Abu Dhabi Excellence Award for
People of Determination Inclusion
Under the patronage of
HH Sheikh Khalid bin Mohamed bin Zayed

Abu Dhabi Excellence Award for People of Determination Inclusion – Damj Accessibility Award Criteria

Criterion 1: Accessible Physical Environment (50%)

This criterion evaluates the efforts made to provide an inclusive physical environment, ensuring that the organization's facilities are designed to be accessible for POD and aligned with universal design standards, such as the UAE Universal Design Code. Ultimately enabling POD to access, navigate, and use facilities comfortably and engage in activities with ease without barriers. This may include, but is not limited to:

1. **Universal Access to Facilities:**
   The organization ensures that buildings are easily and safely accessible to POD. (Examples: designated entrances, automatic or wide doors, door handles with appropriate design and used with minimal effort, appropriately positioned handles, sufficient number of accessible parking spots, wide pathways, safe and properly designed ramps, safety railings, etc.)
2. **Universal Facility Design:**
   The organization provides accessible interior spaces designed to accommodate the mobility needs of POD, facilitating ease of use and movement and navigation within the facilities. It also offers functional and comfortable areas for sitting, social interaction, and easy service access. (Examples: wide pathways, appropriate ramps, large elevators equipped with audio announcements, illuminated buttons with Braille; adjustable furniture and counters; non-slip flooring; proper lighting, etc.)
3. **Safety and Security:**
   The organization implements safety and emergency measures to protect POD, including visual and audio emergency signals, accessible emergency exits and escape routes, as well as ensuring ensures that trained personnel are available to assist in the evacuation of POD during emergencies.
4. **Assistive Technologies and Devices:**
   The organization provides assistive technologies and devices for POD, such as voice-assist tools, magnifiers for visually impaired, touch-control tools, wheelchairs, lifting devices, and other assistive technologies.
5. **Guidance and Signage:**
   The organization offers accessible directional and warning signage for POD, including visual, auditory, and tactile indicators (e.g., tactile ground surface markers). It also ensures the presence of readable and understandable signage with large print and Braille in all facilities.
6. **Accessible Restroom Facilities:**
   The organization ensures the availability of accessible restrooms that meet international universal design standards. These restrooms are easy to access, appropriately equipped, and maintained regularly.

7. **Results:**
   The organization measures its efforts in providing an inclusive physical environment through perception surveys and performance indicators and utilizes the findings for improvement. Indicators may include, but are not limited to: Level of compliance rate with inclusive design physical environment requirements based on the international standards / UAE Universal Design Code, average time required to navigate within buildings, satisfaction level of customers with disabilities regarding the physical environment, satisfaction level of employees with disabilities regarding the physical environment, number of evacuation training sessions that take into account the needs of POD.

Criterion 2: Accessible Informational and Digital Environment (50%)
   This criterion assesses the efforts made to provide an inclusive informational and digital environment, ensuring that information and services—whether offered at the organization's centers, on its website, or through its smart applications—meet the required accessibility standards for digital information and services, and in alignment with international standards. This includes, but is not limited to: signage, websites, digital channels, printed materials, on-site services, social media platforms, and communication tools.

1. **Accessibility and Universal Design of Information and Digital Services:**
   Compliance with accessibility requirements and universal design standards for digital information and services related to the rights of POD, when designing and managing platforms, applications, and services. Information in all formats should meet global standards such as the Web Content Accessibility Guidelines (WCAG) and offer user-friendly interfaces compatible with assistive technologies—such as screen readers, voice control systems, touch panels, specialized keyboards, and eye-tracking devices—enabling effective access to digital services and information by POD.

2. **Accessible Formats:**
   Providing accessible formats for documents, information, data, and images This may include: converting material into Braille, using large print offering, providing content in electronic or audio formats, using simplified reading formats, translating into sign language, or using any other method that enables POD to understand and access the content.

3. **Communication and Connectivity:**
   Providing suitable tools that ensure effective communication and access for POD via telephone and internet channels, such as call centers, text chats option, high-quality audio and video calls, to ensure smooth and efficient communication.

4. **Awareness and Training:**
   Raising employee awareness of the rights of POD and how to interact and communicate with them. This includes ensuring the presence of a trained and specialized team of service providers capable of responding to the needs of POD, whether via phone, electronic channels, or in-person at service centers.
   (Examples: staff trained in sign language, developers familiar with accessibility

requirements for digital and electronic services, and call center staff trained to respond to the needs of POD.)

5. **Results:**

   Measuring the organization's efforts in providing an accessible informational and digital environment through perception surveys and performance indicators and using the results to drive improvement. These may include, but are not limited to: (Compliance rate with accessibility and universal design standards for digital and informational environments, percentage of documents, data, and images provided in accessible formats, rate of assistive technology usage across websites, applications, and services, frequency of assistive technology utilization, number of awareness workshops and training sessions on disability for employees, level of social and digital engagement by POD, satisfaction rate of customers with disabilities regarding the accessibility of the informational and digital environment, satisfaction rate of employees with disabilities regarding the accessibility of the informational and digital environment.