

# Airbus Helicopters AirbusWorld customer portal

Accessibility Scheme

Initialization 09/2025 - Last update 10/2023

# Multiannual scheme 1/4

## Objectives reminder

This document initializes the compliant multiannual scheme

It especially describes :

- the strategy for accessibility in the project feedback treatment, RGAA targets and scope of ambitions.
- The understanding of accessibility in the project with training, expert consulting or recruitment.
- The involvement of accessibility in the choice of service providers , future projects.

## Scope limitations 10/2025

- . The document highlights the involvement of the project Airbus Helicopters AirbusWorld customer portal **to start** improving accessibility on the portal
- . This initialization includes the compliant accessibility statement available on the home page of the portal
- . Nevertheless, the project is awared that **this document still needs to be completed** to cover all the necessary domain of a multiannual scheme which is required by the French law. The document has also to be aligned in next years with Airbus group guidelines scheme which is currently in work at group level

# Multiannual scheme 2/4

## Technical scope

Name : Airbus Helicopters AirbusWorld customer portal

URL : <https://airbusworld.helicopters.airbus.com/web/guest/home#/home>

Last RGAA audit : 10/2025 on version Liferay 7.4

Scope of RGAA audit : The RGAA audit has focused only on public pages.

Next RGAA audit : see roadmap below (page 6) according to different scope

# Multiannual scheme 3/4

## Accessibility Politics

The Airbus Helicopters AirbusWorld customer portal team project has expressed the willingness to start an accessibility approach on the public portal.

Therefore, the project starts with compliance by doing a RGAA audit on public pages and presents its 3 years roadmap in this document in order to tackle the subject for different services (see roadmap at the end of the document).

For instance, on the scope of the public pages, the target of a constant improving on RGAA 4.1 audit is included in project roadmap even with scope widening during the next three years.

The scope will need to be enlarged to other services, public and private in the portal.

For KPIs and actions see dedicated streams on the roadmap at the end of document

01 RGAA conformity (Public)

02 RGAA conformity (Other)

## HR and financial resources

On HR issues and financial resources, the project has included in the roadmap below the requirement to follow the future Airbus group scheme.

At project scale, the responsible of UX team in the project will support the accessibility process for the project and will update this document with relevant information.

This specialist will map its activities with Airbus Group general instructions, more specifically on HR recruitment politic and skills validation in term of accessibility.

For KPIs and actions see dedicated streams on the roadmap at the end of document

03 Accessibility awareness

06 Align with Airbus Group

# Multiannual scheme 4/4

## Organisation and resources

The project is currently transforming UX teams in a design authority that will enable to follow-up accessibility requirements and transform step by step the process of delivery in order to get accessible features and applications by design.

To reach this goal, the project wants to start an awareness campaign to train teams, to inform future services on the subject, and to involve sponsors in the move for improving accessibility.

Moreover, the project is aware that contracts with IT suppliers needs to evolve to include accessibility skills. On this issue, the project relies on the group politics to help deals with market on a broader more extended scale than project scale.

For KPIs and actions see dedicated streams on the roadmap at the end of document

03 Accessibility awareness

04 Design authority

06 Align with Airbus Group

## User feedbacks

The AirbusWorld customer portal has already included features for user feedbacks. It needs to be extended to accessibility feedbacks and the projects will develop a process to answer to users by 2027.

For KPIs and actions see dedicated streams on the roadmap at the end of document

05 User feedbacks

06 Align with Airbus Group

# AirbusWorld web portal accessibility multi annual roadmap plan



# Appendix

Poster roadmap accessible description

# Roadmap Themes 01 and 02

## 01 RGAA conformity • Public pages

### 2025 • 55% RGAA 4.1 conformity

Address critical and major issues from 2023 RGAA audit  
New RGAA 4.1 audit and updated scheme publication

### 2026 • Objective 75% RGAA 4.1 conformity

Address priority recommendation from 2025 RGAA audit  
Resolve Quick Wins

### 2027 • Objective 90% RGAA 4.1 conformity

Address priority recommendation from 2025 RGAA audit  
Resolve blocking criterias

### 2028 • Objective stabilization

## 02 RGAA conformity • Private pages and other applications

### 2025

Target relevant perimeters phase 1, identify applications

### 2026 • Objective 50% RGAA 4.1 conformity

Target relevant perimeters phase 2, complete  
Audit applications on defined perimeter  
Share ambitions with initiatives, align with Airbus Digital Customer Journey transversal programme.

### 2027 • Objective 65% RGAA 4.1 conformity

Address priority recommendation from 2025 RGAA audit  
Resolve Quick Wins

### 2028 • Objective 75% RGAA 4.1 conformity

Address priority recommendation from 2025 RGAA audit  
Resolve blocking criterias

# Roadmap Themes 03 and 04

## 03 Accessibility awareness

### 2025

Portal teams awareness  
Share best practices at Group Level

### 2026 • Horizontal awareness and one sponsors support accessibility

Appoint an accessibility specialist in AH portal teams  
Select external services to aware and prioritize  
Develop awareness campaign

### 2027 • External services are aware

3 services are aware  
Presentation of accessibility work, aware sponsors about portal initiatives

### 2028 • External services are aware

All customer facing services hosted on AirbusWorld are aware  
Presentation of accessibility work, aware sponsors about portal initiatives

## 04 Design authority & editor link

### 2025

Innovation workshop to adapt process for delivering accessibility  
Check Liferay editor accessibility roadmap

### 2026 • Share common vision with CMS editor/ Share target methodology across IM

Improving the processes as a team  
Work on accessible design system  
Pitch PI Planning

### 2027 • Teams implement accessibility approach

Train teams  
Deliver accessible features on new scopes  
Accessible feature by design

### 2028 • Design authority

Process review as design authority

# Roadmap Themes 05 and 06

## 05 User feedbacks

### **2026 • Feedback process is validated**

Define answering process for addressing user feedbacks  
Test answering process

### **2027 • All accessible requests are answered**

Adjust organization for addressing user feedbacks

## 06 Align with Airbus Group accessibility vision

### **2026 • AH is involved in group initiatives**

Communicate accessible initiatives to key stakeholders at group level  
Understand group strategy to complete this project scheme

### **2027 • Improve multiannual scheme**

Adapt roadmap to enhance logic with group position  
Adjust scheme on procedures (market, recruitment ...)

### **2028 • AH portal is aligned with Airbus Group vision**

Update 2025 statement