



Accessibility Operational Framework

18 October 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.

The Internet Society 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 organization 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 Accessibility Operational Framework was developed in a collaboration between Internet Society staff and the Internet Society Accessibility Standing Group based on the disability movement's motto: "Nothing about us without us". It forms 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 | Timeframe |
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| 1.1 Establish Accessibility Working Group | Internal working group established, with members identified and appropriate goals established for participating staff. | 2025 |
| 1.2 Develop a disability and digital inclusion awareness toolkit for staff | Toolkit created and publicized. | 2025 |
| 1.3 Deliver disability and digital inclusion awareness training for staff | All new and existing staff receive disability and digital inclusion awareness training | 2025 |
| 1.4 Add accessibility training to annual required compliance training | As part of annual compliance training, all staff will be required to complete an accessibility training module. Note: this may involve developing an appropriate module if one cannot be found that works for our needs. | 2026 (depending upon availability of appropriate training module) |



| Action | Measure of success/Performance Indicator | Timeframe |
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| 1.5 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. | 2025/2026 |
| 1.6 As part of awareness raising efforts, run internal accessibility campaigns | Features of a campaign might include: <ul style="list-style-type: none"><li data-bbox="743 662 1444 695">❑ mailing/ posting accessibility tips over social media<li data-bbox="743 743 1079 776">❑ screening short videos<li data-bbox="743 824 1440 948">❑ inviting guest speakers with lived experience of disability to share about their life journeys through interviews, podcasts, blogs, holding talks<li data-bbox="743 997 1482 1120">❑ organizing technical workshops on disability sensitization or how to create and maintain accessible resources/standards compliance | 2027 |
| 1.7 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 | 2027 |



| Action | Measure of success/Performance Indicator | Timeframe |
|---|---|------------|
| 1.8 Identify “Accessibility Champions” amongst Internet Society staff | “Accessibility Champions” identified and listed across ISOC Departments to promote actions in the Accessibility Operational Framework, stimulate integration of accessibility across work streams, as well as address accessibility related queries and challenges. | 2027 |
| 1.9 Regular interaction between the internal accessibility working group, 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. | Bi-monthly |
| 1.10 Review this Accessibility Operational Framework and the Website Accessibility Plan annually as part of the interaction outlined in 1.9 above. | Annual reviews held involve members of the internal accessibility working group and the Accessibility Standing Group, with revisions made as necessary. | Annual |
| 1.11 Encourage and support research initiatives on digital inclusion in all regions & identify potential barriers to | 1-2 digital inclusion research reports over the five-year period | By 2030 |



| Action | Measure of success/Performance Indicator | Timeframe |
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| inclusion including for those with invisible or less recognized disabilities. | | |
| 1.12 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">• talks during Internet Society community events• events such as the International Day of Persons with Disabilities (3rd December) and GAAD (mid-May).• disability community representatives invited and supported to be speakers in ISOC-supported events | Ongoing |
| 1.13 Encourage the employment of persons with disabilities | Targeted recruitment efforts through liaison with disability employment agencies and use of resources such as Employer Assistance and Resource Network on Disability Inclusion (EARN): https://askearn.org/ | Beginning in 2026, after internal systems have been assessed in 2025 |



Strategy 2 – Minimizing 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 | Timeframe |
|---|--|---|
| 2.1 Produce all Internet Society content, whether online or physical, with accessibility in mind from the outset. | All Internet Society content, including audio-visual media and electronic documents that is shared, published, referenced or otherwise communicated through Internet Society channels, is accessible based on WCAG 2.1 Level AA. However, issues with legacy content are recognized. Companies contracted with have demonstrated experience in accessibility. (See Website Accessibility Plan) | Maintaining and updating accessible content will be an ongoing process. |
| 2.2 Ensure Internet Society in-person events are convened in barrier-free locations | All Internet Society physical meetings are held in barrier-free locations with attention to the guidelines from the IGF Dynamic Coalition on Accessibility and Disability (DCAD) . | Ongoing |
| 2.3 Ensure Internet Society virtual meetings are operated on a platform that is accessible for regular users of assistive technology. | All Internet Society virtual meetings use platforms that are accessible to regular users of assistive technologies. Transcription and real time text captioning (RTT) should be provided whenever possible and in ways that work well with assistive technology. | Ongoing |
| 2.4 Use accessible tools for web conferencing, LMS and collaboration platforms | Accessibility audit of existing tools and platforms Remediation of accessibility issues across platforms | 2025 |



| Action | Measure of success/Performance Indicator | Timeframe |
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| 2.5 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. | Annually |
| 2.6 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 on ISOC web pages and is operational - currently general contact is webfeedback@isoc.org | 2025 |
| 2.7 Include questions on accessibility within all feedback mechanisms to ensure that ISOC is constantly able to improve on accessibility. | Mechanism for providing feedback about accessibility included in all feedback forms and action taken as needed | 2025 |
| 2.8 Include accessibility standards and requirements as criteria for products and services procured by ISOC to the extent possible. | Accessibility standards or requirements included within vendor agreements/ service contracts/ other relevant documentation. Reference made to standards such as Section 508 and EN 301 549. | 2026 |



Timeline

This framework will be implemented over a five-year period. A suggested flow of activities are identified here. Once detailed scoping gets underway, the timeline may change as some activities may be easier or harder to implement.

| Year | Activities |
|------|---|
| 2025 | <ul style="list-style-type: none">• Develop toolkit and basic training for staff• Accessibility statement created and in footers• Start annual accessibility audits of all systems |
| 2026 | <ul style="list-style-type: none">• Include accessibility requirements in procurement of products and services• Include accessibility training in annual compliance training• Develop content training module |
| 2027 | <ul style="list-style-type: none">• Internal accessibility campaigns, recognition and “Accessibility Champions” program |
| 2028 | <ul style="list-style-type: none">• Ongoing activities |
| 2029 | <ul style="list-style-type: none">• Ongoing activities• Evaluation of effectiveness of activities |