

Accessibility in the Workplace

Companies with diverse and inclusive workforces are more successful than average.

Achieving that diversity means creating an accessible workplace: one with IT solutions that can be used by people with a wide range of abilities, whether they're disabled or not.

Find out how Google Chrome and G Suite come with a host of features, built in as standard, to make your workplace more accessible.



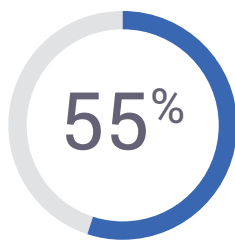
What is accessibility and why does it matter?

Accessibility is the design of products, services and environments so they're suitable for people with disabilities.

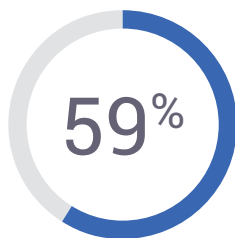
In the workplace, that means creating a physical environment and providing IT solutions that can be used by people with a wide range of abilities, whether they're disabled or not.

Accessibility matters because companies with a diverse and inclusive workforce are more successful than average.

Companies that invest in diversity and inclusivity outperform their peers and are:



55% more likely to generate higher revenues than average



59% more likely to create longer-term value than average

Source: McKinsey

That's because inclusive companies can:



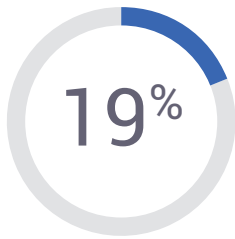
More easily find the skills they need and get the most out of the people they hire. Some 7.6 million people of working age in the UK have a disability, but only 46.5% are in work, compared to 84% of non-disabled people. Creating an accessible organisation means you'll be able to tap into a wider talent pool. You also ensure everyone can contribute to their full ability once they're on board.



Create more engaged employees, who stay longer, take less sick leave, and are more productive. A study by Deloitte found workers in inclusive companies are 67% more likely to feel engaged than in less inclusive companies

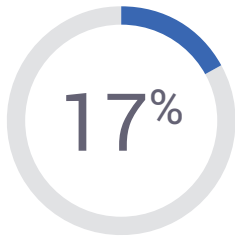


Deliver a better experience to customers. Because they're drawing on a wider range of experiences and perspectives, inclusive companies can make smarter, more insightful decisions about everything from product design to marketing to delivery. They're also more likely to create products and services that work for disabled people. That not only increases their potential customer base but often results in products and services that everyone finds easier to use. And if you're working in or with the public sector, accessibility may be a core requirement of doing business.



19% of working age adults are disabled

Source: *UK Department of Work and Pensions 2016-17*



Most disabled people acquire their disability later in life. Only 17% were born with their disabilities.

Source: *Disabled Living Foundation*

Providing an accessible workplace doesn't need to be costly or complicated. Google Chrome devices and G Suite productivity tools come with a host of features, built in as standard, to make your workplace more accessible.

In the rest of this white paper, we'll show you a few examples of the ways Google Cloud can help and include accessibility resources for a full list and instructions on how to do it.



In this white paper, we will use the following colour codes to highlight accessibility features for the Chrome Browser, Chrome operating system and G Suite.



Chrome Browser



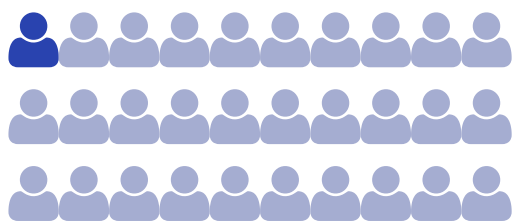
Chrome OS



G Suite

1. Making it easier to see what's on the screen

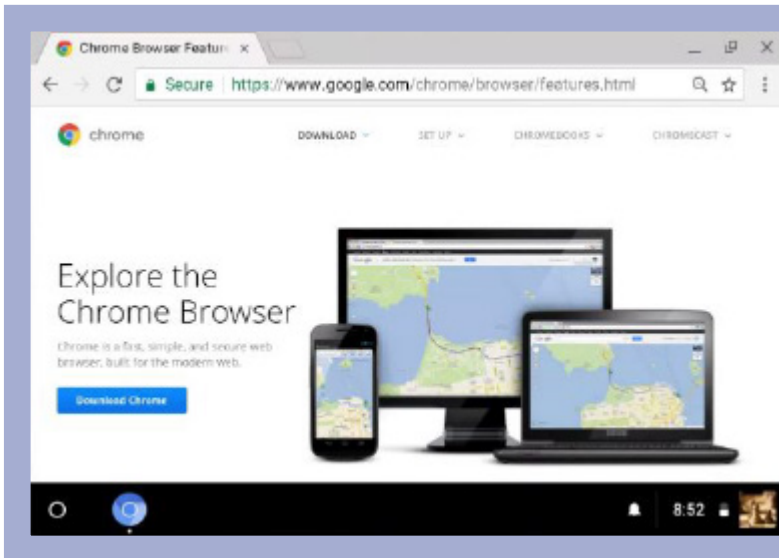
Google Cloud provides a number of solutions built into Chrome OS, the Chrome Browser and G Suite for users who have low vision, colour-blindness or other visual conditions that make it hard to view content displayed on standard screens.



1 in 30 people in the UK have sight problems

Source: *Disabled Living Foundation*

Did you know? G Suite is designed to work with the accessibility features of the platform it's running on, whether that's ChromeOS, Windows, MacOS, Android or iOS.



Increase the size of all items in the browser window – including the tool tray and tab strip – with browser magnification.

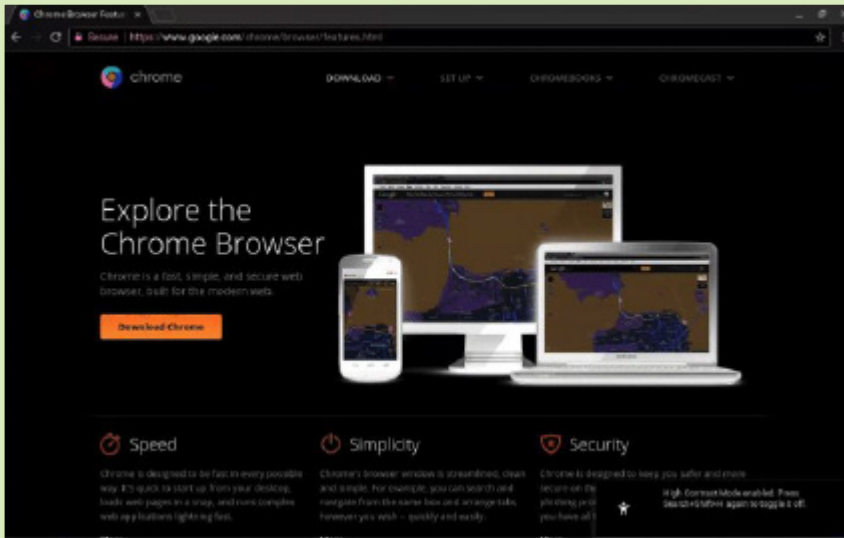
Create an on-screen magnifying glass that can be moved around using the mouse or touchpad to magnify part of the screen by up to 20x, with the full screen magnifier.



Increase the size of the mouse cursor, so it's easier to see, no matter where it is on the screen.

A screenshot of a registration form titled 'Confirm your password'. The form includes fields for 'Confirm your password', 'Birthday' (with a dropdown for 'April', a text input for '22', and a highlighted 'Year' field), 'Gender' (with a dropdown for 'I am...'), and 'Mobile phone' (with a country code dropdown). A blue magnifying glass is positioned over the 'Year' input field.

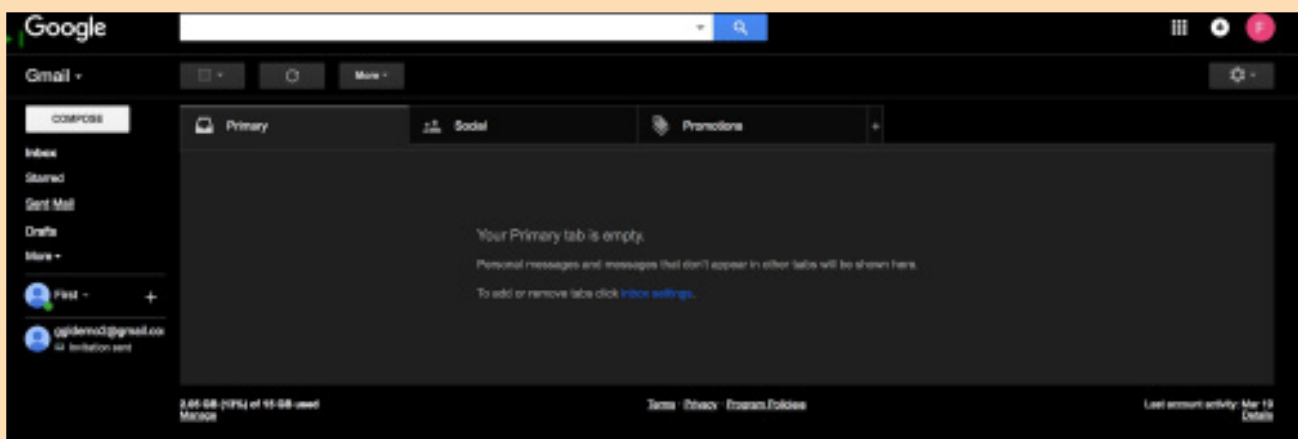
Use coloured circles to highlight the position of key parts of the screen, such as the current position of the mouse cursor, the text insertion point when you're typing, or which object has keyboard focus as you're tabbing through buttons.



View white text on a black background, instead of black text on a white background, with High-Contrast Mode, which will invert all colours on the screen.

Make text easier to see in Docs, Sheets and Slides with the G Suite magnification setting. Many of the applications in G Suite will support the magnification features provided by your platform, such as ChromeOS's full-screen magnifier, if you turn on the magnification settings.

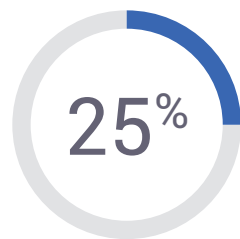
Make screen content easier to see in Gmail and Drive with high-contrast themes and flexible colours. G Suite applications will respect any high-contrast options provided by your platform. In addition, you can select high-contrast themes in Gmail and change the colours of folders in Drive to make it easier to see file icons or identify folders that need urgent action.



2. Making it easier to interact with things

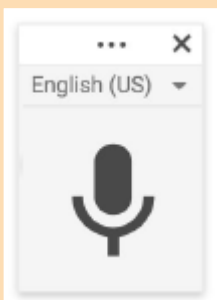
Mobility impairments are the most common form of disability among working-age people.

Google provides a number of solutions built into Chrome OS, the Chrome Browser and G Suite for users who have trouble using a mouse, keyboard or touchpad.



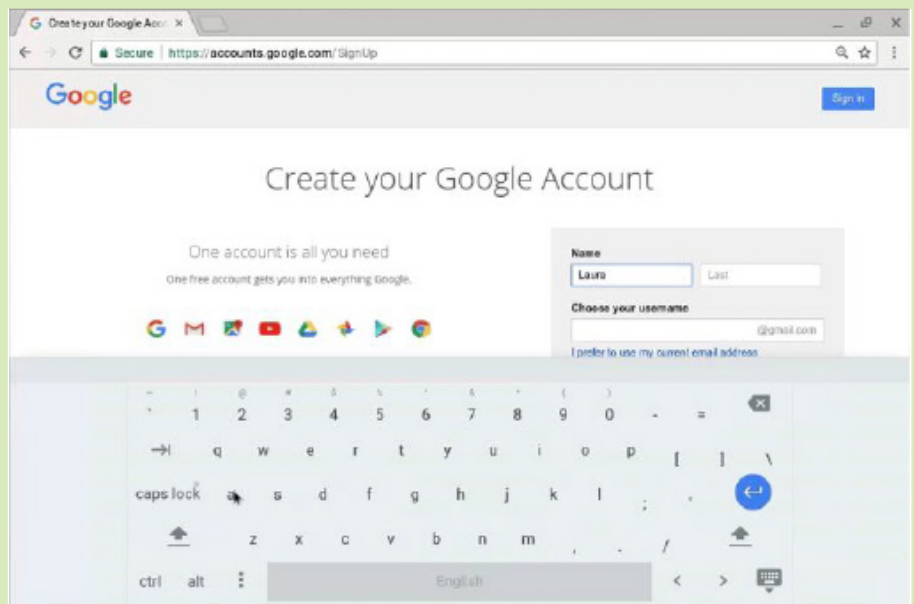
25% of all working-age people with a disability have dexterity issues

Source: UK Department of Work and Pensions 2016-17



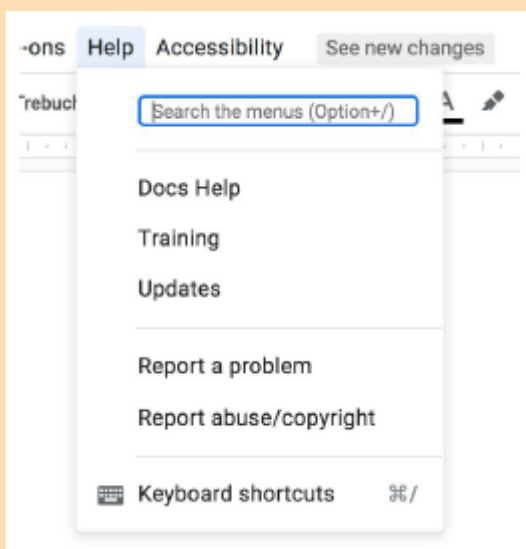
Type, edit and format text in Docs with voice commands with Voice Typing. Turning on Voice Typing lets you dictate content into Docs and use more than 150 commands to navigate, select, edit and format it. Voice Typing is also available when creating presenter notes in Slides.

Type into any text field with a mouse, touchscreen or stylus, using the on-screen keyboard. The on-screen keyboard also supports dictation and handwriting recognition.



Make it easier to select and drag and drop items with a mouse or touchpad, using tap to click and tap dragging. This helps users who can't keep applying pressure while also moving their hand.

Dictate text into any text field with built-in dictation.



Access all the features within G Suite from the keyboard with shortcuts.

You can access many features directly through dedicated shortcuts.

You can also use shortcuts to call up the application menus in Docs, Sheets and Slides and select any menu item with another key press.

3. Making it easier to access content

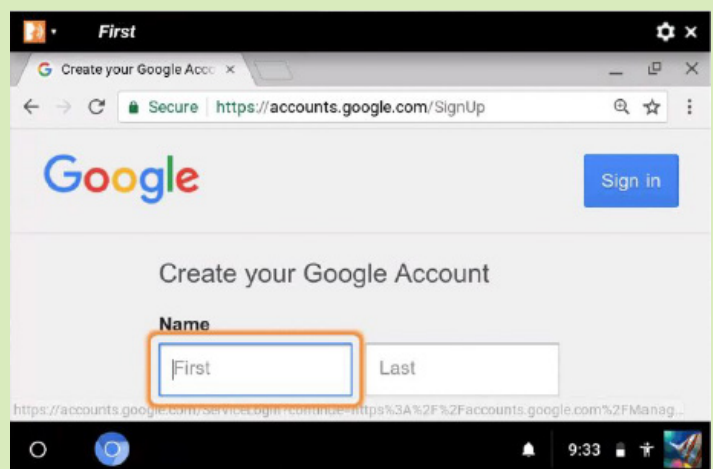
Google provides a range of solutions built into Chrome OS and G Suite for users with extremely limited vision or with no vision, and for users whose hearing is impaired.



3.5 million people under 60 have a hearing loss



Use synthesized speech to tell you about the content on the screen, with the built-in ChromeVox Screen Reader. ChromeVox provides rich, context-dependent descriptions of everything on your screen, so that all content – including interactive features like buttons, checkboxes and text entry areas – is accessible.



About ChromeVox

The built-in ChromeVox Screen Reader makes everything on the screen accessible using synthesized speech. More than that, it's designed to help you navigate the screen and get your work done quickly and easily by:

- interpreting what you're doing to provide a contextually-aware response. For example, If you're navigating through a document paragraph by paragraph, ChromeVox will read the whole paragraph. If you're navigating line by line, or word by word, or even character by character, it will just read the line, word or character. It also provides rich detail about screen elements, such as telling you whether a checkbox is checked or unchecked, and not just what the label on a button is but what it will do and how to interact with it.
- offering "ear-cons" that will provide a different sound for different types of elements on the page. If you're using headphones, it provides spatial clues by playing the ear-con more strongly through the headphone speaker that's on the same side as the element on the screen.
- providing simplified keyboard shortcuts and menus designed to offer efficient navigation of ChromeVox itself
- integrating with compatible USB and bluetooth braille display hardware. Sighted colleagues, such as trainers or IT technicians, can see the output of the braille display in both braille and text equivalent at the top of the screen.

ChromeVox uses your language settings to automatically select a default voice, with built-in voices for around 50 languages and a choice of male and female voices for English. If you don't like the default voice, you can download and install voices from Acapela, giving you a choice from more than 100 voices for over 30 languages. You can also change the speed and pitch of your selected voice to more closely match the human voices around you.

Use a braille display, linked via USB or bluetooth and powered by the built-in ChromeVox Screen Reader.

Read text out loud with Select-to-Speak. This is useful if you don't usually need to use a full-feature screen reader but do want help reading text on a small screen or on a web page that doesn't respond well to being resized.

Play the same sound through both speakers with Mono Audio. This ensures users with hearing loss in one ear don't miss some of the content in a stereo audio feed. Mono Audio combines the two stereo channels into a mono signal and feeds it through both speakers.

Use your existing screen reader with the G Suite applications. If you already have a screen reader on your device, G Suite will be able to detect it and let you use it. That includes ChromeVox on ChromeOS, JAWS and NVDA on Windows, VoiceOver on MacOS and iOS, and Talkback on Android.

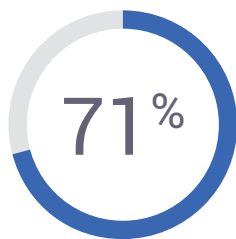
Use a braille display if supported by your screen reader. For maximum flexibility, you can continue to use spoken feedback to interact with G Suite even if you have braille support enabled.

See live closed captions of any speaker in a video conference, using Hangouts Meet. Captions are not broadcast to all devices but only shown on those devices where the option has been enabled. Live captioning is currently only available for English and is powered by machine learning, so it may not always be completely accurate, but Google is committed to improving the quality of live closed captioning support.



4. Making it easier to create accessible content for others

You may not have a disability or impairment yourself, but you probably interact with people who do. Google provides features that help you provide others with content that's easier for them to access.



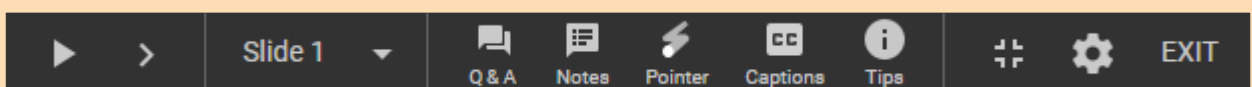
71% of disabled customers with an estimated spending power of £11.75 billion will click away from a website they find difficult to use

Source: Click-Away Pound Survey

Automatically create more accessible documents, spreadsheets and presentations with templates in Docs, Sheets and Slides. G Suite comes with a range of templates that help you quickly choose and apply fonts, colours, alt-text for images, and style markup labels for screen readers to meet accessibility best practice standards.

Provide live closed captions for your audience when presenting, using Slides. Live captioning is currently only available for English and is powered by machine learning, so it may not always be completely accurate, but Google is committed to improving the quality of live closed captioning support.

Provide closed captions on audio and video content by attaching a caption text file to the media file in Drive. When viewers play back the file, the caption text will automatically be displayed.



Creating an inclusive business

Accessibility is about more than just IT, but you can see that Chrome and G Suite can address many common workplace accessibility needs out of the box.

Here at Ancoris, we regularly discuss these issues with businesses from all kinds of industries who are looking to reap the benefits of employing a more diverse and inclusive workforce. Our implementation staff, change management experts and customer success team work closely with businesses like yours to understand and meet the needs of their users, including providing accessibility accommodations.

Google Cloud resources

[Google Accessibility](#)

[Google Accessibility Help Centre](#)

[Chrome Accessibility Help Centre](#)

[G Suite Accessibility User Guide](#)

[Google Disability Support team](#)

General resources

[Business Disability Forum](#)

[Disability Confident](#)



The Google Disability Support team is available to answer questions about using assistive technology with Google products, as well as the accessibility features and functionalities within Google products.

If you'd like to find out more about how Chrome and G Suite can support your efforts to become a more diverse and inclusive employer, check out the resources on the previous page of this white paper or come and talk to our Chrome and G Suite experts.



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