

# Freddie Rogers

Examples of work



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Myth 1

My users don't complain about accessibility so we must be doing OK



Only **10%** of people report accessibility issues

The other **90%** may just click away when frustrated



This could be a **£12bn** loss in spending

Source: clickawaypound.com



Myth 3

Implementing accessibility is expensive



Retrofitting can be expensive

Build projects with **situational, temporary and permanent** impairment in mind

Do the job right first time  
Don't pay more to fix it later

Myth 2

Accessibility is not my job

Accessibility is **everybody's** job



What you do affects our goal to become the most **accessible and inclusive** company in the FTSE 100

Myth 4

The market is just too small to justify all this time and effort

There are **12.9m** people with a disability in the UK and many more who benefit from accessibility



For more information type **accessibilityacademy** into your browser

Myth 5

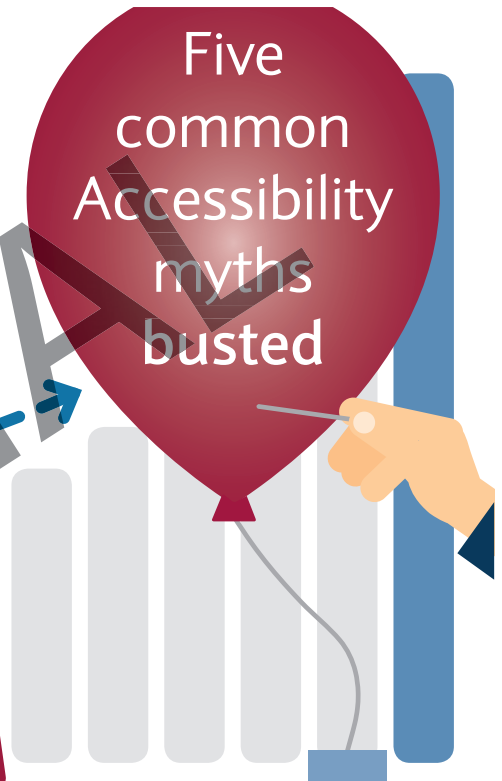
Accessible design means boring design

Embracing accessibility can open up **innovation**

Build for the **widest audience** you can

Accessible design should work well for those who need it

And be **invisible** for those that don't



# Diversity and Inclusion 2017 Performance Highlights

International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) is **next week**



Your View results show that Dynamic Working leads to **higher engagement**



Becoming a **more inclusive** workplace



Barclays is named as a **top employer for women** for the seventh year running

Barclays named a **Star Performer** in the Stonewall UK Workplace Equality Index



Barclays named on Stonewall's **Top Global Employers 2017** list

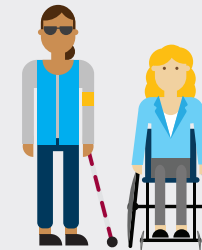
Barclays named as a **Best Employer for Race** by Business in the Community



Reach for a ribbon and **show your support** for This is Me



Barclays announced as **headline sponsor** of Pride in London

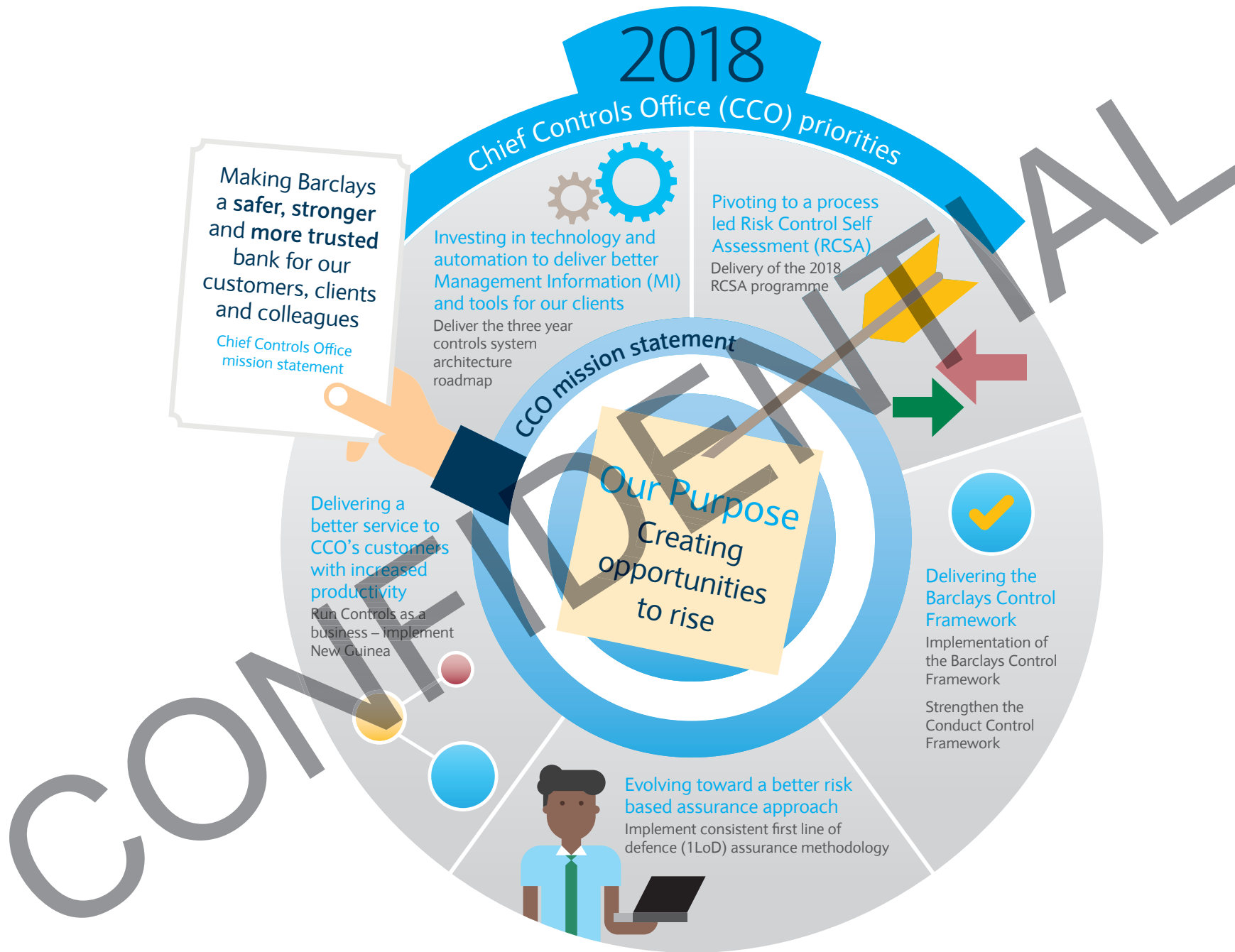


Barclays recognised as **Disability Confident Leaders** by UK Government













# Mental health resources

## Peer support groups

A safe and confidential place to talk amongst colleagues



## #ThisisMe

Sharing your story can be incredibly powerful both for you and your colleagues



## Employee assistance programme 0800 102210

Free impartial support 24-7 including counselling services



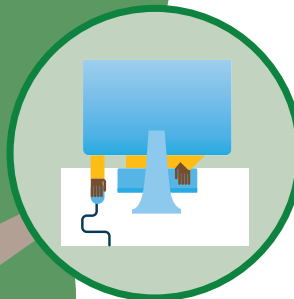
## BeWell/Circle of support

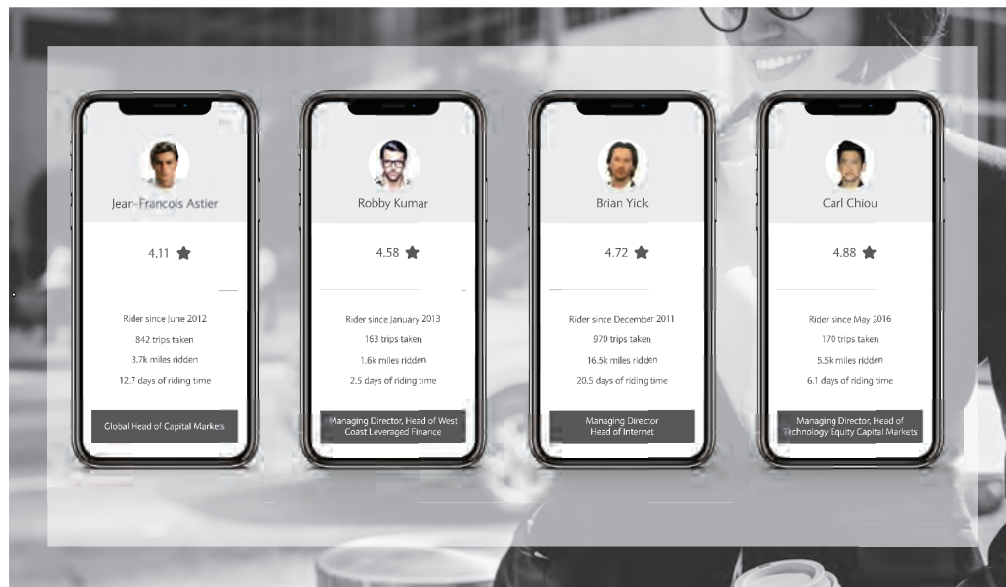
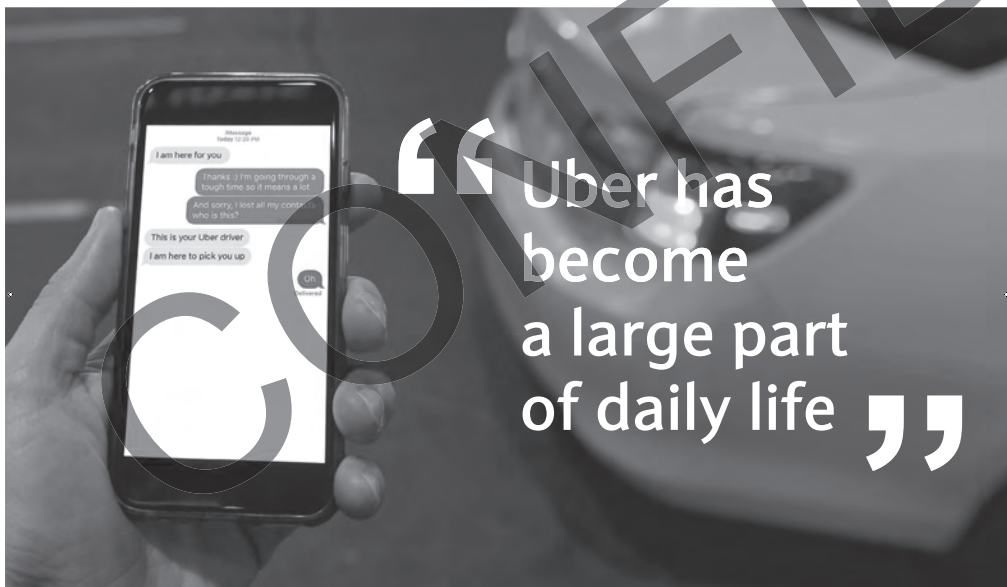
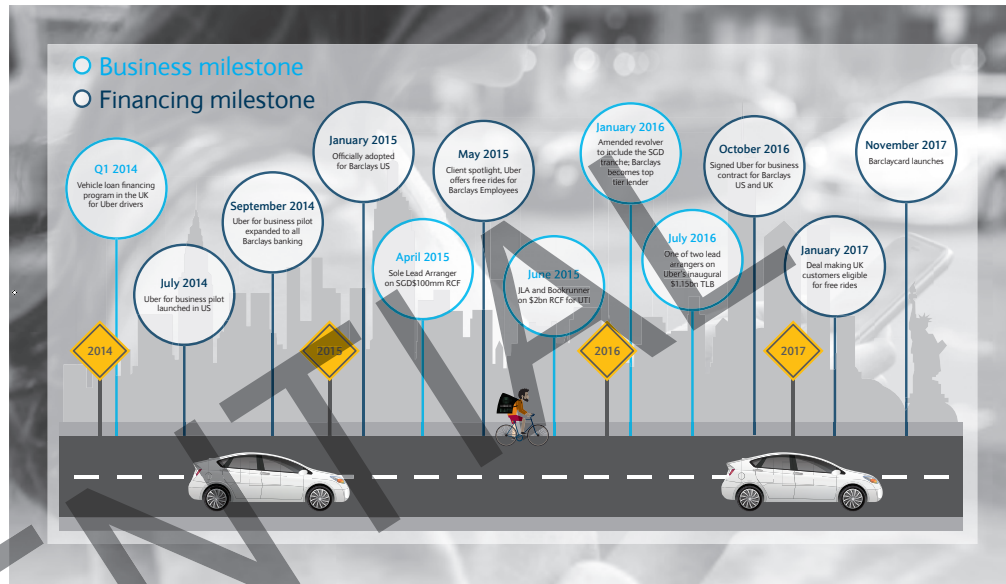
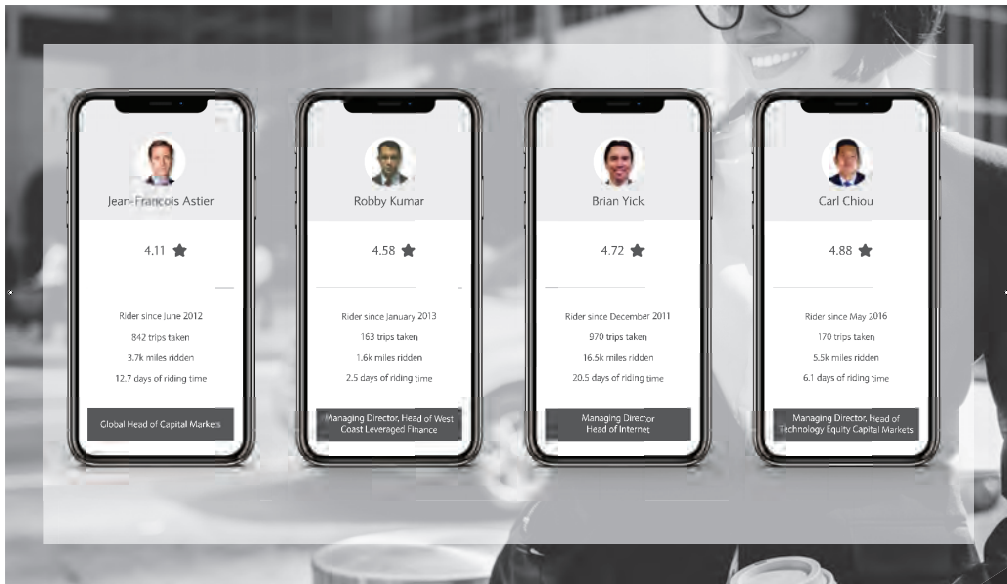
Hub of resources in a central environment to guide you through what is available to Barclays colleagues to support your mental health



## Mental health awareness e-learning for all colleagues

Increase your mental health confidence







# Transformation of Compliance in 2018

**Colleague led change**

- Over 600 colleagues trained individually
- 72 achievements to date
- 30% of which trained in respective teams
- 10 full time employees in compliance
- 82 ambassadors, 331 volunteers
- 30+ Continuous improvement boards operational
- The mobility and development hub launched providing opportunities to gain experience and develop skills outside colleague core areas
- 16 opportunities made available for compliance
- Compliance Lab: A physical and virtual space to facilitate innovation and allow colleagues to leverage expertise and on call time with technological developments
- Agile centric portfolio execution - operating on business outcomes basis
- 15 communications sent with over 90% reach
- Technical Capability Certified launched in collaboration with HR digital learning team
- File Promoter Score (FPS) for technical capability framework improved from 0 to 40
- Bank with most evidence of £2.05m
- Compliance savings of £2.2m
- Compliance savings of £3.1m

**Colleague enablement**

- A digital data capture application for Banking colleagues to raise and monitor well crossing requests
- Wall crossing application
- Delivery of the ongoing Financial Crime engagement and awareness initiative (Winning Hearts and Minds) with the First Line of Defence by hosting two branch campaign days to raise awareness Human Trafficking and Modern Day Slavery
- ComplianceDirect 2.0: New look and feel, 176,000 search
- Enhanced insights: Innovative approach towards voice surveillance - capturing trader voice calls and converting them to text
- A one-stop shop launched in March 2018. Accessed by over 580 compliance colleagues to date
- 72% trade pre-clearance requests getting near real-time responses
- ASi Compliance: Increased content to over 1,500 FAQs, 76,000 searches performed
- Global Deployment of Syntheys (Digital Reasoning) as the strategic Electronic Communications Surveillance platform providing the potential to use innovative technologies to monitor communications within the bank for market conduct

**Simplification of Compliance**

- Compliance Assurance Platform (CAP) launched as a common platform for all Compliance and Financial Crime assurance related activities
- Strategic Management Information (MI): The improved data quality and accuracy has provided heightened controls and assurance framework along with significant savings in manual effort
- 7 Compliance applications decommissioned further streamlining the Compliance Technology Estate
- Financial Crime collaborated with Compliance Technology to streamline the Voluntary Self Disclosure process in the Investigations, Monitoring and Intelligence (IMI) Analytics space resulting in a 450% efficiency improvement



## Act 2 in action

A selection of our success stories

Get involved by emailing the [ComplianceAct2 mailbox](#).

September 2018

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### Teams tell us

With nearly 600 colleagues trained in Agile and Lean Fundamentals, teams share in their own words how they are using the tools and techniques.

#### IMI Transaction Monitoring

**Jason Abbey**  
 "IMI have effectively utilised Agile to facilitate a reboot of the traditional business aligned approach to the way the team worked. Incorporating a hybrid of this historic SME knowledge in conjunction with the opportunities associated with Agile suite of tools the team has seen noticeable benefits including: recharged accountability and ownership, empowerment opportunities for all team members, refreshed and improved communication and output representative of improved effectiveness and efficiency."

#### FX COO

**Jonathan Lawson**  
 "The team have been using our board for about six months now. It allows us to put some structure around our scrums which we have twice a week. It helps us to focus on the important deliverables and holds everyone to account as we all stand up and talk about our progress. We use it like an interactive to do list."

#### Electronic Trading Compliance

**Robin Ikel**  
 "The Electronic trading compliance team in London has been using a physical and electronic Kanban board (in JIRA) for over two months. Twice a week the team does a 15 minute stand up where each team member gives material updates or flags blockers on their assigned items. Working in this way has transformed how the team operates and gives visibility to the whole team on what each other is working on. Items can be clearly prioritised and tracked to completion. The Kanban board has been particularly beneficial to the head of the team, providing clearly opportunity to reallocate work based on priority of delivery and capacity within the team."

#### Licensing and Registrations

**Michelle Kates**  
 "The registrations team have used Agile techniques to manage BAU activities and drive transparency of workloads within the team. The whiteboard style of working has helped to identify trends for the certified populations, organisation of basic BAU process i.e. mailbox shifts and rotas as well as oversight into key priorities for the remainder of the year and technology enhancements."

### Financial Crime Education and Training

**Sandra Penfold**  
 "During the design phase of the FC Core Skills for the future course, we used an 'inspect and adapt' approach. This was achieved by short bursts of 'content design' and 'content review', creating incremental improvements that met the requirements of our subject matter experts and stakeholders. We applied the same logic to our testing phase during the pilot course; seeking continuous feedback as the course progressed and following up on feedback from the course delegates. The pilot course received an 88% satisfaction rating. Our top three measures of success are: better understanding of ownership and interdependencies within our team, improved prioritisation of tasks and collective actions to achieve our objectives."

### Gifts and Entertainment and Personal Account Dealing

**Holly Osmond**  
 "Over the past year the CEPAD team has adopted the Agile style of working by using simple tools such as a whiteboard and 15 minute scrums every other day to effectively execute over 50 'act 2' initiatives. Delivery has been in small but fast snippets with 15, 30 and 60 day timelines to bring focus to initiatives and collectively achieve as a team. The scrum sessions have also helped drive efficiencies within BAU activities, co-ordinate the reduction of backlogs and address risks and issues. Adopting the agile style has been a success for the CEPAD function to come together as one in many ways from a process to project to team collaboration effort."

### Mobility and Development

**Florie De Benaze and Lauren Yates**  
 "Compliance volunteers got together twice a week operating on a 90-day plan to launch 'The Mobility and Development Hub. Supported by the communications, the hub currently has 16 Taste It (work shadowing) opportunities, 11 Embrace It (Secondments) roles as well as all the permanent roles open across the function. The platform is designed to encourage greater mobility across Compliance."

### Global Compliance Reporting (GCMR)

**Lisa Hines**  
 "The GCMR team has used Agile since mid-July which involves daily scrums (15mins) and weekly Thursday planning meetings (30mins). Like learning to ride a bike, there were a few initial wobbles and scrapes. E.g. with GCMR operating in different locations, the preferred use of a physical Agile board was a key challenge. With resilience, GCMR found a practical solution and Kanban was adopted. Further guidance and continued usage has demonstrated a number of benefits. There is clearer visibility of priorities, allocation of work, a good understanding of dependencies and every task loaded into the 'done' column feels like a tangible success. In summary, Agile is an easy to use common sense tool that provides invaluable support to any team looking for structure and discipline on its deliverables."

### BUK Monitoring and Testing

**Andrew Foster**  
 "M&T began using Agile principles in 2016, seeing significant savings to review execution duration. Recent training has supercharged our appreciation and application of agile, bringing greater visibility and collaboration. We are experimenting with daily sprints and business scrum meetings; early indicators are that this is beneficial to relationship management and review duration from lead-in to final consultation."

### Agile top tips

How to learn fast and fail safe (especially for innovation and to deal with unknowns)

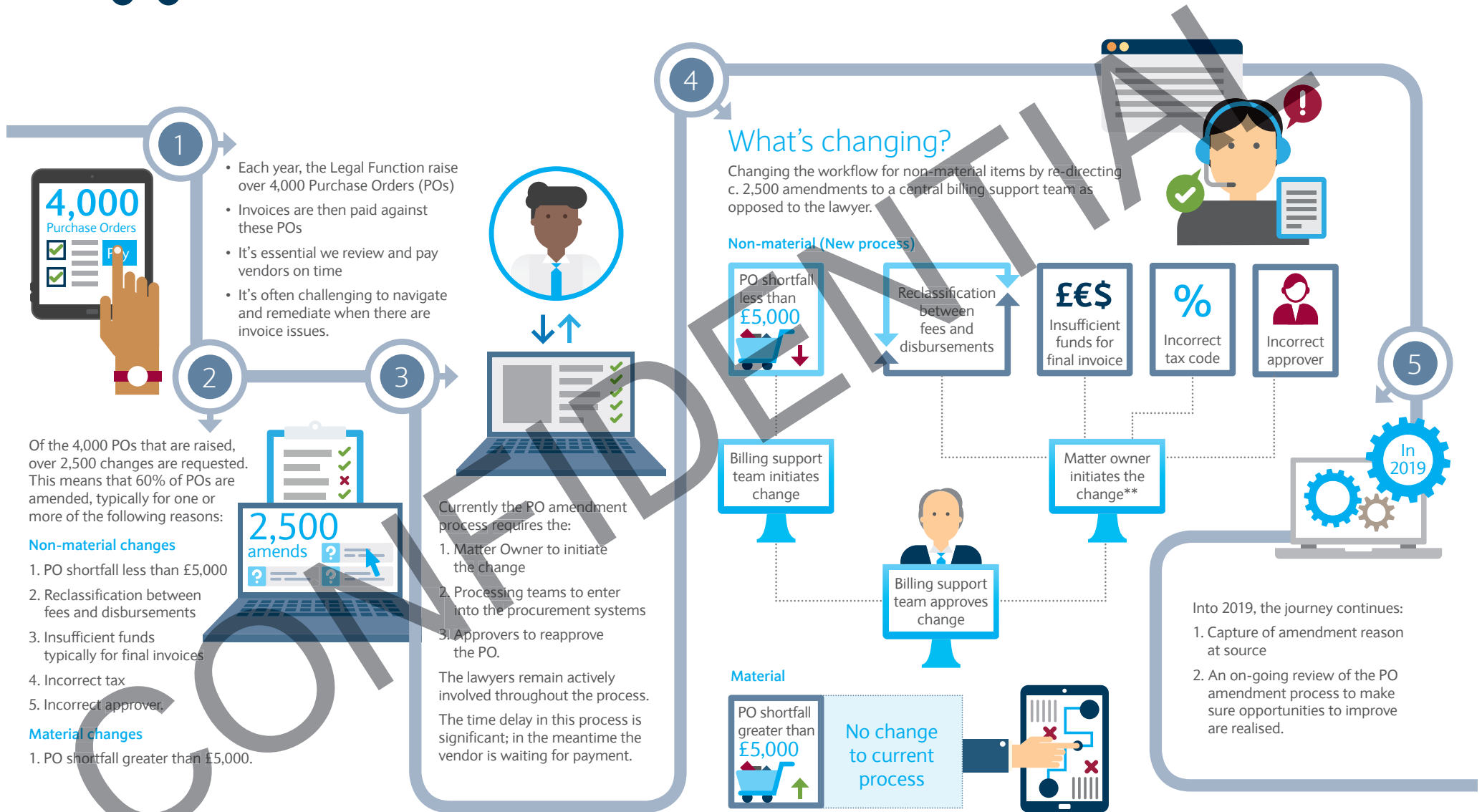


To find out more including agile coaching, training and how to get involved please email the [ComplianceAct2 mailbox](#).



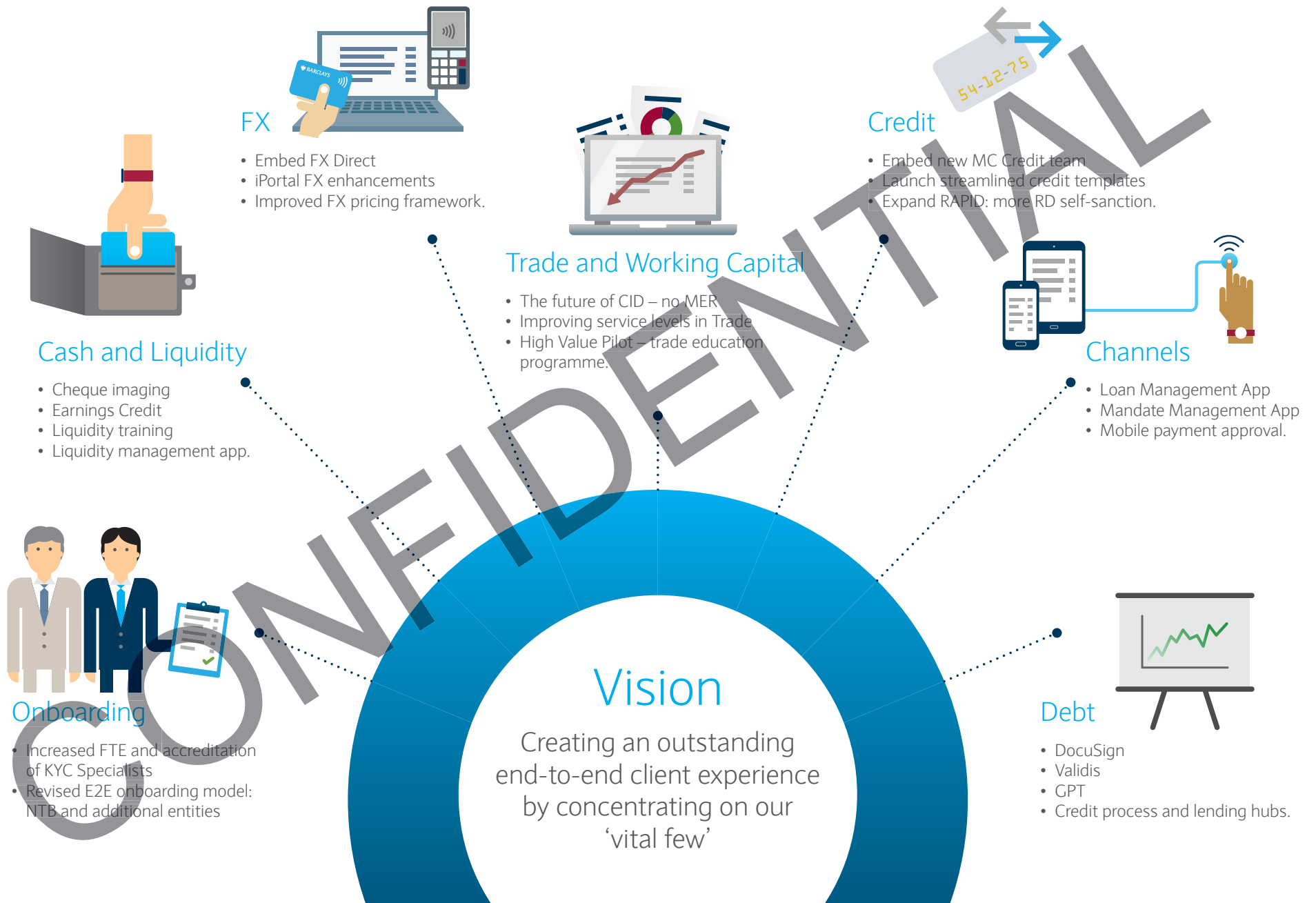


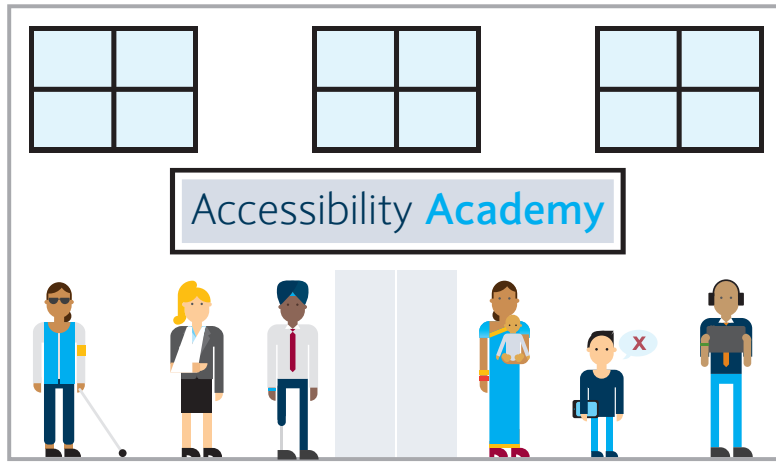
# Simplifying the way we manage changes to Purchase Orders (POs)











Leaflet



Pull up banners. These can be displayed on each floors and lift lobbies



Posters A3/A4. These can be displayed in lift areas and breakfast areas



Barclays Now



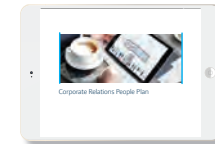
Newsweaver



HTML email launch

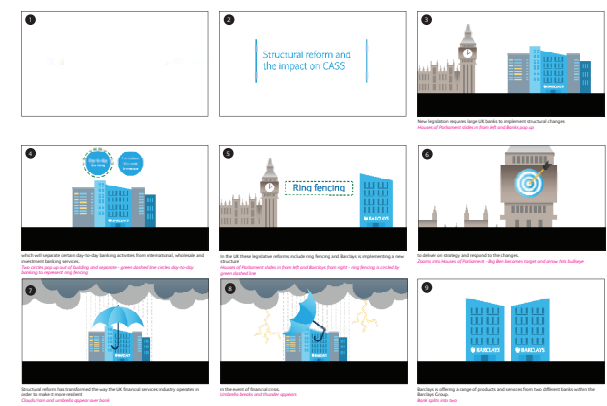
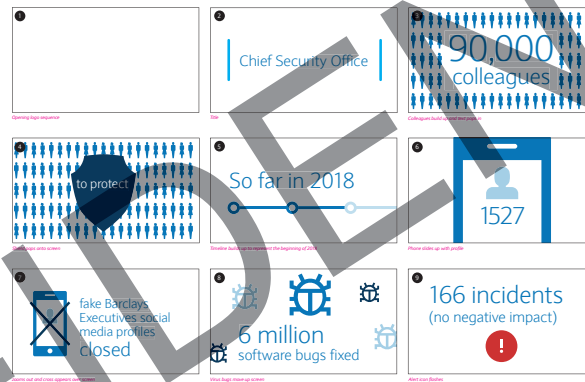
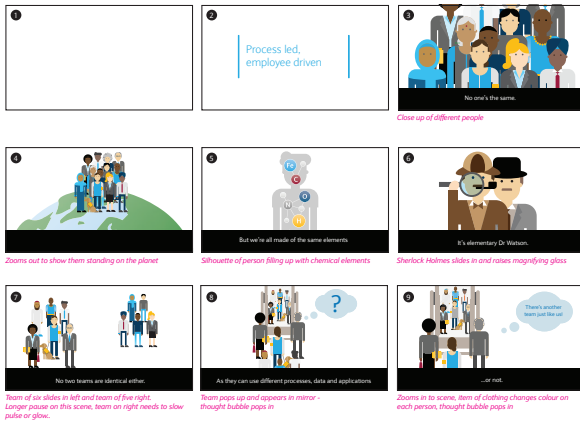


Homepage





STORYBOARDS







# POUR Principles

**Why?**  
Ensuring that our products and services are accessible and inclusive to everyone is an important part of Barclays becoming the most accessible and inclusive company.

**How?**  
To achieve this, follow the POUR principles. These industry standards explain the core requirements that relate to accessibility. POUR stands for:

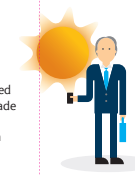
**Do**  
Want to find out more? Type [accessibilityacademy](#) into your browser to discover resources, support and guidance.

<b>Perceivable</b> Ensuring that everyone is able to perceive your content even if they access information in a non-typical way 		<b>Operable</b> Allowing users to operate your application using a variety of methods and forms of technology 		<b>Understandable</b> All your content should be understandable, clear and concise and you should allow users to explore it at their own pace 		<b>Robust</b> You should ensure that what you develop can be used by reasonably outdated, current and anticipated technology standards and assistive technologies 	
Text alternatives for non-text content Adaptable content which is separate from style	Alternatives for audio and video content Distinguishable content that can be seen and heard	Keyboard accessible functionality Enough time to read or use content	Seizures – avoid designing content which could cause a seizure Navigable – ways to navigate and find content easily	Readable simplify text content Predictable pages which operate in a consistent way	Input assistance helping users avoid and correct mistakes	Compatible with other products including assistive technologies e.g. screen readers and magnifiers	

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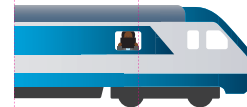
### What is accessibility? Why does it matter to us?

At Barclays, accessibility means ensuring that everyone can use our products and services or be employed by us. It's that simple. And we've made it our ambition to become the most inclusive and accessible company in the FTSE100 to demonstrate to the world that we're taking it seriously.



So whether a customer or colleague has a disability or they're 'disabled' by a noisy office, bouncy train, being a busy parent or using their technology on a sunny day, they should still be able to do everything they need to do.

Accessibility matters to digital and technology colleagues and leaders because we've got a big role to play in ensuring that the products and services we develop and deliver are accessible for everyone. To do that we need to think differently and get input from a range of people with different abilities and preferences.



### Conversation starters

Let's be honest. Not everyone is going to be confident talking about accessibility. To help you start a conversation with your team why not try some of the below? Type [accessibilityacademy](#) into your browser to find more suggestions in our Let's talk Leaders Guide to Accessibility.

- As a team, what do we know already about accessibility?
- Who benefits when we get accessibility right?
- Do we know how accessible the technology is that we deliver?
- Who do we have in mind as our end users?
- What hints/tips can we share for others to learn from?
- What else do we need to become better at delivering in an accessible way?

Why not check out the BMB Case Study on the Accessibility Academy site – type [accessibilityacademy](#) into your browser. We're always looking for great case studies on how teams have improved the accessibility of what they do so upload yours to the [accessibilityacademy](#)

### Resources, information and support

To help all colleagues to understand accessibility better, we've created a number of great resources which can all be accessed by typing [accessibilityacademy](#) into your browser. The resources include:

- **Let's talk accessibility (animated video)** – sets out the context for accessibility at Barclays. Can be used as an introduction to set the scene during team conversations
- **Accessibility Principles infographic** On the reverse of this sheet you'll find the infographic but it's also available to download
- **Diverse personas** – A set of 14 customer-focused personas with disabilities that can either be added directly to your persona catalogue or adapted to fit to your existing personas
- **Accessibility Academy** for ideas exchange and much more.

The site also signposts to the IT Accessibility team, accessibility governance materials and other best practices.

