



# ACCESSIBILITY PILLAR

Criteria	No.	Maturity	Foundation			Growth			Empowerment			Leadership	
			%0	%10	%20	%30	%0	%50	%0	%70	%80	%90	%100
Criterion 1: Accessible Physical Environment (%50)	1	<b>Universal Access to Facilities:</b>  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.).	The work environment in the organization lacks comprehensive accessibility measures for its buildings for POD, making it difficult for them to access the organization and participate fully and easily in various activities and services.			The organization shows some efforts to improve accessibility to its buildings forPOD; however, these efforts are limited, and there is often difficulty in accessing them easily and conveniently. Additionally, they do not cover the needs of most types of disabilities.			The organization establishes and implements policies and practices to provide comprehensive accessibility to its buildings for POD by following basic accessibility standards, ensuring that they can access most of the organization's buildings. However, these efforts do not meet the requirements of some types of disabilities and do not cover all of the organization's buildings. Additionally, the organization develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases.			"The organization demonstrates exceptional efforts in providing access to its buildings that meet the highest international standards for comprehensive accessibility by establishing and implementing inclusive policies and practices. This ensures that POD can access all of the organization's buildings easily and conveniently, addressing their diverse needs and covering all types of disabilities while ensuring equality in access for everyone. The organization is also committed to regularly developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition and is considered a role model for other institutions in this field."	
	2	<b>Universal Facility Design:</b>  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.)	The work environment in the organization lacks consideration for the principles of inclusive facility design for use by POD, making it difficult for them to use the organization's facilities, navigate within them, and access services easily and conveniently.			The organization shows some efforts to improve the usability of its facilities for POD; however, these efforts are limited, and there is often difficulty in using and navigating within its facilities easily and conveniently. Additionally, they do not cover the needs of most types of disabilities.			"The organization establishes and implements policies and practices to provide inclusive design within its facilities by following basic inclusive design standards, ensuring that POD can access most of the organization's facilities and obtain services easily and conveniently. However, these efforts do not meet the requirements of some types of disabilities and do not cover all of the organization's facilities. Additionally, the organization develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases."			"The organization demonstrates exceptional efforts in inclusive facility design that meet the highest international standards by establishing and implementing comprehensive policies and practices for inclusive design in all of its facilities. This enables POD to use the facilities, navigate within them, and access services easily and conveniently, addressing their diverse needs and covering all types of disabilities while ensuring equality in facility usage for everyone. The organization is also committed to regularly developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition and is considered a role model for other institutions in this field."	
	3	<b>Safety and Security:</b>  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.	The organization lacks adequate safety measures and emergency preparedness protocols for POD, putting them at risk during emergencies or evacuation procedures.			The organization has some safety measures in place; however, they are very limited and require the presence of individuals to assist POD during the evacuation process. Additionally, the facilities lack appropriate warning signs that cater to the diverse needs and requirements of different disabilities.			"The organization equips all of its buildings with emergency exits and escape routes that are accessible to POD easily and conveniently, in accordance with basic inclusive design standards, ensuring that POD can access and use the emergency exits. However, these exits and routes do not meet the requirements of some types of disabilities and may require assistance from others in certain evacuation situations. The organization also works to provide a number of warning signs; however, these are not comprehensive for the diverse needs of disabilities and do not cover some of the organization's facilities. The organization has a number of trained staff for the evacuation of POD, and evacuation drills are conducted on a limited basis. Additionally, the organization develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases."			"The organization is committed to equipping all of its buildings with emergency exits and escape routes that are accessible to POD easily and conveniently, in accordance with the highest international standards, addressing their diverse needs and covering all types of disabilities. It also establishes clear protocols for the evacuation process and explains them to all employees, including POD, while providing all appropriate auditory and visual warning signals during emergencies, ensuring the presence of trained and qualified staff for their evacuation, and conducting numerous evacuation drills to ensure a smooth process in case of emergencies. Additionally, the organization is dedicated to regularly developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition and is considered a role model for other institutions in this field."	
	4	<b>Assistive Technologies and Devices:</b>  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.	"The organization does not provide appropriate assistive technologies or devices to meet the needs of POD, making their experience within the organization difficult."			The organization shows some efforts to provide a limited number of assistive devices for POD; however, these efforts are limited and do not cover the needs of most types of disabilities.			"The organization provides some assistive technologies and devices for POD, meeting the needs of most of them. However, these technologies and devices do not meet the requirements of some types of disabilities. Additionally, the organization measures performance results, satisfaction levels, and gathers feedback to improve these practices in most cases."			The organization demonstrates exceptional efforts in providing a variety of assistive technologies and devices for POD, addressing their diverse needs and covering all types of disabilities. It actively follows the latest developments in this field and provides the most advanced and prominent devices and technologies. Additionally, it regularly measures performance results, satisfaction levels, and gathers feedback to improve these practices. As a result of these efforts, it has received recognition and is considered a role model for other institutions in this field.	
	5	<b>Guidance and Signage:</b>  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.	"The organization lacks appropriate directional and warning signs for POD, making it difficult for them to navigate and interact with the spaces comfortably."			"The organization shows some limited efforts in providing directional and warning signs to guide POD in a small portion of its facilities; however, these efforts are limited, and there is often difficulty for POD to navigate without assistance. Additionally, they do not cover the needs of most types of disabilities."			"The organization provides appropriate directional and warning signs for POD and designs some sensory-friendly elements for visual, auditory, and tactile guidance in most of its facilities, enabling them to access the organization and use its facilities safely and easily on an individual basis, meeting the needs of most types of disabilities. The organization also provides some suitable signs and informational boards for certain types of disabilities, ensuring that POD can access most of the organization's facilities and obtain services easily and conveniently. However, these efforts do not meet the requirements of some types of disabilities and do not cover all of the organization's facilities. Additionally, the organization develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases."			The organization demonstrates exceptional efforts in providing appropriate directional and warning signs for POD and designing various sensory-friendly elements for visual, auditory, and tactile guidance throughout all of its facilities. This enables them to access the organization and use its facilities safely, easily, and conveniently on an individual basis, meeting their diverse needs and covering all types of disabilities while ensuring equality in facility usage for everyone. The organization is committed to providing clear and easy-to-understand signs and informational boards in various formats that consider all types of disabilities. Additionally, it regularly develops these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition and is considered a role model for other institutions in this field.	
	6	<b>Accessible Restroom Facilities:</b>  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.	The organization does not provide a restrooms (bathroom) that is equipped for POD, lacking most of the requirements for inclusive design.			The organization provides one restroom (bathroom) that has been designed to meet some basic requirements of inclusive design; however, it lacks certain elements that facilitate its use by POD and does not fully cover the needs of various types of disabilities. Additionally, the organization does not ensure its permanent availability, and it is not maintained regularly.			The organization provides a limited number of restrooms (bathrooms) that meet the basic requirements of inclusive design standards, making them easier for POD to use and covering the majority of their needs. The organization also ensures their availability and maintenance. Occasionally, it surveys the opinions of users with disabilities and uses this feedback for development and improvement whenever possible.			The organization is committed to equipping a sufficient number of health facilities (bathrooms) that meet the highest requirements of international inclusive design standards, ensuring they are available and easy for POD to use, regardless of their specific needs. It works to ensure their operation, availability, maintenance, and periodic updates by staying informed about the latest developments in accessible facility design. The organization continuously surveys the opinions of users with disabilities, gathers their feedback, and utilizes it for ongoing development and improvement.	
	7	<b>Results:</b>  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.	A very limited number of results are measured to assess the organization's success in providing an inclusive physical environment, and most of these results have been negative, with no benefits derived from them for improvement and development.			"The organization measures its performance in providing an inclusive physical environment through limited performance indicators and opinion measurements, which are assessed irregularly. Some of these have shown positive results, but they are rarely utilized for improvement and development."			The organization measures its performance in providing an inclusive physical environment through performance indicators and opinion measurements, which are assessed periodically in most cases. The results show predominantly positive trends, and they are sometimes utilized for improvement and development.			The organization measures its performance in providing an inclusive physical environment through comprehensive performance indicators and opinion measurements, which are assessed sustainably. All results are positive and are regularly utilized for development and improvement, serving as a reference for other entities.	



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			%0	%10	%20	%30	%0	%50	%0	%70	%80	%90	%100
Inclusive Policies and Bylaws (%35)	1	<b>Accessibility and Universal Design of Information and Digital Services:</b>  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 international 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.	The work environment in the organization lacks measures for inclusive digital accessibility for POD and access to information, making it difficult for them to use and navigate the website effectively.			"The organization shows some efforts to improve digital accessibility and the use of applications and access to information by POD. It includes some basic accessibility features; however, these efforts are limited, and there is often difficulty in accessing applications, services, and digital websites, making it challenging for POD to use them easily and conveniently. Additionally, these efforts do not cover the needs of most types of disabilities."			"The organization establishes and implements policies and practices to provide an informational and digital environment for POD by following inclusive accessibility standards, ensuring they can access most websites, applications, and information easily. It also provides some assistive technologies and devices for them. However, these efforts do not meet the requirements of certain types of disabilities and do not cover all aspects of the informational and digital environment, including electronic and digital services and information. The organization also develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases."			"The organization demonstrates exceptional efforts in providing an inclusive informational and digital environment for POD, adhering to the highest requirements of international standards for inclusive digital accessibility. It establishes and implements comprehensive policies and practices for digital accessibility, providing assistive technologies for digital websites and applications to meet their diverse needs, covering all types of disabilities and ensuring equal opportunities. The organization is also committed to periodically developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition or awards and is considered a role model for other institutions in this field."	
	2	<b>Accessible Formats:</b>  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.	The organization does not provide accessible formats for documents and information, or they are insufficient or inappropriate, preventing POD from understanding and accessing them effectively.			The organization shows some efforts to provide information in accessible formats for use and understanding by POD; however, these efforts are limited, irregular, and basic, and they do not cover most documents and information, nor do they meet the needs and requirements of most types of disabilities.			"The organization provides informational resources for POD, allowing them to access these resources in various accessible formats while considering some of their needs based on the nature of different disabilities. However, these efforts do not meet the requirements of certain types of disabilities and do not cover all types and sources of information and documents. The organization also develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases."			"The organization demonstrates exceptional efforts in providing a diverse range of accessible formats for all types of documents, information, and images, enabling all POD to access and understand information with ease and convenience. This approach meets their diverse needs, covering all types of disabilities and ensuring equal opportunities. The organization is also committed to periodically developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition or awards and is considered a role model for other institutions in this field."	
	3	<b>Communication and Connectivity:</b>  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.	"The organization does not provide suitable communication channels for use by POD, or they are insufficient or inappropriate for most types of disabilities."			"The organization shows some efforts to provide communication methods that can be used and accessed by POD; however, these efforts are limited, irregular, and do not cover most of the organization's communication channels, nor do they meet the needs and requirements of most types of disabilities."			The organization provides a number of suitable means to ensure communication with POD via phone and the internet, taking into account some of their needs based on the nature of different disabilities. However, these efforts do not meet the requirements of certain types of disabilities and do not cover all communication channels. The organization also develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases.			"The organization demonstrates exceptional efforts in providing a diverse range of suitable means to ensure effective communication with POD via phone and the internet, accommodating the different types of disabilities and their requirements. This enables all POD to communicate with the organization easily and conveniently, ensuring equal opportunities for communication and participation in digital and social interactions. The organization is also committed to periodically developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition or awards and is considered a role model for other institutions in this field."	
	4	<b>Awareness and Training:</b>  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.)	"The training programs provided by the organization lack courses on how to interact with POD, and employees are rarely made aware of disability-related issues."			"The organization raises awareness among a small number of employees about the rights of POD; however, these awareness programs are basic and do not cover most aspects of disability. The organization also provides some training to a limited number of employees on disability-related matters, but it is irregular and simplistic. There is a significant opportunity for the organization to improve its efforts in creating an inclusive environment."			"The organization raises awareness among some employees about the rights of POD and how to interact with them. It also occasionally offers specialized courses for employees who are involved in dealing with POD or in preparing appropriate systems for responding to their needs, whether by phone, electronically, or at service centers, depending on the type of disability. However, these efforts are irregular and not comprehensive, and there are opportunities to improve these initiatives. Additionally, the organization sometimes works on developing and enhancing these efforts."			"The organization demonstrates exceptional efforts in educating and training its employees about the rights of POD and how to interact with them. This is achieved through the development and implementation of comprehensive plans to raise awareness among all employees regarding the rights of POD and how to meet their diverse needs. Additionally, specialized training is included for employees involved in interacting with POD or in preparing appropriate systems for responding to their needs, whether by phone, electronically, or at service centers, depending on the type of disability, with a suitable number of employees participating in these training programs. The organization is also committed to periodically developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition or awards and is considered a role model for other institutions in this field."	
	5	<b>Results:</b>  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.)	A very limited number of results are measured to assess the organization's success in providing an inclusive informational and digital environment, and most of these results have been negative and have not been utilized for improvement and development.			"The organization measures its performance in providing an inclusive informational and digital environment through limited performance indicators and opinion measurements, which are assessed irregularly. Some of these measurements have shown positive results, but they are rarely utilized for improvement and development."			"The organization measures its performance in providing an inclusive informational and digital environment through performance indicators and opinion measurements, which are assessed periodically in most cases. The results show predominantly positive trends, and they are sometimes utilized for improvement and development."			The organization measures its performance in providing an inclusive informational and digital environment through comprehensive performance indicators and opinion measurements, which are assessed sustainably. All of these measurements are positive and are periodically utilized for development and improvement, serving as a reference for other entities.	