unique contract for the procurement of captioning services

D. Digital documentation (Word documents)

- **Activity: Improving the accessibility of Word documents used in ITU meetings and conferences**
- Objective: To make ITU digital documentation accessible for all (staff, delegates, general public)
- Description of solution:
 - (1) Developing accessible templates for making ITU digital documentation accessible
IS will drive this activity, in coordination with Pool and Sectors (to adapt the official ITU Word templates used for preparing meetings and conference documents).
 - (2) Revising the document production workflow to include steps to check the accessibility of Word documents and to modify templates for other languages
IS will take care of the technical aspects by undertaking a project for creating the new workflow step; in coordination with Pool and Sectors. Consequently, the Pool and Sectors will need to consider applying the accessibility checks, as part of the production workflow.⁹
 - (3) Training staff members to use accessible templates and to check document accessibility.
- Time-frame for activity completion: 2014-2015

⁹ It has to be noted, that there will be an implication on the resources needed for producing documents (staff assigned to the new “accessibility check” task for the different languages).

- Status: to be initiated by Information Systems Department (SG / IS)
- Expected Results: ITU digital documentation used in ITU meetings and conferences **accessible** to all.

E. An accessibility plan for PP-14

- **Activity: Defining an action plan for the provision of reasonable accommodation during PP-14**
- Objectives: To make PP-14 as accessible as possible; to manage expectations regarding the provision of accessibility services
- Description of solution:
 - (1) Listing of potential accessibility barriers
 - (2) Listing of key areas of priority and definition of the expected level of accessibility
 - (3) Development of PP-14 accessibility action plan
 - (4) Definition of the KPIs to be used a posteriori to assess the effectiveness of the plan
- Time-frame for activity completion: February-October 2014
- Status: to be initiated by the Governing Bodies Secretariat (SG / SPM / GBS)
- Expected Results: **accessibility plan for PP-14** developed.

F. Raising awareness of ITU Membership (side-event at PP-14)

- **Activity F1: Organizing a side-event during PP-14 to inform ITU Membership on the implementation of the ITU Accessibility Policy**
- Objective: To inform ITU Membership on the progress achieved by ITU in the implementation of Resolution 175 and on the reasons why it is urgent to advance the implementation of the Accessibility Policy.
- Description of solution:
 - (1) Assessing needs for 2015-2019
 - (2) Assessing related costs
 - (3) Developing one information pack for the side event addressed to Member States and one addressed to Sector Members
 - (4) Possible event format: Inviting experts to be part of a panel; recognizing companies/countries that are leading the way in this field (effective policies and practices), demos
- Timeframe for activity completion: June-October 2014
- Status: to be initiated by the Governing Bodies Secretariat (SG / SPM / GBS)

- Expected Results: a side-event during PP-14 on the implementation of the ITU Accessibility Policy; **well-informed** Membership on the progress achieved during the last four-year period.
- **Activity F2: Organizing a showcase/demos on specific areas related to accessibility (e.g. audiovisual accessibility, multimedia)**
- Objective: To raise Member States' awareness and inform on state-of-the-art of technologies in some specific areas related to ICTs accessibility.
- Description of the activity: during the second week of PP-14, showcase and demos on specific areas related to accessibility. Proposed areas: subtitling, audio description, sign language, clean audio, relay services, access services – broadcasting and inclusion of persons with disabilities in emergency situations. Showcases were previously organized by TSB at ITU Headquarters (among the last ones, during the ITU Workshop on Making Media Accessible to all: the options and the economics 24 – 25 October 2013)
- Pending points:
 - (1) Assessing how to involve Members who would be interested in the demos
 - (2) Assessing related costs and clarifying the cost bearer
 - (3) Proposed lead: TSB¹⁰
- Time-frame for activity completion: to be discussed
- Status: TSB to contact GBS for discussing the feasibility of this activity

G. Collecting information on needs and preferences of meeting and conference participants concerning accessibility

- **Activity: Setting a process to systematically collect information on needs and preferences of meeting and conference participants concerning accessibility**
- Objective: To better understand what provision of reasonable accommodation entails; to better allocate the use of voluntary contributions received.
- Description of solution:
 - (1) Analysing the existing organizations process(es) set for processing information on meeting and conference participants concerning accessibility
 - (2) Improving the process in order to centralize the data collected on the needs and preferences of meeting and conferences participants with disabilities
- Time-frame for activity completion: January-December 2014.

¹⁰ Members of the management in study groups related to accessibility in ITU-T Study Groups are from Korea, other key players are from Japan. This could facilitate the organization of the event.

- Status: Conferences and Publications Department to initiate the process (SG / C&P / CPO).
- Expected Results: **process(es) set** for collecting information on meetings and conferences participants; **data collection** of actual accommodation needs.

H. Exploring option for allocating a budget line for the policy implementation

- **Activity: Inviting ITU Member States to allocate a budget line for the implementation of the Accessibility Policy in the 2016-2017 Union's budget.**
- Objective: To make the implementation of the Accessibility Policy possible via the provision of required financial resources.
- Description of solution:
 - (1) Submitting a preliminary assessment of the activities and related-costs to the PP-14 group which will be discussing Resolution 175, and further encouraging the international membership to make voluntary contributions to the Accessibility Fund.
 - (2) In coordination with the Working Council Group on the Strategic and Financial Plan, assessing the costs related to the Accessibility Policy.
 - (3) Submitting the assessment to the 2015 session of Council.
- Timeframe for activity completion: January 2014-June 2015
- Status: to be initiated by the Accessibility Task Force
- Expected Results: assessment of the activities and related-costs submitted to Council 2015, Accessibility Policy budget allocated and Voluntary contributions received.

I. Recruitment process

- **Activities: Conducting an assessment of the level of accessibility of ITU recruitment process.**
- Objective: To better understand what is required to make ITU's recruitment process accessible to all.
- Description of solution:
 - (1) Analysing the extent to which ITU employment website complies with the accessibility requirements of ITU Web Guidelines and listing actions (and related costs) required to achieve compliance.
 - (2) Analysing the extent to which vacancy notices and associated recruitment documents are published in accessible formats for persons with visual, motor or other impairments to read and respond them; listing actions (and related costs) required for ensuring accessibility.
 - (3) Displaying the Accessibility Policy on the online recruitment platform to let potential applicants know that ITU is striving to be an inclusive organization for persons with disabilities.
 - (4) Analysing the extent to which the selection process allows applicants selected for an interview to disclose their specific needs; listing required actions (and related

costs) to take into consideration existing barriers and to provide reasonable accommodation

- Time-frame for activity completion: January-December 2014
- Status: to be initiated by the Human Resources Planning and Policies Division (SG / HRMD / HRPP)
- Available examples in other organizations: ILO, OHCHR
- Expected Results: Listing of **actions required; information on cost** of making ITU recruitment process accessible for persons with disabilities.

J. Procurement

- **Activity: Adjusting ITU procurement processes to incorporate the accessibility requirements (focus on IT equipment)**
- Objective: To ensure that all services and products purchased are accessible¹¹
- Description of solution:
 - (1) Incorporating accessibility requirements into the technical specifications developed for procurement purposes.¹²
 - (2) Developing an evaluation process to ensure that delivered solutions claiming to support accessibility actually do so.
- Time-frame for activity completion: 2015-2019
- Status: to be initiated by the Accessibility Task Force Secretariat (SG / SPM / CSD).
- Expected Results: ITU procurement process **complied** with the accessibility requirements and **incorporated**.

K. Programmatic activities

- **Activity: Mainstreaming accessibility in ITU programmatic activities**
- Objective: To ensure that ITU activities do not directly or indirectly discriminate against persons with disabilities and create additional barriers¹³
- Description of solution:
 - (1) Developing an accessibility checklist for the planning stage of programmatic activities¹⁴

¹¹ BDT could provide the Model Accessible Public Procurement module to PROC to assist them.

¹² This includes but is not limited to, the procurement of equipment for ITU, the building or refurbishment of ITU facilities, the provision of information and communication technology services, and the procurement of content generation.

¹³ ASP has done various activities/actions such as regional event and national policy/regulatory guidelines etc. over the decade. Details may be provided by colleagues in the ASP region.

(2) Developing a process to ensure that the implementation of ITU activities do not directly or indirectly discriminate against persons with disabilities, in particular by creating new barriers

(3) Developing a process that monitors and evaluates the taking of disability rights into account

- Time-frame for activity completion: January-December 2014
- Status: to be initiated by the Accessibility Task Force
- Available examples in other organizations: ILO, OHCHR, WHO.
- Expected Results: accessibility **mainstreamed** in ITU programmatic activities

¹⁴ *These activities include but are not limited to (i) the development of statistics, indicators, reports and guidelines, (ii) the organization of knowledge-sharing and capacity-building events and conferences, (iii) the design and implementation of development programmes and projects.*