DISABILITY INDEX™

WHAT THE 2026 DISABILITY INDEX® REVEALS ABOUT

Accessibility in Business

The state of accessibility practices in 2026, which industries lead, and what separates good practice from leading practice.

Disability:IN®

What the 2026 Findings Reveal

Accessibility is where disability inclusion becomes visible to every employee and customer, and it tracks with overall performance. Submissions that scored 10 or higher out of 12 on Accessibility averaged 64 on the full Disability Index, 14% above the Index-wide average.

9/12
average Accessibility score across all submissions

312
submissions, nearly half, scored 10 or higher

64
average Index score for that group, vs. 56 overall

+14%
higher overall performance (8 points)

What the Numbers Show

1. **Accessibility is a strength across the Index.** The average score sits at 9 out of 12 across countries and industries. The foundation is broad; the question now is what separates good practice from leading practice.

2. **Nearly half of submissions are already near the top.** 312 of 627 submissions scored 10 or higher, evidence that strong accessibility is achievable at scale.

3. **Accessibility and disability inclusion move together.** Accessible tools, workplaces and content underpin hiring, accommodations, career growth and customer reach. Companies that get accessibility right tend to perform better across the full Index.

About the Disability Index®

The Disability Index is Disability:IN's annual benchmark of disability inclusion in business. It scores each submission on 76 questions across 9 categories, with each question worth 1 point. In 2026, participation included:

421
companies

627
submissions

45
countries

Source: Disability:IN, 2026 Disability Index® submissions

Industries Leading the Way

The leaders are the industries closest to regulation and to the customer. Average Accessibility score out of 12, industries with more than 30 submissions.



1. **Software & Services (10).** These companies build the tools everyone else buys. Accessibility is now written into public-sector and enterprise purchasing standards, so it has become part of product quality.

2. **Financial Services (10).** The European Accessibility Act (EAA) has applied since June 2025 and covers consumer banking services and e-commerce, raising expectations for digital channels wherever banks serve EU customers.

3. **Pharmaceuticals, Biotechnology & Life Sciences (10).** A heavily regulated, patient-facing industry serving people with disabilities directly, with long-standing expectations around product information and labeling.

The Biggest Opportunity

Energy averages 8 out of 12, the lowest of any industry with more than 30 submissions and below the Index-wide average of 9. A frontline, field-based workforce makes accessible tools and workplaces both harder to deliver and more important.

From Vendor Assurance to Operational Verification

When asked how they audit third-party digital employee platforms, most companies describe a procurement gate: reviewing vendors, requesting Voluntary Product Accessibility Templates (VPATs) or Accessibility Conformance Reports (ACRs), and writing accessibility into requests for proposal (RFPs) and contracts. Vendor documentation describes a product, not the platform employees use once it is configured, integrated and filled with content.

Most Companies Check at Purchase	Review vendors, request VPATs and ACRs, and write accessibility terms into RFPs and contracts. Leading companies keep going with the three steps below.
1 Before Launch	Test the configured platform with automated, manual and assistive technology checks, including testing by employees with disabilities.
2 During Operation	Monitor on a regular schedule and recheck after updates, new integrations and content changes.
3 When Issues Arise	Log findings, assign owners and deadlines, track vendor fixes, then retest and document closure.

Resources like Disability:IN's **Procure Access Toolkit** help companies put accessible procurement into practice, from the first RFP through ongoing verification.

ARE YOU IN?

See Where Your Company Stands

Benchmarking for the 2027 Disability Index® begins January 13, 2027. Measure your accessibility practices against peers across countries and industries, and see where to go next. Questions? Email Index@DisabilityIN.org.

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