
Airbus Helicopters AirbusWorld customer portal

Accessibility Scheme

Initialization 11/2023 - Last update 11/2023

Multiannual scheme 1/4

Objectives reminder

This document initializes the compliant multiannual scheme

It especially describes :

- the strategy for accessibility in the project feedback treatment, RGAA targets and scope of ambitions.
- The understanding of accessibility in the project with training, expert consulting or recruitment.
- The involvement of accessibility in the choice of service providers , future projects.

Scope limitations 11/2023

- . The document highlights the involvement of the project Airbus Helicopters AirbusWorld customer portal **to start** improving accessibility on the portal
- . This initialization includes the compliant accessibility statement available on the home page of the portal
- . Nevertheless, the project is aware that **this document still needs to be completed** to cover all the necessary domain of a multiannual scheme which is required by the French law. The document has also to be aligned in next years with Airbus group guidelines scheme which is currently in work at group level

Multiannual scheme 2/4

Technical scope

Name : Airbus Helicopters AirbusWorld customer portal

URL : <https://airbusworld.helicopters.airbus.com/web/guest/home#/home>

Last RGAA audit : 11/2023 on version Liferay 7.2

Scope of RGAA audit : The RGAA audit has focused only on public pages.

Next RGAA audit : see roadmap below (page 6) according to different scope

Multiannual scheme 3/4

Accessibility Politics

The Airbus Helicopters AirbusWorld customer portal team project has expressed the willingness to start an accessibility approach on the public portal.

Therefore, the project starts with compliance by doing a RGAA audit on public pages and presents its 3 years roadmap in this document in order to tackle the subject for different services (see roadmap at the end of the document).

For instance, on the scope of the public pages, the target of a constant improving on RGAA 4.1 audit is included in project roadmap even with scope widening during the next three years.

The scope will need to be enlarged to other services, public and private in the portal.

For KPIs and actions see dedicated streams on the roadmap at the end of document

01 RGAA conformity (Public)

02 RGAA conformity (Other)

HR and financial resources

On HR issues and financial resources, the project has included in the roadmap below the requirement to follow the future Airbus group scheme.

At project scale, the responsible of UX team in the project will support the accessibility process for the project and will update this document with relevant information.

This specialist will map its activities with Airbus Group general instructions, more specifically on HR recruitment politic and skills validation in term of accessibility.

For KPIs and actions see dedicated streams on the roadmap at the end of document

03 Accessibility awareness

06 Align with Airbus Group

Multiannual scheme 4/4

Organisation and ressources

The project is currently transforming UX teams in a design authority that will enable to follow-up accessibility requirements and transform step by step the process of delivery in order to get accessible features and applications by design.

To reach this goal, the project wants to start an awareness campaign to train teams, to inform future services on the subject, and to involve sponsors in the move for improving accessibility.

Moreover, the project is aware that contracts with IT suppliers needs to evolve to include accessibility skills. On this issue, the project relies on the group politics to help deals with market on a broader more extended scale than project scale.

For KPIs and actions see dedicated streams on the roadmap at the end of document

03 Accessibility awareness

04 Design authority

06 Align with Airbus Group

User feedbacks

The AirbusWorld customer portal has already included features for user feedbacks. It needs to be extended to accessibility feedbacks and the projects will develop a process to answer to users by 2025.

For KPIs and actions see dedicated streams on the roadmap at the end of document

05 User feedbacks

06 Align with Airbus Group

Airbus World web portal accessibility multiannual roadmap plan



Appendix

Poster roadmap accessible description

Roadmap Themes 01 and 02

01 RGAA conformity • Public pages

2023 • 70% RGAA 4.1 conformity

RGAA 4.1 audit and first scheme publication

2024 • 75% RGAA 4.1 conformity

Address major issues from 2023 RGAA audit

2025 • 75% RGAA 4.1 conformity

Address minor issues from 2023 RGAA audit

Deliver accessible multimedia content (video...)

2026 • 85% RGAA 4.1 conformity

02 RGAA conformity • Other portal applications

2023

Target relevant perimeters phase 1, identify applications

2024 • 50% RGAA 4.1 conformity

Target relevant perimeters phase 2, complete

Audit applications on defined perimeter

Share ambitions with initiatives, align with DCJ initiatives

2025 • 65% RGAA 4.1 conformity

Address major issues from 2023 RGAA audit

Deliver accessible multimedia content (video...)

Address major issues from 2023 RGAA audit

2026 • 75% RGAA 4.1 conformity

Roadmap Themes 03 and 04

03 Accessibility awareness

2023

Portal teams awareness – Innovation workshop

2024 • Horizontal awareness and one sponsors support accessibility

Appoint an accessibility specialist in AH portal teams

Select external services to aware and prioritize

Develop awareness campaign

2025 • External services are awarded

3 services are awarded

Presentation of accessibility work, aware sponsors about portal initiatives

04 Design authority & editor link

2023

Innovation workshop to adapt process for delivering accessibility
Check Liferay editor accessibility roadmap

2024 • Share common vision with Liferay / Share target methodology across IM

Improving the processes as a team

Work on accessible design system

Pitch PI Planning

2025 • Teams implement accessibility approach

Train teams

Deliver accessible features on new scopes

Accessible feature by design

2026 • Design authority

Process review as design authority

Roadmap Themes 05 and 06

05 User feedbacks

2024 • Feedback process is validated

Define answering process for addressing user feedbacks
Test answering process

2025 • All accessible requests are answered

Adjust organization for addressing user feedbacks

06 Align with Airbus Group accessibility vision

2023

Map with actors that are in charge of group scheme

2024 • AH is involved in group initiatives

Communicate accessible initiatives to key stakeholders at group level
Understand group strategy to complete this project scheme

2025 • Improve multiannual scheme

Adapt roadmap to enhance logic with group position
Adjust scheme on procedures (market, recruitment ...)

2026 • AH portal is aligned with Airbus Group vision

Update 2023 statement