

Accessible Procurement Policy



Version 1.1

Introduction

ITV is for everyone, regardless of their background, race, disability, sexuality, gender identity or expression. ITV wants to enable all our consumers and colleagues to access our services with ease. We expect our suppliers to share this goal and support our progress.

We will:-

- Embed the principles of inclusive design into the way we make changes that affect our consumers and colleagues. We'll do this through training and standards
- Influence our suppliers. We only want to work with organisations that share our commitment to inclusion. This will ensure we can make an impact
- Listen to our consumers and colleagues to find out how we can improve what we do. They will tell us what else we can do to make our services more accessible and easy to use

From 2020 we will design for difference; we will design for everyone. We will not seek solely to meet the needs of disabled consumers and colleagues. We know that everyone benefits from new ideas and inclusive designs.

All goods and services procured by ITV from an external supplier or agency should follow this policy. This will ensure ITV is as accessible and inclusive as possible.

There is no central fund for accessibility or usability. Retro-fitting accessibility and usability is costly and time consuming. It is vital that accessibility and usability requirements are considered from the initial investment proposal stage.

We will design the solution architecture to support accessibility and usability from the outset. This will help ITV save time and money in the implementation, training and support stages. This will ensure any colleague or customer can use the solution regardless of disability.

The purpose of this document

This document sets out ITV's policy on Accessible Procurement. This policy will ensure that ITV makes purchasing decisions that reflect the diverse needs of our consumers and colleagues.

This document should be read in conjunction with the latest version of the ITV Accessibility Standards Policy. The Accessibility Policy gives guidance on the expectations of systems and solutions utilised within the organisation. Please pay particular attention to the following sections:-

- Interface Accessibility. This covers our requirements for inclusive interface design
- Content Accessibility - Internal Video on Demand / Audio-visual assets and Internal communications documents. These cover any media or documents you may supply, including training or support documentation.

What are Disability and Accessibility?

In recent years Disability has been re-appraised. This is the current World Health Organisation definition:-

Disability as context dependent

“Disability is not just a health problem. It is a complex phenomenon, reflecting the interaction between features of a person’s body and features of the society in which they live.”

Disability happens at the points of interaction between a person and society. It is no longer solely a personal health condition. The social model of disability has been developed by disabled people, and states that people are disabled by barriers in society rather than their impairment or difference. These barriers can be physical, like buildings not having accessible toilets. Or they can be caused by people's attitudes to difference, like assuming disabled people can't do certain things.

Barriers can be permanent, but they can also be temporary (a short term injury) or situational (commuting, driving). Most of us experience situational disability every day of our lives. At least 20% of the UK’s population can be categorised as permanently disabled. Physical, cognitive, and social exclusion is the result of mismatched interactions. Such exclusion can be permanent.

Ensuring **Accessibility** redresses this mismatch. Inclusive design is an approach that enables and draws on the full range of human diversity. Inclusive design helps us deliver accessibility. Auxiliary aids and services such as subtitling also contribute to our accessibility.

Accessible Procurement Fundamentals

To simplify our policy, we have summarised it as follows:-

- Our technology and facilities must work for everyone
- We will give our colleagues easy access to the information, systems and infrastructure they need to do their work
- We will ensure there are no barriers to employing people with specific access needs
- We will take positive action to comply with all legal accessibility regulations and standards

The detailed appendices within this policy will enable us to achieve these goals.

Working for Everyone

We expect our technology and facilities to work for everyone, whatever their circumstances. Our buildings should present no physical hindrance, and our signage will be clear. Our technology will facilitate accessibility rather than frustrate it.

We acknowledge that certain locations and technologies may pose greater accessibility challenges. We will work with the stakeholder groups to understand the precise nature of these challenges. Where we can, we will mitigate these challenges. Where we cannot, we will be clear in our messaging and seek to provide suitable alternatives.

Easy Access to Information

Our colleagues and customers deserve easy access to the information they need to engage with us and to work with us.

The tools we provide for our colleagues will support a wide range of Assistive Technology. This will enable them to perform their roles in a comfortable and productive environment. We will ensure a common level of functionality for all colleagues.

The interfaces we present to our customers will meet international standards of accessibility. They will not hinder usage. They will support the Assistive Technology our customers need to live their lives day to day.

We will design our systems to present information in a clear and logical way. They will support as a minimum WCAG2.1 AA standards; ideally they will reach AAA.

We acknowledge the specific challenges faced by those with cognitive disabilities such as Dyslexia and Autism. We will ensure that our systems let us create and present information in a form that is accessible to these groups.

No Barriers

Technology and facilities should not be a barrier to employing the right people. ITV is committed to ensuring that there is a level playing field for all our colleagues.

To achieve this, we will ensure that all our facilities and technical solutions align with Inclusive design. We understand that some roles and functions within our industry may need specific abilities. We will work with our suppliers to minimise the limitations these impose.

Legal Compliance

Accessibility regulation and broadcasting / video-on-demand regulations govern such interfaces. In the UK, Ofcom defines Linear TV and VOD regulations. Our Ofcom licences require ITV to provide minimal levels of accessibility. In reality ITV will seek to maintain higher standards than mandated.

The [Equality Act 2010](#), (page 13-16), governs the treatment of individuals and the provision of goods and services. This is in addition to our Ofcom obligations.

Businesses have an obligation to make reasonable adjustments to help disabled individuals access their goods, facilities and services.

Such overarching, broader Equality legislation is relevant to our business. Our procurement processes will enable us to stay compliant with the relevant parts of equality legislation.

Dispensation or Remediation

Any facility or solution that fails to meet this expectation will need either a dispensation or a remediation plan. We will include this as part of the procurement process.

Accessibility in Formal Procurement Processes

Accessibility and usability are as important to us as the functional and non-functional requirements. Suppliers and potential suppliers should understand ITV's requirements for accessibility and usability.

Any formal documents sent out to suppliers, such as RFPs, must include details of the requirements ITV has for Accessibility and usability.

This policy contains model statements for inclusion within Procurement processes. These will ensure that Accessibility and Usability are not omitted from the process. They will also assist in providing a standardised user environment for all colleagues.

A dispensation can be sought where it can be proven that some elements of this policy cannot be meaningfully applied. An example of this would be support for Deaf and hard-of-hearing users within an audio tool or component.

Appendix A - Model Accessibility statement

Include this section towards the beginning of the procurement document:-

It is ITV policy that all systems and equipment should be accessible to all users. The system must be compliant with accessibility enhancing software and hardware, such as custom control surfaces.

They will support specifically:-

- Magnification of the screen
- Native operating system contrast and colour personalisation (i.e. high contrast mode)
- Text to speech screen reading
- Speech to text voice control

In the case of Apple iOS-based systems the system must be compatible with VoiceOver screen reading, Zoom magnification, Dragon PRO Individual for Mac voice recognition and Text Help for Mac. For Windows-based systems the system must be usable with the Zoomtext Magnifier / Reader magnification tool, Dragon Professional voice recognition and JAWS screen reading. Where relevant, software should integrate with Read&Write Gold literacy software and Mindview 7 mind mapping software. For systems not based on Windows or iOS the system must be shown to be usable with an equivalent set of Assistive Technology products.

The Tenderer shall describe the range of accessibility enhancing tools already integrated. They shall describe the process and potential timescales of enabling such tools as and when required to ensure the accessibility of the system to all users.

If the procurement target is **software**, add:-

The supplier must be able to prove that they have conducted formal usability evaluations. Alternatively they must be prepared to conduct usability testing with ITV's target user group.

If the target is **hardware or physical element / facility**, add:-

The hardware must be fully accessible to all users. This will include any controls and indications. This will be delivered by personalisation, open APIs, accessibility-enhancing software and so on.

Appendix B - Model Legal Section

The Procurement document will probably contain a legal section. Include these sections within the contractually binding legal requirements. Note that the number of the relevant Schedule needs to be completed in these sections.

ITV has a legal obligation as an employer under the Equalities Act 2010 ("EA"). Consequently it is ITV's policy that all systems and equipment should be accessible to all users in compliance with this act.

Where any System, Hardware and Software that the Contractor provides to ITV is not sufficiently accessible with reference to the EA and in ITV's reasonable opinion, then, at ITV's reasonable request, the Contractor shall produce a clearly defined and documented roadmap, detailing the steps it shall take to the extent necessary to assist ITV in its compliance with the EA and with the relevant ITV policies set out in {Schedule xx}. These steps, once agreed between the parties, shall be delivered by the Contractor within a reasonable time-frame and at no additional cost to ITV, unless otherwise agreed between the parties.

Appendix C - Model Main Section on Accessibility and Usability

The Procurement documentation must include a section that details ITV's accessibility and usability requirements for the product or service in question. This model section presents ITV's requirements to assure accessibility and usability.

Accessibility

All software and hardware must be designed such that it is fully accessible to all users.

Hardware components must be designed and implemented such that their functionality can be achieved using alternative means. This will enable an equivalent operation by users who require custom adaptations. An example of such an alternative would be open protocols or APIs. These would permit control of the equipment remotely over a computer network connection.

Graphical displays, self-labelling buttons and readouts must support the presentation of their information in alternative formats. An example would be interfacing to an external voice synthesiser such that the legend can be spoken to the user.

Normal operation may involve touch-screen and soft-key functions. It must be possible for any user to operate the equipment fluently using alternative, accessible controls if desired. Interface solutions should support assistive technologies when required. These solutions include, but are not limited to, screen magnifiers and readers, Braille readers etc).

Where practical, all systems and places of work shall be designed to follow the following guidelines. The guidelines should not unduly compromise general usability.

All rooms and spaces are accessible to people with differing physical abilities.

All equipment and furniture are usable by people with differing physical abilities.

Tasks, controls, buttons and links are clearly labelled and easy to understand.

All information can be perceived by users with restricted or no hearing.

All information can be perceived by users with restricted or no vision. This can be via the use of Assistive Software.

Contextual information and functionality is provided in a clear and accessible manner.

Contextual information is fully exploited to populate data entry fields. Data entry errors and misspellings are highlighted to users. Such errors are not permitted to cause operational disruption.

All icons are easy to understand and supplemented with clear text equivalents. Icons or similar images are not necessarily required but, if used, must have a text equivalent.

Users have access to the full range of native operating system accessibility tools. This does not affect application functionality.

All user-selected system settings (e.g. font size) for input and output are adhered to.

Solutions are compatible with assistive technologies. Evidence of compatibility will be supplied before completion of this process.

Solutions adhere to standard keyboard access methods.

Solutions have a logical tab order for controls, input fields and other objects.

Interfaces do not require use of a pointing device with support for alternatives.

Solutions will not cause the screen to flash at a frequency which the user finds perceptible. This is generally between 2Hz and 49Hz.

All sub-systems for incorporating audio and video content must provide a mechanism for integrating Subtitles and Audio Description.

All audio and video content must incorporate Subtitles (or other text equivalent). Audio Description must also be incorporated if it will assist comprehension.

All language is Plain English and easy to understand. A detailed definition can be found at [How to write plain English](#). Where possible, supplement it with pictorial information or spoken language.

Suppliers will provide descriptions and instructions for all accessibility features.

Suppliers will provide accessible documentation, training and support materials.

This is a wide range of potential user requirements and the associated cost of meeting them all may be considerable. Where specific adaptations cannot be implemented upon delivery, an undertaking is required to implement such reasonable adaptations in a timely manner and at no extra cost to ITV.

Mouse modifiers

The following key presses should modify the mouse behaviour as follows:

Modifier	Windows	Apple iOS	Linux
Add to selection	Ctrl	Cmd	Ctrl
Extend selection	Shift		Shift

Keyboard shortcuts

The following “standard” keyboard shortcuts should be supported for common operations if a standard keyboard is used. Additional or alternative keyboard shortcuts may be provided; these should be configurable by the user. They must not conflict with these “standard” keystrokes.

Shortcut Function	Windows	Apple Mac	Linux
Cancel current operation	Escape		Escape
Equivalent to clicking the currently highlighted option	Enter		Enter
Move focus to next entry field	Tab	Tab	Tab
Move focus to previous entry field	Shift + Tab		Shift + Tab
Move focus to next window	Alt + Tab	Cmd + Tab	Alt + Tab
Move focus to previous window	Alt + Shift + Tab		Alt + Shift + Tab
Close current window	Alt + F4	Cmd + W	
Help	F1		F1
Rename	F2		F2
Refresh	F5		F5
Create new	Ctrl + N	Cmd + N	Ctrl + N
Save	Ctrl + S	Cmd + S	Ctrl + S
Save as	Ctrl + Shift + S		Ctrl + Shift + S
Open file	Ctrl + O	Cmd + O	Ctrl + O
Print	Ctrl + P	Cmd + P	Ctrl + P
Undo	Ctrl + Z	Cmd + Z	Ctrl + Z
Cut	Ctrl + X	Cmd + X	Ctrl + X
Copy	Ctrl + C	Cmd + C	Ctrl + C
Paste	Ctrl + V	Cmd + V	Ctrl + V

Paste special	Ctrl + Shift + V	Ctrl + Shift + V	
Select all	Ctrl + A	Cmd + A	Ctrl + A
Select using cursor keys	Shift + Cursor	Shift + Cursor	
Access menu options ¹	Alt + Letter 1	Alt + Letter 2	

Screen layouts

Users should be able to rearrange the screen layout to suit their personal working preferences and needs. These customisations should be stored as part of the user's profile and should not affect any other user. The customisations should be easy to move from one workstation to another.

Support/Admin mode

It should be possible to temporarily revert all keyboard shortcuts, toolbar buttons, menus and screen layouts to predefined layouts in order to assist support personnel. Changes or additions to these predefined layouts should only be possible by the system administrators and should then be reflected on all user workstations from the start of the next workstation session.

Assistive technology

Apple-based systems must support the following accessibility tools:

- **VoiceOver** - screen reading
- **Zoom** - magnification
- **Dragon Dictate for Mac** - (formerly MacSpeech) voice recognition.
- **TextHelp for Mac**

Windows-based systems must support the following accessibility tools:

- **Jaws** - screen reading (voice and Braille output) for blind people
- **Zoomtext** - screen magnification
- **Dragon Naturally Speaking** - voice-activation software for people unable to use a mouse or keyboard.
- **TextHelp** - a literacy support tool designed to assist users who require extra assistance when reading or composing text

These are the four market leaders in their respective areas of assistive technology. These products may be replaced in the future by similar, but more suitable products.

¹ The letter should be highlighted on the menu (e.g. by underlining) either all of the time or as soon as the Alt key is pressed

Platforms other than iOS or Windows will need equivalent assistive technology solutions to be supplied.

All software must be tested and deemed compliant with these assistive tools.

Any physical interface (e.g. digital desk technology) must still be accessible. A software equivalent or adaptations will be supplied to enable accessible usage.

Some solutions may not be compatible with assistive technology, or do not have suitable adaptations. A dispensation from the Accessibility Team or a suitable contingency plan will be required in that situation. The contingency plan will provide disabled users with an equivalent level of functionality access.