

# Checklist for Universal Design in the Workplace

## 1. Organizational Commitment

- ☐ Does our leadership endorse Universal Design (UD) as a core strategic value?
- ☐ Is UD embedded into company values, mission, or DEIA strategy?
- ☐ Do we track KPIs tied to accessibility and inclusion in product/service delivery?

## 2. Policy & Procurement

- ☐ Are accessibility and UD requirements embedded into procurement policies?
- ☐ Do all vendor contracts include inclusive design clauses?
- ☐ Have we adopted recognized UD frameworks (e.g., WCAG, above and beyond ADA, ISO 9241)?

## 3. Workforce & Training

- ☐ Do all employees, including leadership, receive training on disability inclusion?
- ☐ Are product teams supported with resources, time, and incentives to build inclusively?
- ☐ Do recruitment through retirement processes follow inclusive and accessible best practices?

#### **4. Digital & Physical Environments**

- Are our digital products thoroughly tested with assistive technologies?
- Are buildings and office spaces above and beyond ADA minimums?
- Do we support hybrid work inclusively (e.g., captions, flexible scheduling)

#### **5. Customer & User Experience**

- Are customer feedback loops inclusive and accessible to all users, with clear SLAs on resolving any accessibility issues?
- Do we involve people with diverse abilities in product testing and research?
- Are Customer Experience staff trained in accessible customer support?

#### **6. Risk, Compliance & Brand**

- Are we protected against legal risk from accessibility non-compliance?
- Do we understand the reputational risk of exclusion or inaccessibility?
- Are we leveraging inclusive design as a market differentiator?