



Enabling accessibility; Building an inclusive future for all

2024



Introduction

Julie Thomas, Director of Inclusion, Diversity & Equity at CCEP

Over the last decade, it's been incredibly encouraging to see how employers' approach to diversity and inclusion has evolved.

While the emphasis used to be on compliance, over time the focus has shifted to prioritise inclusion.

At CCEP we continue to work hard to create inclusive, disability confident, accessible work environments and foster a workforce that truly reflects the communities we serve.

We're still on this journey, but we've already seen how it can drive engagement, performance and productivity. And when we speak to people in different organisations and industries, it's heartening to see that inclusion is becoming a widely shared ambition for businesses of all sizes.

At the same time, we know that it can be challenging for businesses working to make themselves more accessible to know where best to direct their time and resources.

Unpicking complexity

As we continue to evolve, we want to share our learnings to help others. This is why we're pleased to be publishing CCEP's Accessibility Matrix.

The Matrix is a step-by-step guide to accelerating accessibility in the workplace, based on everything that we have learned on our journey so far.

It's designed to act as a 'how to' for companies that are working to make themselves more accessible, and as a checklist to track their progress along the way.

The Matrix unpicks some of the complicated accessibility rules and regulations, translating them into straightforward, easy-to-understand guidance.

It takes into account things like candidates' hiring and arrival experience, best-practice approaches to signage and internal communication, and identifying structural obstacles.

“The Matrix is a step-by-step guide to accelerating accessibility in the workplace, based on everything that we have learned on our journey so far.”

It helps organisations identify areas where accessibility improvements are most needed and decide on their priorities. And it helps leadership teams effectively communicate their plans, so they can bring everyone along with them on this journey.

The Matrix was developed in partnership with AccessAble and reviewed and approved by Business Disability Forum. It is applicable across all regions and sectors.

Innovative, productive, profitable

We know that managers are juggling many competing responsibilities and realistically, can't all be disability or accessibility experts.

This Matrix is designed to give them the confidence and the tools to find the right answers.

And we want to share the Matrix as widely as possible because we know that inclusive organisations are more innovative, more productive and more profitable.

Our hope is this will help improve outcomes on an individual, community and national level.

We hope it helps you achieve your accessibility ambitions.

In it together

One in six people have a significant disability¹, whether visible or non-visible.

This means that the majority of us will either be part of the disabled community - or know someone who is.

And people with disabilities face significantly higher barriers to accessing education, employment and opportunity.

In industrialised countries between 50% and 70% of working age people with disabilities are unemployed – a figure that rises to 80% to 90% in developing countries².

The Accessibility Matrix aims to overcome the perceived complexity around creating accessible workplaces, creating opportunities for this untapped talent.



Jemma Townend with her team in our Wakefield site. Jemma is Deaf and joined through a local enablement programme for people with disabilities.

How it works

Every business is different, so the Accessibility Matrix includes a self-assessment questionnaire to help identify existing strengths and the areas where more work is needed.

That will support the creation and implementation of a bespoke one to three-year action plan to help a business get to where it needs to be.

The Matrix works to engage leadership teams and colleagues by creating a clear strategy, including ambitious but achievable goals.

It empowers teams by giving them ownership of the outcomes in their departments.

And it helps communicate strategies and successes to stakeholders across an organisation, from colleagues to customers.

A shared responsibility

At CCEP, we understand that representing some of the world's biggest and most visible brands means we have a particular responsibility to reflect the communities that we serve.

According to the World Health Organisation, 16% of the world's population has a disability and estimate that this estimates will double by 2050.³

So, while our current commitment is to have 10% of our workforce represented by people with disabilities by 2030, we ultimately aspire to represent the communities in which we operate.

We're making good progress; our colleagues identifying as having a disability has increased from 7% in 2021 to 12.6% in 2023*.

And we want to help organisations that are also on this journey, or which have yet to make a start, achieve their ambitions.

We understand that change can't happen overnight; improving accessibility in a business is a complex process which involves accommodating a wide range of needs for which there are very different solutions.

It also requires ongoing user feedback and testing and, more often than not, a degree of cultural and organisational change. It's not just about training staff, it's about helping to raise awareness and change mindsets.

Together, we can work towards a world where opportunity is more equitable, accessible and inclusive, for everyone's benefit.

* Calculated based on the total number of employees responding to our voluntary 2023 inclusion survey (representing 38.4% of our workforce) and the number of employees self-declaring as having a disability.

The story so far: Inclusion in action

Mo's story

Mohammad Koheerallee is a Quality, Environment, Safety & Health Co-ordinator and Lead Accessibility Ambassador at CCEP GB. He works to enable all colleagues with a disability to be themselves and to create a more diverse and inclusive organisation.



After joining CCEP as a merchandiser five years ago, it quickly became apparent that there were some accessibility issues at the business, so I started reaching out and asking questions.

I got involved with the CCEP JustBe allyship programme, which is all about helping colleagues to be themselves, feel valued and belong, and became leader of the disability pillar.

That led to me doing a health and safety apprenticeship.

From there, I was challenged to help make the Edmonton manufacturing site more accessible and the business pledged that the support and investment was there to make any changes that were needed.

Opening doors, creating opportunities

That meant replacing and automating heavy doors, repositioning ID touch panels that were too high for wheelchair users and changing the signage, amongst other things.

But it was also about changing attitudes and creating that mindset that the business could adapt to anyone's circumstances and enable them to make a valuable contribution.

A great example of that is that we now have a deaf colleague working as an engineer at our Wakefield site alongside her British Sign Language (BSL) interpreter. That's never been done before.

But there were still sites where there was an ambition to be accessible, and people didn't know where to start.

Seeing the world differently

The Accessibility Matrix walks people through the process from convening a working group, to developing an action plan and actually communicating changes to a broader group of stakeholders, which is no mean feat.

It helps firms create an overarching action plan to make themselves as accessible as possible – including everything from overcoming assumptions and misconceptions about people with disabilities, to communicating in a way that empowers everyone to work effectively. And of course, creating a physical environment that enables everyone to move around freely.

Achieving 100% accessibility in a workspace is a challenging goal due to the diverse needs and preferences of individuals. However, striving for maximum accessibility is crucial and can significantly improve inclusivity.

I've been able to have conversations with CCEP's most senior leaders and they have all been incredibly receptive, which has helped us get to where we are today.

Now my ambition is to support the creation of a global capabilities programme so that accessibility becomes part of everything we do.

I know I can make a difference because, through my lived experience of being disabled all my life, I do see the world differently.

It's about focusing on what people can do, not what they can't, and enabling them to achieve their full potential.

Inclusion in Action continued: Learning through doing

Edmonton

CCEP's manufacturing and distribution site in Edmonton, North London has seven manufacturing lines, with around 150 workers on site at any one time.

The 43,000 square metre site produces 50 million cases of drinks every year - around 30% of CCEP's total UK output - including Coca-Cola, Fanta and Oasis.

Mohammad Koheevallee, CCEP's QESH Co-ordinator and Lead Accessibility Ambassador, has been a driving force in the site's transformation over the last three years.

When he began working at the site, previous risk assessments had not taken into account the needs of colleagues with disabilities.

The first step was to commission a disability access audit by a specialist

external company, which flagged a range of accessibility issues, from parking to worktops in breakout areas.

Plan of works

Working in collaboration with the site director and the senior engineering manager, Mohammad formulated a three-phase plan of works.

The plan has been integrated into the Accessibility Matrix, supporting development of its core principles and conditions for success; attitude, communication and physical.

Initial concerns around safety and product integrity were quickly overcome, thanks to the senior leadership team's alignment, which meant physical changes to the site were rapidly enacted.



Almost
£1m
investment



5%
disabled
parking



of the
site now
wheelchair
accessible



50+
doors replaced

An external contractor was commissioned to complete the works, much of which was focused on enabling easy and safe movement around the site.

Phase one of the site's transformation began with creating disabled parking bays close to the building entrance. It then involved automating gates and entrance doors, which were too heavy to be used by wheelchair users, for example.

Signage and floor markings were also installed around entrances and exits that lead into busy traffic routes.

An ongoing process

Indoors, an issue was identified with vision panels in interior doors, which were too high for wheelchair users to see through or be seen, creating the potential for accidents.

These doors were replaced and automated, also improving site hygiene by removing the need to touch door handles.

Work surfaces were lowered in the breakout room to make kitchen facilities accessible to everyone, while a motorised emergency evacuation chair was installed to enable wheelchair users to stay in their chair in the event that the site has to be evacuated and lifts cannot be used.

The transformation of the Edmonton site is an ongoing process, with further works planned to empower more people with different types of disabilities, including blind and deaf people.



Sara's story

Sara Svensson is a People Services Manager at CCEP in Stockholm and has worked for the business in both the UK and Sweden.



My job is to support and guide my colleagues throughout the lifecycle of being a CCEP employee, including making sure they get the right salary and benefits.

I work with some amazing people, and I love how we have the freedom to be creative to find innovative solutions to problems.

That has included being part of the team that has contributed to the Accessibility Matrix, particularly in regard to communications and neurodiversity.

Passionate about positive change

I'm a member of the [global] Disability and Neurodiversity Working Group. It's a safe space where people who either have a disability or who are champions for disability, can talk candidly about any challenges they are facing, as well as good experiences.

The group works with the Inclusion, Diversity & Equity (ID&E) team to turn those experiences into actions and solutions, like the accessible communications toolkit.

We wanted the Accessibility Matrix to spark similar questions, encouraging different departments to use the a self-assessment to understand where they are doing well and where they can improve.

That's led to more conversations around things like budgets and procurement.

CCEP has a culture of being collaborative and kind to each other. And I've found that every

person that I speak to at CCEP is very passionate about making positive change, which is really uplifting.

And I think it's really important to raise awareness of the advantages that come with being neurodiverse.

Embracing inclusivity

From my own perspective, my dyslexia means I have an ability to correlate information quicker than others and this allows me to solve problems in a different way.

Diverse thinking drives innovation and problem solving, which helps CCEP to become more competitive.

I think CCEP understands that and has embraced it.

There's a recognition that, if the business isn't diverse and inclusive, it's missing out on talent, which means that you lose out on competitiveness and eventually profit.

We need to be thinking differently and the only way to do that is to attract different talent.

Simpler ways to connect



Audio Access

Sharing content with colleagues in an audio format – as opposed to text – makes it more accessible for everyone, from people with neurodiverse conditions to those who are visually impaired.

In the last year, CCEP has introduced a new tool called Audio Access, which can be used to quickly and easily create audio files in place of written text.

It uses AI technology to translate text into realistic, human-sounding speech, which is used to share a range of internal communications and training content with colleagues across the business.

The adoption of the technology was pioneered by Elitza Dublewa-Servatius, Manager of Automated Translation Solutions at CCEP Bulgaria.

Learning by listening

Before Audio Access, video dubbing translations were a costly and time-consuming process, with human actors being sourced for the job at substantial fees.

Using an automated voiceover tool has provided a more straightforward way to make sure that colleagues have access to audio in several languages. It means everyone can understand each other no matter where they're from.

Additionally, audio is a fundamental way to absorb information, and we naturally learn by listening. This makes the tool an easy way for colleagues to listen to content and absorb information on-the-go.

Following a successful trial project, Audio Access already has 100 users and has been used to create more than 1,000 audio projects.

It's even been used by colleagues to send audio birthday cards to each other!

Overwhelmingly popular

The technology is now set to be rolled out across CCEP after receiving overwhelmingly positive feedback from users.

Audio access ensures that everyone of all abilities can receive and understand important information.

Crucially, this is in line with a core principle of CCEP's Accessibility Matrix; communication.

Making all communications as accessible as possible ensures everyone feels included and engaged, particularly regarding learning and development opportunities that can help them achieve their full potential.

1,000
pieces of
content shared



find it easy or very
easy to use

99%
cost
reduction

100%
would
recommend for
wider use

“Making all communications as accessible as possible ensures everyone feels included and engaged, particularly regarding learning and development opportunities that can help them achieve their full potential.”



Closing remarks

José Antonio Echeverría, Chief Customer Service and Supply Chain Officer and Executive Sponsor for Disability Inclusion at CCEP

At CCEP, creating an inclusive workplace is not just a responsibility that we feel keenly, but an ongoing commitment that we are striving towards across our organisation.

It's a journey that we have been on for many years, and we've learnt a lot along the way.

We're sharing our insights and experiences in our Accessibility Matrix in the hope that we can demystify the process and help more organisations to take that first step.

In the manufacturing sector, we've noticed a tendency to focus on the perceived barriers to accessibility. While it's true that manufacturing environments do present unique challenges, and that achieving 100% accessibility may not be possible for every organisation, this should never be a reason to give up.

As a sector, we must be ambitious. This issue is simply too important.

Our hope is that the Accessibility Matrix will empower employers of all sizes, and across all sectors, to overcome the complexity of creating accessible workplaces.

It's a document that tackles some enduring myths, including that accessibility is expensive and that it is solely the responsibility of HR.

It serves as a showcase for what best practice looks like, and a practical template for organisations to track progress and measure their success.

By breaking down barriers to inclusion, we're not just transforming our workplaces; we're taking steps to transform society as a whole.

Together, we can create a legacy that's worth fighting for. Join us on the journey towards a more inclusive future.





Sources:

1. <https://www.who.int/news-room/fact-sheets/detail/disability-and-health>
2. <https://www.un.org/development/desa/disabilities/resources/factsheet-on-persons-with-disabilities/disability-and-employment.html#:~:text=Global,between%2050%25%20and%2070%25.>
3. <https://www.who.int/news-room/fact-sheets/detail/disability-and-health#:~:text=This%20represents%2016%25%20of%20the,obesity%20or%20poor%20oral%20health.>

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Disclaimer

Please note that not all images in this document depict CCEP employees. Some images are used to represent individuals with disabilities and are intended to illustrate the diverse experiences and perspectives within this community.

Global Accessibility Matrix

Partnering for an accessible
and inclusive workplace

Image description: A young woman sitting in a modern office, communicating in sign language with someone on her laptop.



At CCEP we are building an inclusive and equitable future where everyone is welcome to be themselves, be valued and belong.

We have a commitment to fostering a workforce that better reflects the communities we serve and operate in. This includes having at least 10% of our workforce represented by people with disabilities by 2030.

Image description: Two women in an office, chatting and holding up their coffee mugs. One woman is smiling.





One in six people in the world has a disability, visible or non-visible, and this is increasing. This is largely due to an ageing population and increases in chronic health conditions.

With 80% of disabilities acquired between the ages of 18 and 64, almost everyone is likely to experience some form of disability, temporary or permanent, at some point in their life.

By creating a disability inclusive workplace where people of all abilities can thrive, we can support employees at every life stage and in those moments that matter.

Image description: A woman, who is an amputee, sitting at her desk and smiling.

Taking action

CCEP's Inclusion, Diversity & Equity Team has partnered with QESH, Supply Chain and external experts, AccessAble, to create a Global Accessibility Matrix.

There are five stages to completing the matrix:

1. Commit to the Principles
2. Establishing a local working group
3. Consider the questions for reflection
4. Kick off the self-assessment
5. Complete your action plan

Image description: The collage includes three images: a woman in a wheelchair moving alongside a colleague, both engaged in a conversation in an office environment, a person pressing an elevator button with an international symbol of access and a man at a CCEP manufacturing site, wearing bright yellow workwear and smiling.



The principles

Each principle represents a key area that can impact how accessible your organisation is to underrepresented groups, particularly those with disabilities.



Attitudinal

To ensure that everyday interactions are positive ones, and to challenge common misconceptions. This is often a base point in action planning and a key contributor to other barriers. For example, the language we use, the assumptions we make on a person's ability to undertake tasks and the support we offer.



Communication

To empower employees to carry out their work effectively, efficiently, independently and with dignity. Going beyond producing documents and includes such things as pre-arrival information for employees and candidates, website and intranet, training and learning, signage and wayfinding, and formal and informal engagement.



Physical

To enable all employees and visitors to move around freely. Identifying structural obstacles within the working environment that prevent or block mobility or access. Know who you are designing and providing for and ensure employees are included in the workplace design. Examples include manual doors, lighting levels, quiet spaces and clear routes.



Establishing a working group

To help you to assess and progress through the stages of the maturity matrix, we suggest creating a working group made up of the following representatives.

- Disability Sponsor
- Disability Network
- Health & Safety
- Facilities Management
- Engineering
- Finance/Procurement
- People & Culture
- Communications

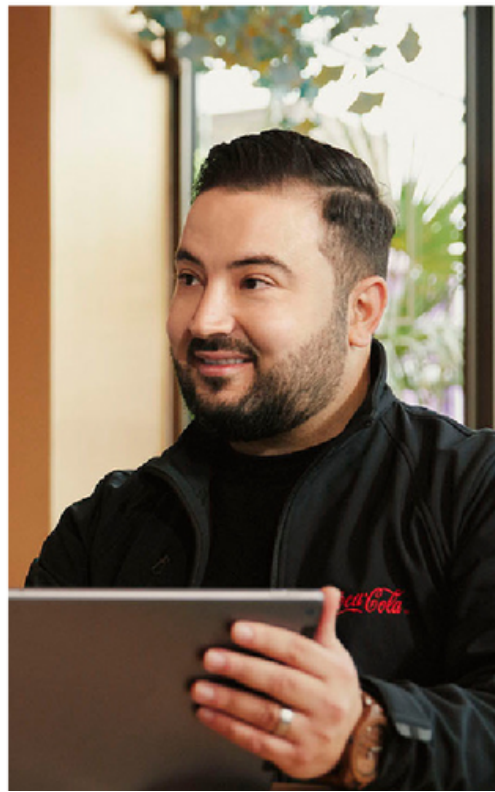
The working group will progress and track their country through the accessibility matrix.

Questions for reflection

The following questions are designed to help establish the status quo and point towards next steps.

Image description: A man with crossed arms looking into the distance with a thinking expression. He is wearing a blue shirt and a colourful bracelet.





Attitudinal

- Q How do we make sure everyone has access to disability awareness and accessibility training?
- Q How do our everyday policies and procedures ensure that our workplace is free for discrimination and harassment?
- Q Do we have disability network and how do we promote it?
- Q How are we promoting disability positive attitudes within our workplace?
- Q What information do we share with prospective and new employees about their work environment?

Image description: The collage includes four images: a young woman smiling and communicating in sign language in front of a bright red background, a man in a CCEP manufacturing site, dressed in bright yellow workwear, smiling, a portrait of a young man, smiling and a man in a black CCEP sweater holding a computer tablet and smiling.



Communication

- Q Can everyone access all workplace digital platforms such as Teams, Intranet and other internal digital channels using assistive technology if they need to e.g., screen readers?
- Q Do our websites and intranet comply with accessibility requirements e.g., WCAG guidelines?
- Q Do we provide key documents in accessible digital formats e.g., policies and organisation structure charts? This could also include agendas and team meeting notes.
- Q Do we ensure that accessibility requirements are included in technology procurement processes?

Image description: A hand pointing at a tablet with a presentation. In the background are Coca-Cola products on shelves. This image represents communication.



Physical

- Q Location - can employees use public transport, is parking and/or a drop-off point provided?
- Q Is the access from the parking or drop-off etc accessible e.g., level or gently sloping with no steps or other obstacles?
- Q Is the entrance to the site/building level or ramped with no steps (or is an alternative accessible entrance provided nearby)?
- Q Are external routes and key areas e.g., parking well lit?
- Q Are toilets and changing facilities, conference or meeting rooms, lifts and stairs, shared facilities such as kitchens and cafes as well as offices areas (desks and seating) accessible to all who use them?
- Q Are workplace areas kept free of clutter and barriers that could reduce freedom of movement?
- Q Is signage (both to and around the site and buildings), large, clear and easy to read?

Image description: The international symbol of access painted on a road.

Self-assessment

Image description: A woman sitting at the desk in an office environment, smiling. In front of her is a laptop. She is wearing a light blue sweater and a scarf.

Stage 1: Create the conditions for success – Attitudinal

Attitudinal	Completed?
All employees have access to disability awareness training	☐ Yes ☐ No ☐ In progress
Signed up to the disability confidence scheme (or country equivalent)	☐ Yes ☐ No ☐ In progress
Sunflower lanyards offered to employees and visitors with non-visible disabilities Find out more about the Sunflower Scheme here .	☐ Yes ☐ No ☐ In progress
Recognition of International Day of Persons with Disabilities	☐ Yes ☐ No ☐ In progress
Workplace Adjustment Process in place to support colleagues with disabilities. Guide to Workplace Adjustments available on corporate internal sites	☐ Yes ☐ No ☐ In progress
Employee Resource Group (ERG) for persons with disabilities	☐ Yes ☐ No ☐ In progress

Stage 1: Create the conditions for success – Communication

Communication	Completed?
All documents (internal and external) are provided in accessible formats e.g., alt tags for images, audio description and subtitles for video	☐ Yes ☐ No ☐ In progress
Website and intranet are accessible and supported with an accessibility policy	☐ Yes ☐ No ☐ In progress
A single meeting platform is used for all virtual and hybrid meetings e.g., Microsoft Teams	☐ Yes ☐ No ☐ In progress
Alt Tags are used in all social media content	☐ Yes ☐ No ☐ In progress
New employee questionnaire includes a questions about workplace adjustments, or any support they may need. This is shared with Line Manager	☐ Yes ☐ No ☐ In progress

Stage 1: Create the conditions for success – Physical

Physical	Completed?
Consistent and accessible format for signage / wayfinding. Route to main entrance and key facilities e.g., toilets, stairs, lifts clearly signed	☐ Yes ☐ No ☐ In progress
Accessible parking bays provided for visitors (5%) of car park plus 1 for each employee who needs one	☐ Yes ☐ No ☐ In progress
Routes from parking to entrance are level or ramped i.e., no steps and with a firm surface and a suitable width (minimum 1500mm)	☐ Yes ☐ No ☐ In progress
Reception desk at two heights (for seated and standing visitors) and wheelchair accessible toilet near reception for visitors. Emergency alarms installed in all accessible sanitary facilities	☐ Yes ☐ No ☐ In progress
Height adjustable workstations and ability to obtain basic ergonomic items via an internal catalogue. Variety of seating available, some with high backs and arms (and height adjustable on request)	☐ Yes ☐ No ☐ In progress
Good natural light levels particularly where operating machinery	☐ Yes ☐ No ☐ In progress
Designated quiet areas	☐ Yes ☐ No ☐ In progress
Suitable width access routes between equipment and machinery (minimum 1200mm except permanent obstructions over a short distance). Access routes used by vehicles clearly marked on the floor (with visual contrast) and kept free of clutter	☐ Yes ☐ No ☐ In progress

Stage 2: Sustain the conditions for success – Attitudinal

Attitudinal	Completed?
All people managers undertaken disability management training	☐ Yes ☐ No ☐ In progress
Disability champion at senior manager or head of function level who is clearly visible and accessible. They support an established employee disability/accessibility group	☐ Yes ☐ No ☐ In progress
Educational content is shared on social media platforms and communication channels e.g. newsletters, LinkedIn (externally)	☐ Yes ☐ No ☐ In progress
Work experience/work shadowing opportunities offered to disabled people	☐ Yes ☐ No ☐ In progress
Internal guaranteed interview scheme	☐ Yes ☐ No ☐ In progress
Recognition of key global and local disability awareness days	☐ Yes ☐ No ☐ In progress
All employees have access to accessibility training workshops e.g.; "Assistive Technology at your fingertips" for any work apps as relevant e.g., how to use your mobile phone to view documents and other accessibility features	☐ Yes ☐ No ☐ In progress

Stage 2: Sustain the conditions for success – Communication

Communication	Completed?
Policy and training for hosting accessible online meetings and assistive technology available in all meetings rooms	☐ Yes ☐ No ☐ In progress
Detailed online Access Guide created for venues, so employees and visitors are aware and understand specifics of the site and what challenges exist and able to independently identify areas of support required	☐ Yes ☐ No ☐ In progress
Ability for an employee to use digital sign language facilities and all videos include 'in screen' signing	☐ Yes ☐ No ☐ In progress
Accessible communication guide available to employees	☐ Yes ☐ No ☐ In progress
Policy and training for hosting accessible in person meetings and events	☐ Yes ☐ No ☐ In progress
Listening sessions held with disabled employees, customers (and consumers) where relevant	☐ Yes ☐ No ☐ In progress
Annual review process to check key policies, training documents, work systems and on-site instructions. This is done in consultation with consulting disability network	☐ Yes ☐ No ☐ In progress

Stage 2: Sustain the conditions for success – Physical

Physical	Completed?
Internal navigation routes a minimum 1500mm wide with level, lift or ramped access i.e., no steps to all areas (lift access to all floors). All steps and stairs designed with colour contrast and handrails	☐ Yes ☐ No ☐ In progress
All doors minimum 750mm (entrance preferably 1000mm) with vision panels and easy to operate lever door handles (or push plates/pull handles). All doors easy to operate or automatic opening. Glazed doors and panels have visually contrasting manifestations visible in all lighting conditions	☐ Yes ☐ No ☐ In progress
Accessible toilets available on each floor and where shower or changing facilities are provided then wheelchair accessible facilities are also provided. A lower height urinal (380mm) provided and grabrails or privacy screens provided to urinals	☐ Yes ☐ No ☐ In progress
Floors are slip-resistant, non-shiny and large, repeating patterns that incorporate bold contrasting colours or simulate steps are avoided	☐ Yes ☐ No ☐ In progress
Refreshment facilities suitable for shared use by people seated and standing (850mm counter)	☐ Yes ☐ No ☐ In progress
Software tools have adaptable contrast ratios as standard	☐ Yes ☐ No ☐ In progress
Regular access reviews to identify barriers to access and design teams involve dedicated accessibility champion. External access consultants used to review new refurbishment designs	☐ Yes ☐ No ☐ In progress

Stage 3: Lead the conditions for success – Attitudinal

Attitudinal	Completed?
Mandated line manager specific disability awareness training	☐ Yes ☐ No ☐ In progress
Mandated employee disability awareness training	☐ Yes ☐ No ☐ In progress
Personal development courses and career progression schemes for employees with disabilities	☐ Yes ☐ No ☐ In progress
Company has publicly communicated targets on disability representation, including for senior management	☐ Yes ☐ No ☐ In progress
Executive sponsor of disability, ideally at Board level	☐ Yes ☐ No ☐ In progress
Listening data is used to form a clear view of how disabled colleagues are feeling this inform what is asked via survey tools and social channels	☐ Yes ☐ No ☐ In progress
Cross-network events between disability and other areas of diversity (intersectionality)	☐ Yes ☐ No ☐ In progress
Internal and external calendar of events and activities, which recognises the organisations commitment to disability	☐ Yes ☐ No ☐ In progress

Stage 3: Lead the conditions for success – Communication

Communication	Completed?
Hearing assistance systems established in 100% reception and meeting room areas	☐ Yes ☐ No ☐ In progress
Ability to reduce lighting and noise levels in reception and other major large employee areas e.g., restaurant	☐ Yes ☐ No ☐ In progress
Capability to book and fund relevant interpreting services for events	☐ Yes ☐ No ☐ In progress
Guide to inclusive recruitment advises on questions to ask pre/during interview to support applicants with disabilities, with examples of adjustments e.g., extra time for numerical tests, questions shared beforehand and written down	☐ Yes ☐ No ☐ In progress
Introduce Technology Standards e.g., require teams to evidence an accessibility testing strategy; teams implement automated accessibility testing into their product development processes	☐ Yes ☐ No ☐ In progress
Build digital accessibility skills into competency framework and appraisals to ensure it is a focus and is required to progress in the organisation	☐ Yes ☐ No ☐ In progress
List accessibility as a 'favourable skill' in key roles within design, development, change management, testing, digital and marketing teams for recruitment purposes	☐ Yes ☐ No ☐ In progress

Stage 3: Lead the conditions for success – Physical

Physical	Completed?
Full access audit undertaken every 5 years and implementation strategy developed	☐ Yes ☐ No ☐ In progress
External Access Consultants used to review new refurbishment designs	☐ Yes ☐ No ☐ In progress
Accessible cycle and mobility vehicle storage provided (suitable for adapted bikes and mobility scooters)	☐ Yes ☐ No ☐ In progress
One inclusive entry point for all employees and suitable safe drop off zones for disabled employees and visitors	☐ Yes ☐ No ☐ In progress
Step-free access to all areas and external routes minimum 1800mm wide	☐ Yes ☐ No ☐ In progress
Emergency alarms installed in all accessible sanitary facilities and pull cords are available at all time	☐ Yes ☐ No ☐ In progress
Personal Emergency Egress Plans for all employees and regular visitors and at least 1 lift suitable for emergency evacuation	☐ Yes ☐ No ☐ In progress

Developing your narrative

Based on the results of your Self-Assessment: 1. What are your strengths? What are we doing right?

Summarise where, why and how you are successfully progressing towards the organisation's disability pledge and goals?

2. What are your gaps? Where could we do better?

Summarise where and why you are not meeting the disability pledge and goals?

- Use your action plan and narrative to engage with your leadership team
- Work together to propose actions to address accessibility gaps over the next 12 – 36 months and implement this plan
- Don't forget to include your Disability Sponsors, Ambassadors and your Inclusion Diversity and Equity Lead in your planning session
- If you plan to share your Self-Assessment results with employees, work with your communications colleagues to create a strategy.

Image description: A man sitting in an office environment, looking to his colleague and smiling.



Developing your action plan

Stage	Area	Goal	Action	Owner	Resources (People, Budget etc)	Expected Completion	Completed (Y/N)
Stage 1	Attitudinal	Promote disability awareness	Find out what existing trainings we have. Promote locally.	HR	HR & Communications	June	

Appendix

Our vision: going further together

At CCEP we acknowledge that it is our differences that are our greatest strength. We draw on the differences in who we are, what we have experienced, and how we think. To produce beverages that serve everyone, we must include everyone.

We are working hard to create an environment in which all employees are not only valued and respected, but are also welcome to be themselves and feel that they belong here. This includes those with disabilities.

We believe in using the power of CCEP to create a more equitable society where everyone can participate to their fullest. While this includes creating accessible products, it is also commitment to supporting the employment of people with disabilities, who are often the most marginalised and disadvantaged in society.

When we talk about disability, we include any physical or mental condition, which has an effect on your ability to carry out everyday activities. It can be temporary or permanent. It can be visible and/or non-visible. Examples can include but are not limited to; arthritis, autism, depression, dyslexia, epilepsy, deaf or hard of hearing, partially sighted or without sight, use of wheelchair, crutches or cane.

Beyond revenue: countless benefits of inclusion

The right thing to do

One in six people in the world has a disability, visible or non-visible, and this is increasing. With 80% of disabilities acquired between the ages of 18 and 64, almost everyone is likely to experience some form of disability, temporary or permanent, at some point in their life.

By creating a disability inclusive workplace where people of all abilities can thrive, we can support employees at every life stage and in those moments that matter.

A better workforce

Focusing on disability inclusion will give us access to the widest pool of talent and it will also benefit the workplace. It's proven that people with different experiences will think of solutions or innovations that homogeneous teams won't. By focusing on inclusive design, we can provide adjustments so that everyone can be more productive and effective.

Brand and competitive advantage

Being disability inclusive will deliver brand and competitive advantage. 75% of disabled people and their families say they have stopped using a service or provider due to poor accessibility and customer service. People with disabilities represent over \$1.2 trillion in annual disposable income. By designing inclusive and accessible products, we can win in the market and go further together.

Resources



We have designed this document in partnership with AccessAble, an organisation that is passionate about a more inclusive tomorrow. AccessAble helps clients develop a more accessible and inclusive offer, using decades of experience listening to 1000s of people with disabilities. They are specialists in accessible buildings, policies and services.

If you would like to work with AccessAble to improve your local offering please email the Inclusion Team on inclusion@ccep.com



We are partners of the Business Disability Forum (BDF) which gives every CCEP employee unlimited access to their Knowledge Hub featuring information sheets, toolkits, case studies and more. We also have 24/7 access to their Advice Line.

You can register with BDF using your CCEP email.

Please note that not all images in this document depict CCEP employees. Some images are used to represent individuals with disabilities and are intended to illustrate the diverse experiences and perspectives within this community.

