State of the Browser conference
September 2019

Making standards work for everyone

Sally Lait
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sally.dev

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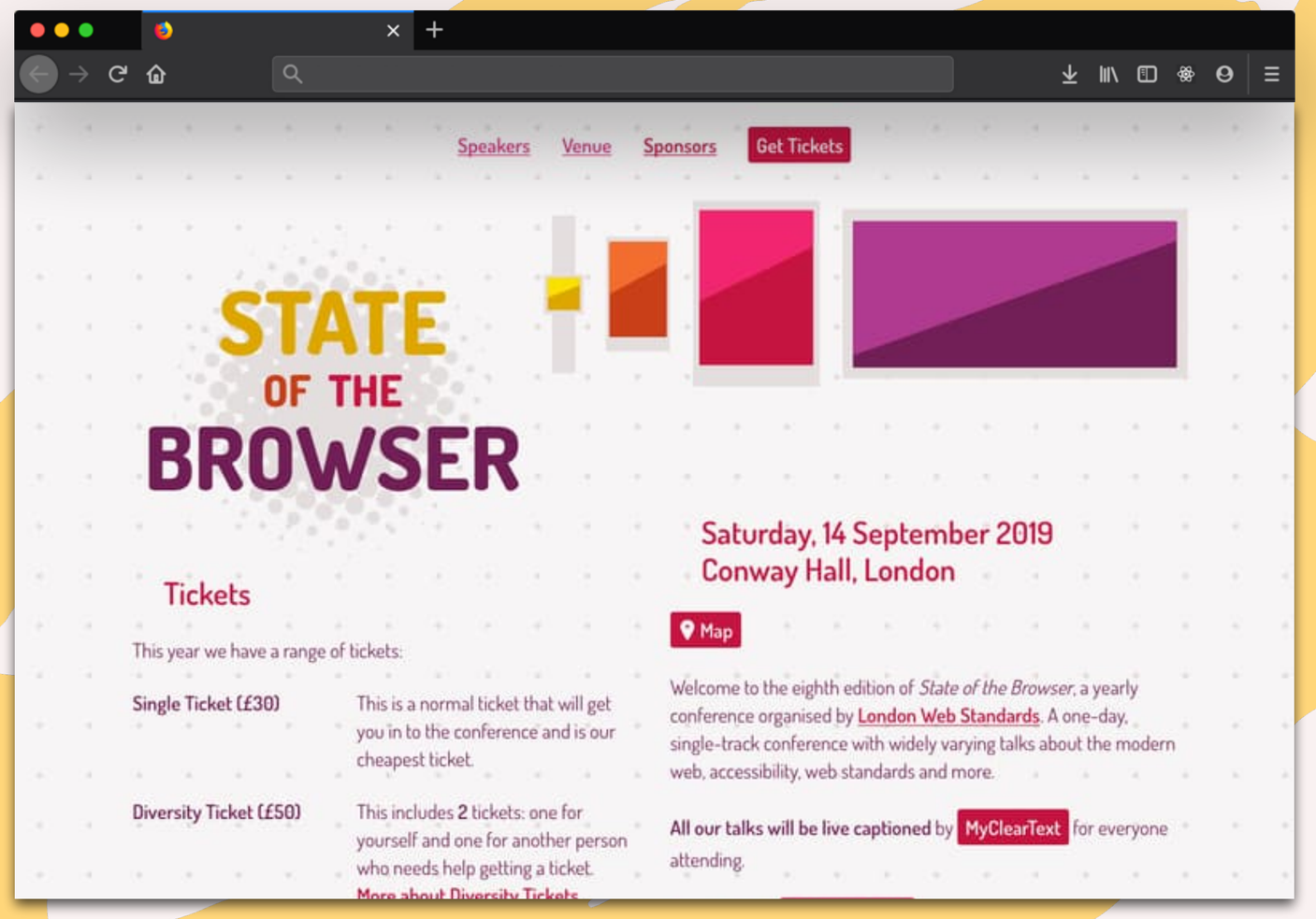
Speakers
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STATE OF THE BROWSER
Saturday, 14 September 2019
Conway Hall, London
Tickets
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This year we have a range of tickets:
Single Ticket (£30)
This is a normal ticket that will get you in to the conference and is our cheapest ticket.
Diversity Ticket (£50)
This includes 2 tickets: one for yourself and one for another person who needs help getting a ticket.
Welcome to the eighth edition of State of the Browser, a yearly conference organised by London Web Standards. A one-day, single-track conference with widely varying talks about the modern web, accessibility, web standards and more.
All our talks will be live captioned by MyClearText for everyone attending.

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1️⃣ Why standards are important

2️⃣ What we're up against

3️⃣ The practical example bit

Sally Lait

Senior Engineering Manager

Monzo Bank

@sallylait

sally.dev

What are standards?

“**Web standards** are the formal, non-proprietary standards and other technical specifications that define and describe aspects of the World Wide Web. In recent years, the term has been more frequently associated with the trend of endorsing a set of **standardized best practices for building web sites**, and a **philosophy of web design and development** that includes those methods.”

en.wikipedia.org/wiki/Web_standards

“Considerations include the **interoperability**, **accessibility** and **usability** of web pages and web sites.”

en.wikipedia.org/wiki/Web_standards

Why standards are !important

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<html lang="en">
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<html lang="en-GB">
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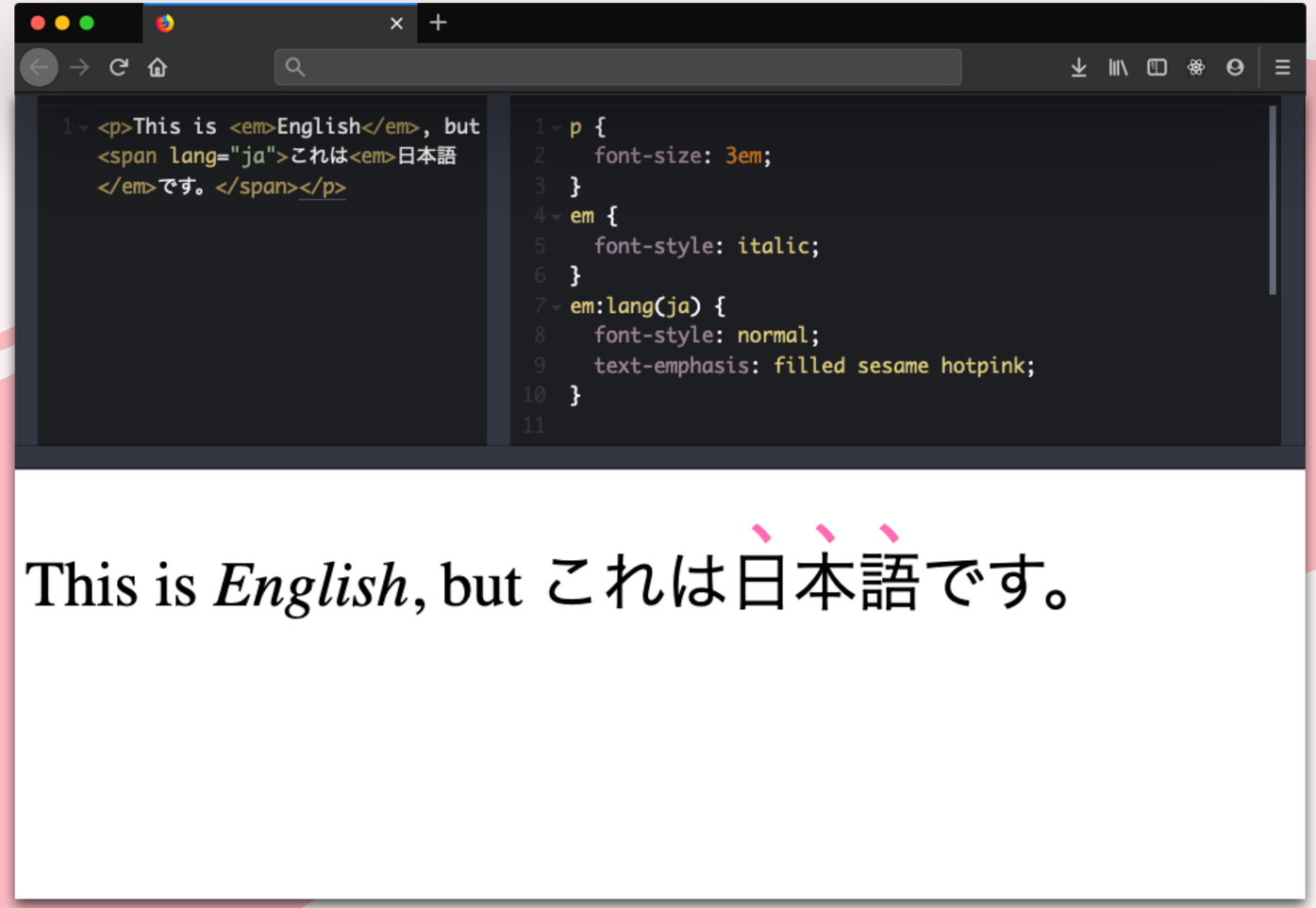

codepen.io/greywillfade/pen/wvwqKJN

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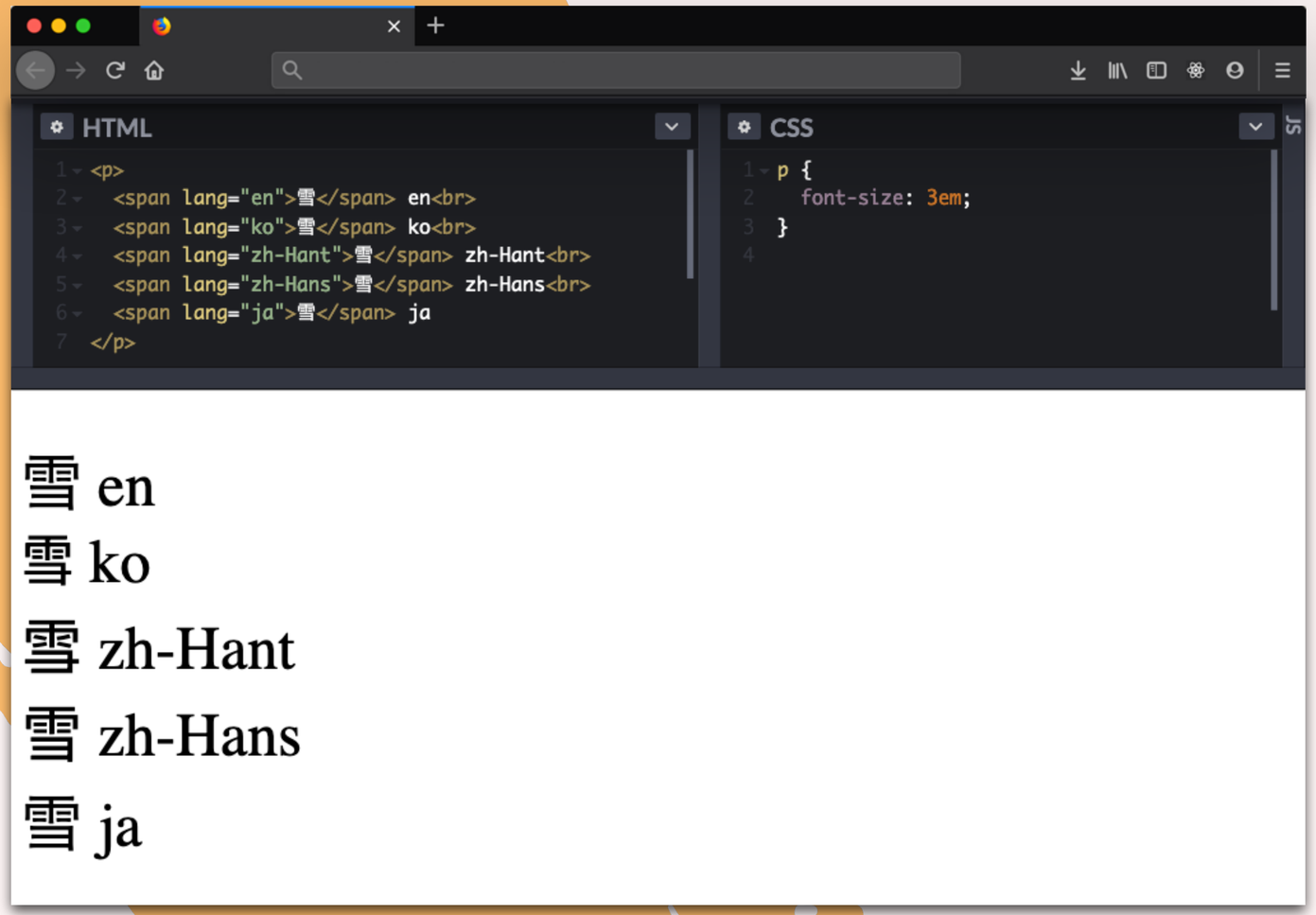

codepen.io/greywillfade/pen/QWLqpgy

w3.org/International/questions/qa-lang-why

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```
<html lang="en">
```

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Tools and technologies
e.g. frameworks, dev tools

Tools and technologies
e.g. browsers, assistive technologies

Developers

Users

Guidelines, specifications, standards

What we’re up against

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```
<!DOCTYPE html>
```

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“I hate accessibility and believe if you can’t see, you’re not worthy of using my website.”

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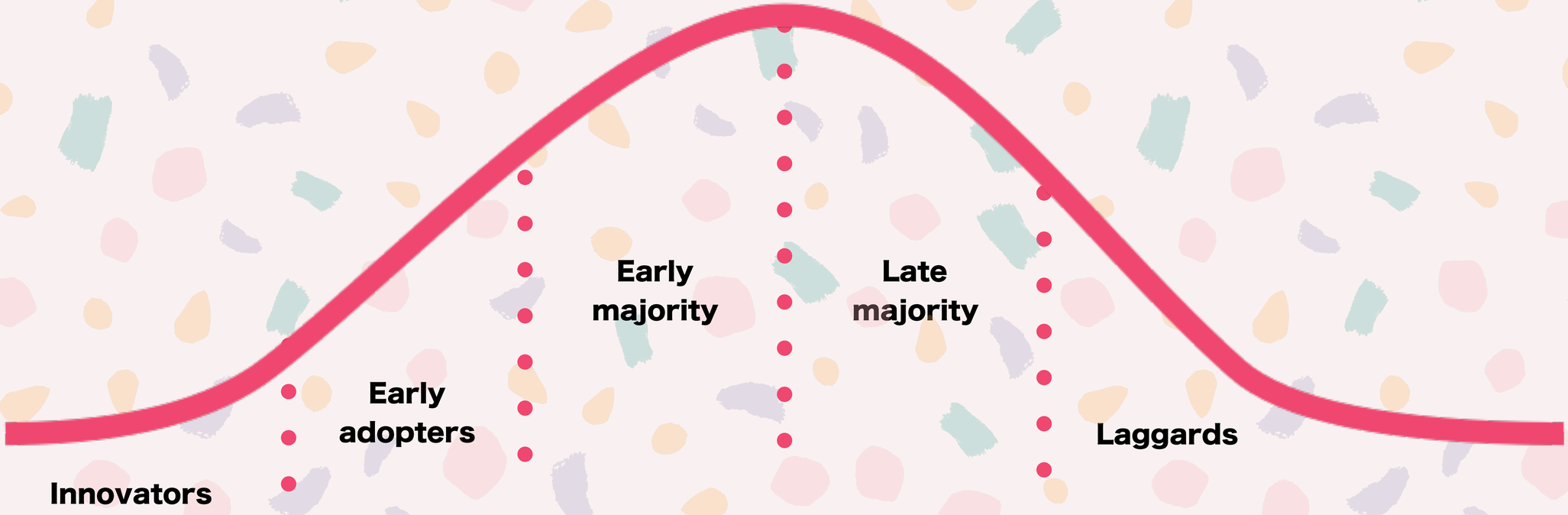
Innovators
Early adopters
Early majority
Late majority
Laggards

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1️⃣ People who don’t know about these topics at all

2️⃣ People who know it’s a thing but don’t care about it

3️⃣ People who know and care, but can’t prioritise above other things

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1️⃣ People who don't know about these topics at all

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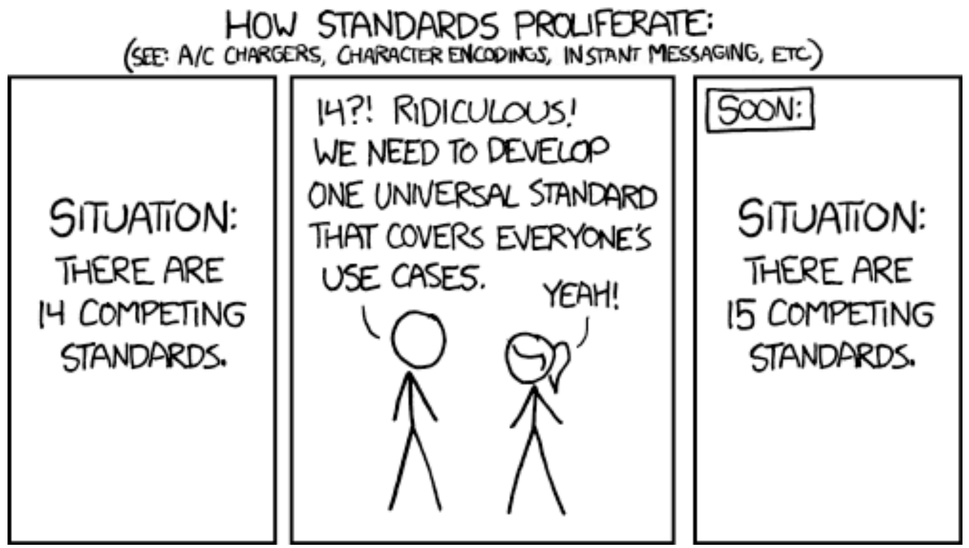
People interpret standards differently


HOW STANDARDS PROLIFERATE:
(SEE: A/C CHARGERS, CHARACTER ENCODINGS, INSTANT MESSAGING, ETC)
SITUATION: THERE ARE 14 COMPETING STANDARDS.
14?! RIDICULOUS! WE NEED TO DEVELOP ONE UNIVERSAL STANDARD THAT COVERS EVERYONE'S USE CASES.
YEAH!
SOON:
SITUATION: THERE ARE 15 COMPETING STANDARDS.

xkcd.com/927/

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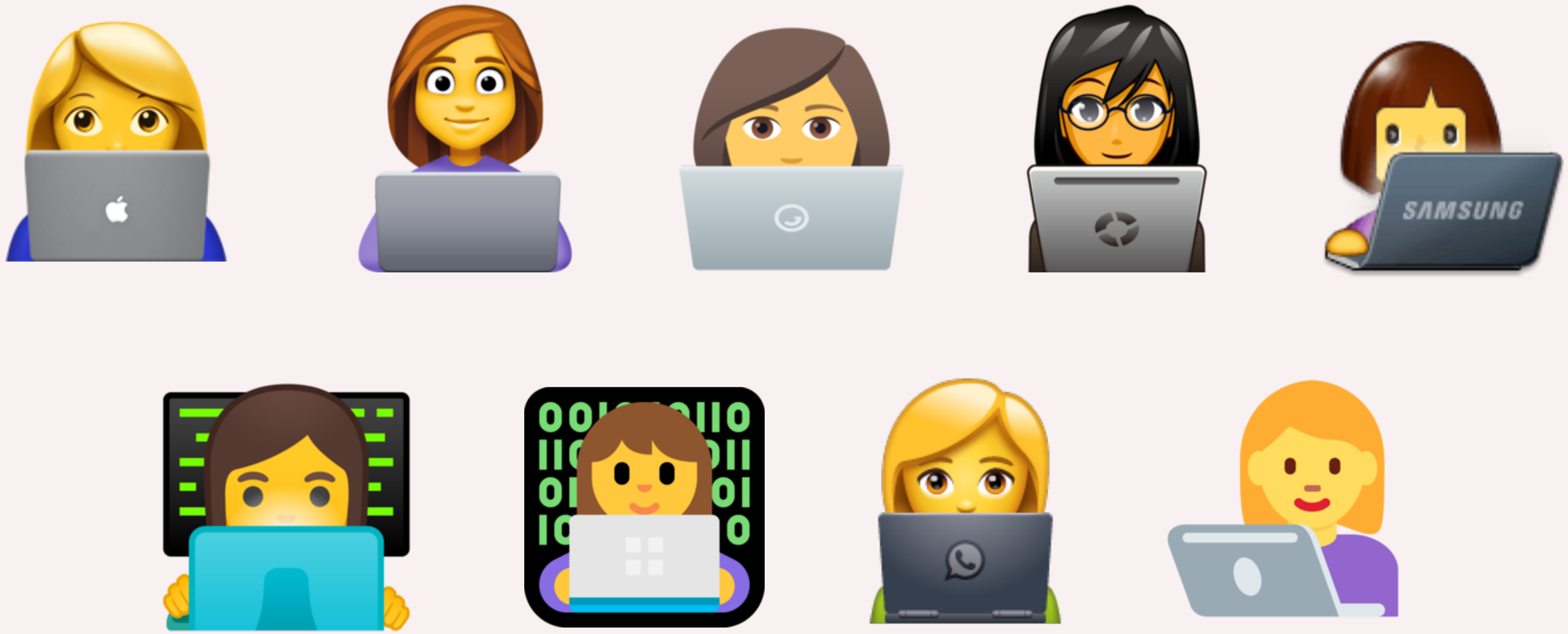

U+1F469 U+200D U+1F4BB

Even standards can be wrong

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ひらがな
カタカナ
漢字

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G1: *(80 / 80 learned)*

一 右 雨 円 王 音 下 火 花 貝 学 気 九 休 玉 金 空 月 犬 見 五 口 校 左 三 山 子 四 糸 字 耳 七 車 手 十 出 女 小 上 森 人 水 正 生
青 夕 石 赤 千 川 先 早 草 足 村 大 男 竹 中 虫 町 天 田 土 二 日 入 年 白 八 百 文 木 本 名 目 立 力 林 六

G2: *(160 / 160 learned)*

引 羽 雲 園 遠 何 科 夏 家 歌 画 回 会 海 絵 外 角 楽 活 間 丸 岩 顔 汽 記 帰 弓 牛 魚 京 強 教 近 兄 形 計 元 言 原 戸 古 午 後 語
工 公 広 交 光 考 行 高 黄 合 谷 国 黒 今 才 細 作 算 止 市 矢 姉 思 紙 寺 自 時 室 社 弱 首 秋 週 春 書 少 場 色 食 心 新 親 図 数
西 声 星 晴 切 雪 船 線 前 組 走 多 太 体 台 地 池 知 茶 昼 長 鳥 朝 直 通 弟 店 点 電 刀 冬 当 東 答 頭 同 道 読 内 南 肉 馬 売 買
麦 半 番 父 風 分 聞 米 歩 母 方 北 毎 妹 万 明 鳴 毛 門 夜 野 友 用 曜 来 里 理 話

G3: *(189 / 200 learned)*

悪 安 暗 医 委 意 育 員 院 飲 運 泳 駅 央 横 屋 温 化 荷 界 開 階 寒 感 漢 館 岸 起 期 客 究 急 級 宮 球 去 橋 業 曲 局 銀 区 苦 具
君 係 軽 血 決 研 県 庫 湖 向 幸 港 号 根 祭 皿 仕 死 使 始 指 歯 詩 次 事 持 式 実 写 者 主 守 取 酒 受 州 拾 終 習 集 住 重 宿 所
暑 助 昭 消 商 章 勝 乗 植 申 身 神 真 深 進 世 整 昔 全 相 送 想 息 速 族 他 打 対 待 代 第 題 炭 短 談 着 注 柱 丁 帳 調 追 定 庭
笛 鉄 転 都 度 投 豆 島 湯 登 等 動 童 農 波 配 倍 箱 畑 発 反 坂 板 皮 悲 美 鼻 筆 氷 表 秒 病 品 負 部 服 福 物 平 返 勉 放 味 命
面 問 役 薬 由 油 有 遊 予 羊 洋 葉 陽 様 落 流 旅 両 緑 礼 列 練 路 和

G4: *(160 / 200 learned)*

愛 案 以 衣 位 囲 胃 印 英 栄 塩 億 加 果 貨 課 芽 改 械 害 街 各 覚 完 官 管 関 観 願 希 季 紀 喜 旗 器 機 議 求 泣 救 給 挙 漁 共
協 鏡 競 極 訓 軍 郡 径 型 景 芸 欠 結 建 健 験 固 功 好 候 航 康 告 差 菜 最 材 昨 札 刷 殺 察 参 産 散 残 士 氏 史 司 試 児 治 辞
失 借 種 周 祝 順 初 松 笑 唱 焼 象 照 賞 臣 信 成 省 清 静 席 積 折 節 説 浅 戦 選 然 争 倉 巣 束 側 続 卒 孫 帯 隊 達 単 置 仲 貯
兆 腸 低 底 停 的 典 伝 徒 努 灯 堂 働 特 得 毒 熱 念 敗 梅 博 飯 飛 費 必 票 標 不 夫 付 府 副 粉 兵 別 辺 変 便 包 法 望 牧 末 満
未 脈 民 無 約 勇 要 養 浴 利 陸 良 料 量 輪 類 令 冷 例 歴 連 老 労 録

G5: *(122 / 185 learned)*

圧 移 因 永 営 衛 易 益 液 演 応 往 桜 恩 可 仮 価 河 過 賀 快 解 格 確 額 刊 幹 慣 眼 基 寄 規 技 義 逆 久 旧 居 許 境 均 禁 句 群
経 潔 件 券 険 検 限 現 減 故 個 護 効 厚 耕 鉱 構 興 講 混 査 再 災 妻 採 際 在 財 罪 雑 酸 賛 支 志 枝 師 資 飼 示 似 識 質 舎 謝
授 修 述 術 準 序 招 承 証 条 状 常 情 織 職 制 性 政 勢 精 製 税 責 績 接 設 舌 絶 銭 祖 素 総 造 像 増 則 測 属 率 損 退 貸 態 団
断 築 張 提 程 適 敵 統 銅 導 徳 独 任 燃 能 破 犯 判 版 比 肥 非 備 俵 評 貧 布 婦 富 武 復 複 仏 編 弁 保 墓 報 豊 防 貿 暴 務 夢
迷 綿 輸 余 預 容 略 留 領

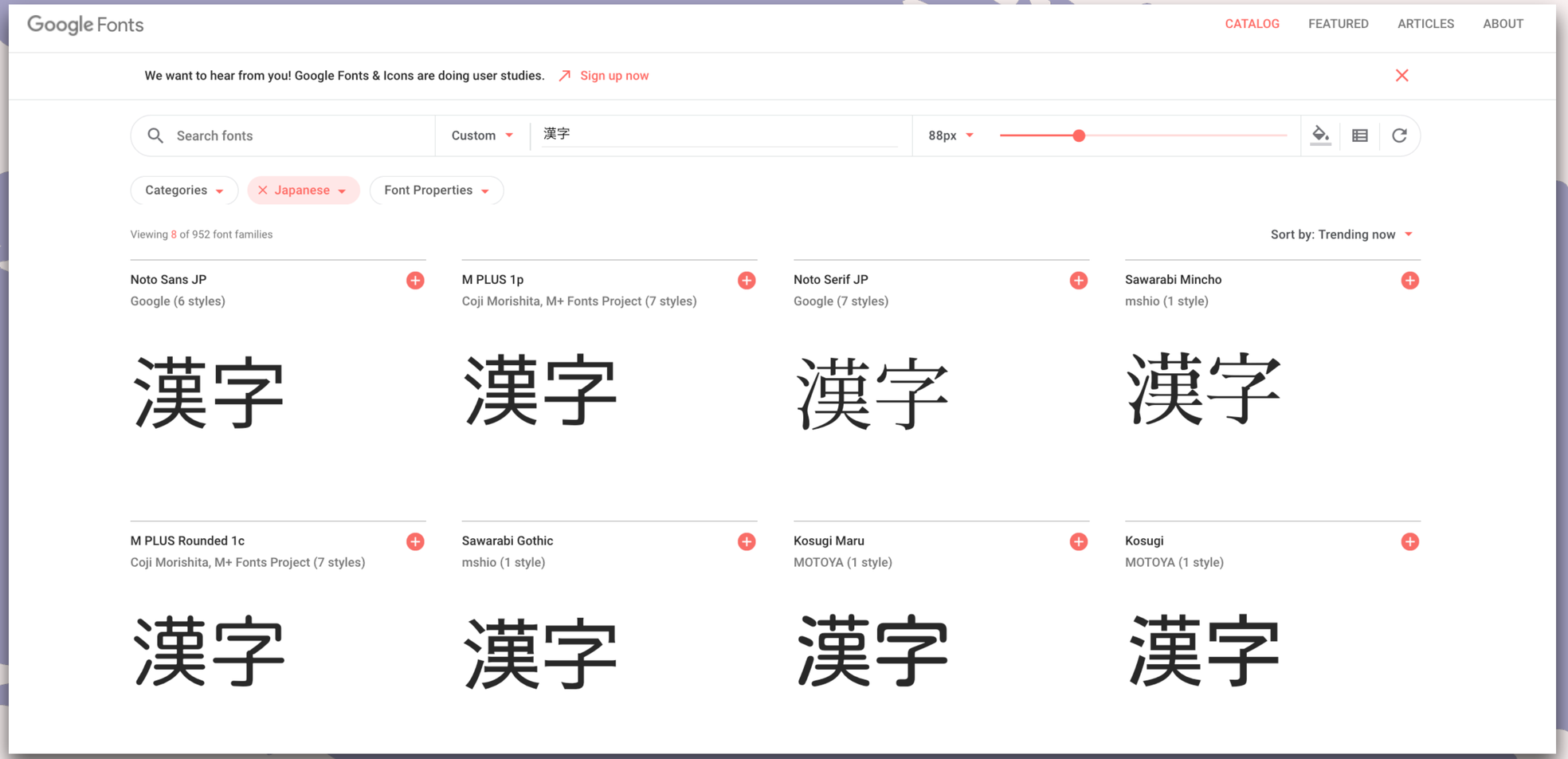
G6: *(74 / 181 learned)*

異 遺 域 宇 映 延 沿 我 灰 拡 革 閣 割 株 干 巻 看 簡 危 机 揮 貴 疑 吸 供 胸 郷 勤 筋 系 敬 警 劇 激 穴 絹 権 憲 源 厳 己 呼 誤 后
孝 皇 紅 降 鋼 刻 穀 骨 困 砂 座 済 裁 策 冊 蚕 至 私 姿 視 詞 誌 磁 射 捨 尺 若 樹 収 宗 就 衆 従 縦 縮 熟 純 処 署 諸 除 将 傷 障
城 蒸 針 仁 垂 推 寸 盛 聖 誠 宣 専 泉 洗 染 善 奏 窓 創 装 層 操 蔵 臓 存 尊 宅 担 探 誕 段 暖 値 宙 忠 著 庁 頂 潮 賃 痛 展 討 党
糖 届 難 乳 認 納 脳 派 拝 背 肺 俳 班 晩 否 批 秘 腹 奮 並 陛 閉 片 補 暮 宝 訪 亡 忘 棒 枚 幕 密 盟 模 訳 郵 優 幼 欲 翌 乱 卵 覧
裏 律 臨 朗 論

G9: *(97 / 1130 learned)*

亜 哀 挨 曖 握 扱 宛 嵐 依 威 為 畏 尉 萎 偉 椅 彙 違 維 慰 緯 壱 逸 茨 芋 咽 姻 淫 陰 隠 韻 唄 鬱 畝 浦 詠 影 鋭 疫 悦 越 謁 閲 炎
怨 宴 媛 援 煙 猿 鉛 縁 艶 汚 凹 押 旺 欧 殴 翁 奥 岡 憶 臆 虞 乙 俺 卸 穏 佳 苛 架 華 菓 渦 嫁 暇 禍 靴 寡 箇 稼 蚊 牙 瓦 雅 餓 介
戒 怪 拐 悔 皆 塊 楷 潰 壊 懐 諧 劾 崖 涯 慨 蓋 該 概 骸 垣 柿 核 殻 郭 較 隔 獲 嚇 穫 岳 顎 掛 潟 括 喝 渇 葛 滑 褐 轄 且 釜 鎌 刈
甘 汗 缶 肝 冠 陥 乾 勘 患 貫 喚 堪 換 敢 棺 款 閑 勧 寛 歓 監 緩 憾 還 環 韓 艦 鑑 含 玩 頑 企 伎 岐 忌 奇 祈 軌 既 飢 鬼 亀 幾 棋
棄 毀 畿 輝 騎 宜 偽 欺 儀 戯 擬 犠 菊 吉 喫 詰 却 脚 虐 及 丘 朽 臼 糾 嗅 窮 巨 拒 拠 虚 距 御 凶 叫 狂 享 況 峡 挟 狭 恐 恭 脅 矯
響 驚 仰 暁 凝 巾 斤 菌 琴 僅 緊 錦 謹 襟 吟 駆 惧 愚 偶 遇 隅 串 屈 掘 窟 熊 繰 勲 薫 刑 茎 契 恵 啓 掲 渓 蛍 傾 携 継 詣 慶 憬 稽
憩 鶏 迎 鯨 隙 撃 桁 傑 肩 倹 兼 剣 拳 軒 圏 堅 嫌 献 遣 賢 謙 鍵 繭 顕 懸 幻 玄 弦 舷 股 虎 孤 弧 枯 雇 誇 鼓 錮 顧 互 呉 娯 悟 碁
勾 孔 巧 甲 江 坑 抗 攻 更 拘 肯 侯 恒 洪 荒 郊 香 貢 控 梗 喉 慌 硬 絞 項 溝 綱 酵 稿 衡 購 乞 拷 剛 傲 豪 克 酷 獄 駒 込 頃 昆 恨
婚 痕 紺 魂 墾 懇 佐 沙 唆 詐 鎖 挫 采 砕 宰 栽 彩 斎 債 催 塞 歳 載 埼 剤 崎 削 柵 索 酢 搾 錯 咲 刹 拶 撮 擦 桟 惨 傘 斬 暫 旨 伺
刺 祉 肢 施 恣 脂 紫 嗣 雌 羞 憂 酬 醜 蹴 襲 汁 充 柔 渋 銃 獣 叔 淑 粛 塾 俊 瞬 旬 巡 盾 准 殉 循 潤 遵 庶 緒 如 叙 徐 升 召 匠 床 抄 肖
尚 昇 沼 宵 症 祥 称 渉 紹 訟 掌 晶 焦 硝 粧 詔 奨 詳 彰 憧 衝 償 礁 鐘 丈 冗 浄 剰 畳 縄 壌 嬢 錠 譲 醸 拭 殖 飾 触 嘱 辱 尻 伸 芯
辛 侵 津 唇 娠 振 浸 紳 診 寝 慎 審 震 薪 刃 尽 迅 甚 陣 尋 腎 須 吹 炊 帥 粋 衰 酔 遂 睡 穂 随 髄 枢 崇 据 杉 裾 瀬 是 井 姓 征 斉
牲 凄 逝 婿 誓 請 醒 斥 析 脊 隻 惜 戚 跡 籍 拙 窃 摂 仙 占 扇 栓 旋 煎 羨 腺 詮 践 箋 潜 遷 薦 繊 鮮 禅 漸 膳 繕 狙 阻 租 措 粗 疎
訴 塑 遡 礎 双 壮 荘 捜 挿 桑 掃 曹 曽 爽 喪 痩 葬 僧 遭 槽 踪 燥 霜 騒 藻 憎 贈 即 促 捉 俗 賊 逓 汰 妥 唾 堕 惰 駄 耐 怠 胎 泰 堆
袋 逮 替 滞 戴 滝 択 沢 卓 拓 託 濯 諾 濁 但 脱 奪 棚 誰 丹 旦 胆 淡 嘆 端 綻 鍛 弾 壇 恥 致 遅 痴 稚 緻 畜 逐 蓄 秩 窒 嫡 沖 抽 衷
酎 鋳 駐 弔 挑 彫 眺 釣 貼 超 跳 徴 嘲 澄 聴 懲 勅 捗 沈 珍 朕 陳 鎮 椎 墜 塚 漬 坪 爪 鶴 呈 廷 抵 邸 亭 貞 帝 訂 逓 偵 堤 艇 締 諦
泥 摘 滴 溺 迭 哲 徹 撤 添 填 殿 斗 吐 妬 途 渡 塗 賭 奴 怒 到 逃 倒 凍 唐 桃 透 悼 盗 陶 塔 搭 棟 痘 筒 稲 踏 謄 藤 闘 騰 洞 胴 瞳
峠 匿 督 篤 栃 凸 突 屯 豚 頓 貪 鈍 曇 丼 那 奈 梨 謎 鍋 軟 尼 弐 匂 虹 尿 妊 忍 寧 捻 粘 悩 濃 把 覇 婆 罵 杯 排 廃 輩 培 陪 媒 賠
伯 拍 泊 迫 剥 舶 薄 漠 縛 爆 箸 肌 鉢 髪 伐 抜 罰 閥 氾 帆 汎 伴 阪 畔 般 販 斑 搬 煩 頒 範 繁 藩 蛮 盤 妃 彼 披 卑 疲 被 扉 碑 罷
避 尾 眉 微 膝 肘 匹 泌 姫 漂 苗 描 猫 浜 賓 頻 敏 瓶 扶 怖 阜 附 訃 赴 浮 符 普 腐 敷 膚 賦 譜 侮 舞 封 伏 幅 覆 払 沸 紛 雰 噴 墳
憤 丙 併 柄 塀 幣 弊 蔽 餅 壁 璧 癖 蔑 偏 遍 哺 捕 舗 募 慕 簿 芳 邦 奉 抱 泡 胞 俸 倣 峰 砲 崩 蜂 飽 褒 縫 乏 忙 坊 妨 房 肪 某 冒
剖 紡 傍 帽 貌 膨 謀 頬 朴 睦 僕 墨 撲 没 勃 堀 奔 翻 凡 盆 麻 摩 磨 魔 昧 埋 膜 枕 又 抹 慢 漫 魅 岬 蜜 妙 眠 矛 霧 娘 冥 銘 滅 免
麺 茂 妄 盲 耗 猛 網 黙 紋 冶 弥 厄 躍 闇 喩 愉 諭 癒 唯 幽 悠 湧 猶 裕 雄 誘 憂 融 与 誉 妖 庸 揚 揺 溶 腰 瘍 踊 窯 擁 謡 抑 沃 翼
拉 裸 羅 雷 頼 絡 酪 辣 濫 藍 欄 吏 痢 履 璃 離 慄 柳 竜 粒 隆 硫 侶 虜 慮 了 涼 猟 陵 僚 寮 療 瞭 糧 厘 倫 隣 瑠 涙 累 塁 励 戻 鈴
零 霊 隷 齢 麗 暦 劣 烈 裂 恋 廉 錬 呂 炉 賂 露 弄 郎 浪 廊 楼 漏 籠 麓 賄 脇 惑 枠 湾 腕

@sallylait


Google Fonts
CATALOG
FEATURED
ARTICLES
ABOUT
We want to hear from you! Google Fonts & Icons are doing user studies.
Sign up now
Search fonts
Custom
漢字
88px
Categories
Japanese
Font Properties
Viewing 8 of 952 font families
Sort by: Trending now
Noto Sans JP
Google (6 styles)
漢字
M PLUS 1p
Coji Morishita, M+ Fonts Project (7 styles)
漢字
Noto Serif JP
Google (7 styles)
漢字
Sawarabi Mincho
mshio (1 style)
漢字
M PLUS Rounded 1c
Coji Morishita, M+ Fonts Project (7 styles)
漢字
Sawarabi Gothic
mshio (1 style)
漢字
Kosugi Maru
MOTOYA (1 style)
漢字
Kosugi
MOTOYA (1 style)
漢字

@sallylait

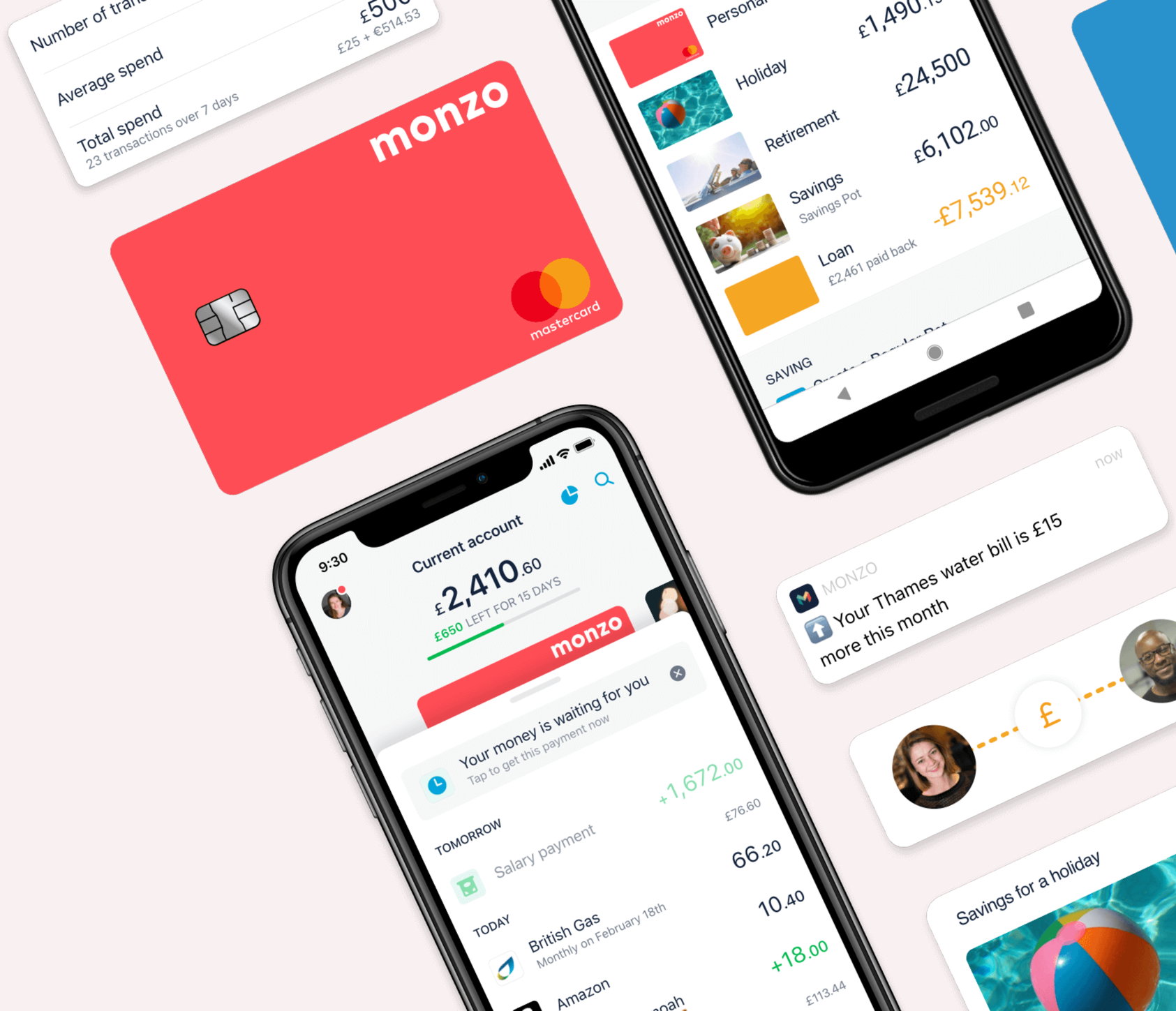
幽靈文字 👻

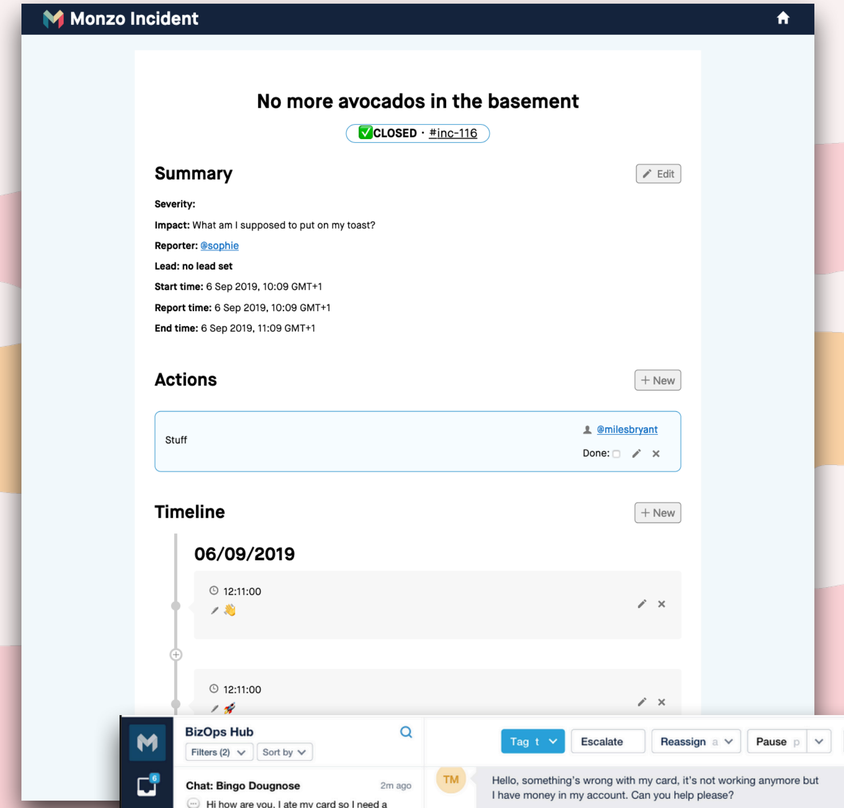
墸 壢 妛 挧 暃 梤 樟 蟐 袮 閏 駲 彄

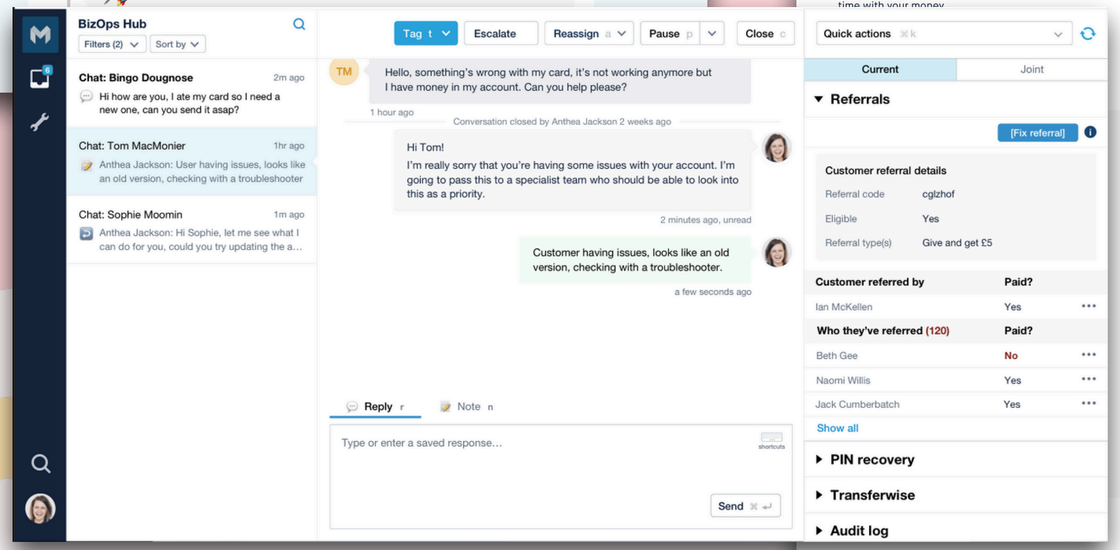
“In 1978 **a series of small mistakes created some characters out of nothing**. The errors went undiscovered just long enough to be set in stone, and now these ghosts are, at least in potential, **a part of every computer on the planet**, lurking in the dark corners of character tables.”

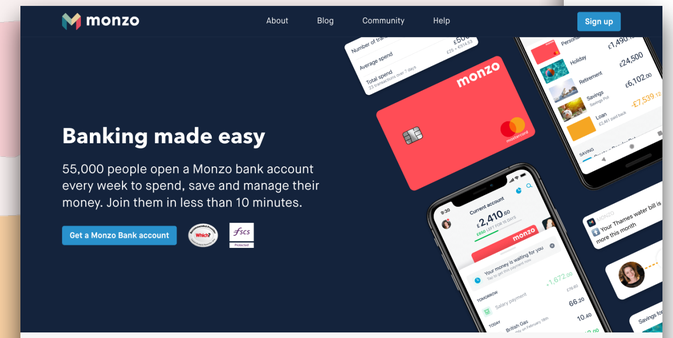
Paul McCann, dampfkraft.com/ghost-characters.html

Making standards the standard

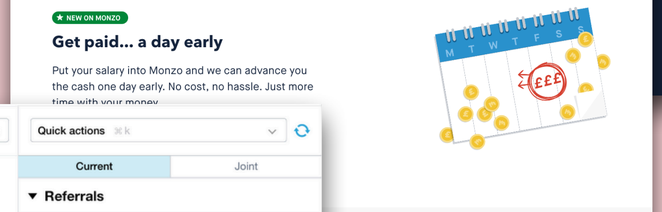

Number of trans
£500
Average spend
£25 + €514.53
Total spend
23 transactions over 7 days
monzo
mastercard
Personal
£1,490.13
Holiday
£24,500
Retirement
£6,102.00
Savings
Savings Pot
-£7,539.12
Loan
£2,461 paid back
SAVING
9:30
Current account
£2,410.60
£650 LEFT FOR 15 DAYS
monzo
Your money is waiting for you
Tap to get this payment now
TOMORROW
+1,672.00
Salary payment
£76.60
66.20
TODAY
British Gas
Monthly on February 18th
10.40
+18.00
Amazon
£113.44
now
MONZO
Your Thames water bill is £15 more this month
£
Savings for a holiday

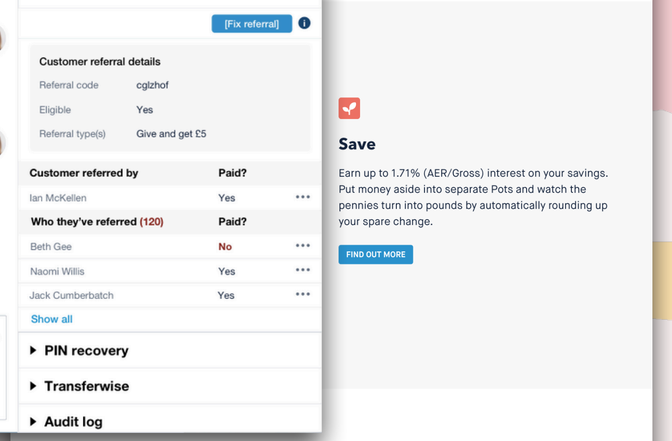

Monzo Incident
No more avocados in the basement
CLOSED · #inc-116
Summary
Edit
Severity:
Impact: What am I supposed to put on my toast?
Reporter: @sophie
Lead: no lead set
Start time: 6 Sep 2019, 10:09 GMT+1
Report time: 6 Sep 2019, 10:09 GMT+1
End time: 6 Sep 2019, 11:09 GMT+1
Actions
New
Stuff
@milesbryant
Done:
Timeline
New
06/09/2019
12:11:00
12:11:00

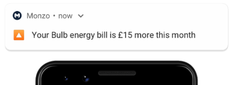

BizOps Hub
Filters (2)
Sort by
Chat: Bingo Dougnose
2m ago
Hi how are you, I ate my card so I need a new one, can you send it asap?
Chat: Tom MacMonier
1hr ago
Anthea Jackson: User having issues, looks like an old version, checking with a troubleshooter
Chat: Sophie Moomin
1m ago
Anthea Jackson: Hi Sophie, let me see what I can do for you, could you try updating the a…
Tag t
Escalate
Reassign a
Pause p
Close c
TM
Hello, something's wrong with my card, it's not working anymore but I have money in my account. Can you help please?
1 hour ago
Conversation closed by Anthea Jackson 2 weeks ago
Hi Tom!
I'm really sorry that you're having some issues with your account. I'm going to pass this to a specialist team who should be able to look into this as a priority.
2 minutes ago, unread
Customer having issues, looks like an old version, checking with a troubleshooter.
a few seconds ago
Reply r
Note n
Type or enter a saved response…
shortcuts
Send
Quick actions ⌘k
Current
Joint
Referrals
[Fix referral]
Customer referral details
Referral code cglzhof
Eligible Yes
Referral type(s) Give and get £5
Customer referred by
Paid?
Ian McKellen Yes
Who they've referred (120)
Paid?
Beth Gee No
Naomi Willis Yes
Jack Cumberbatch Yes
Show all
PIN recovery
Transferwise
Audit log

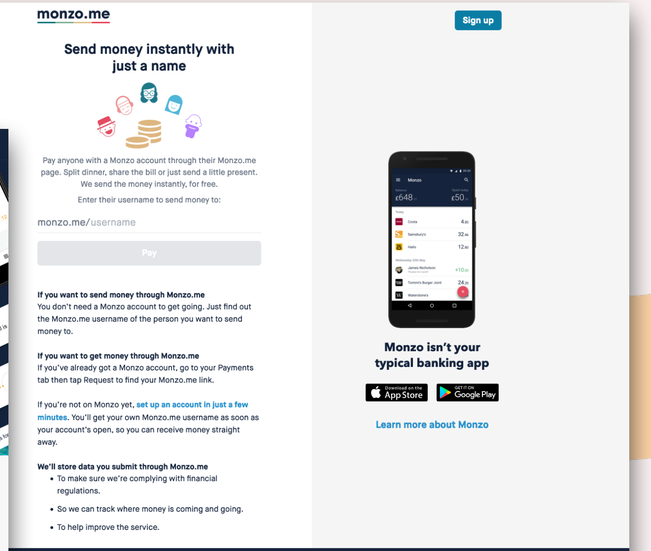

monzo
About
Blog
Community
Help
Sign up
Banking made easy
55,000 people open a Monzo bank account every week to spend, save and manage their money. Join them in less than 10 minutes.
Get a Monzo Bank account

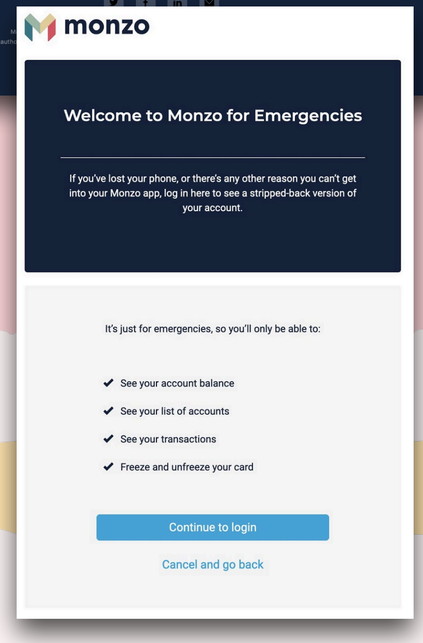
Join the 2,974,274 people with a Monzo bank account
App Store
Google Play

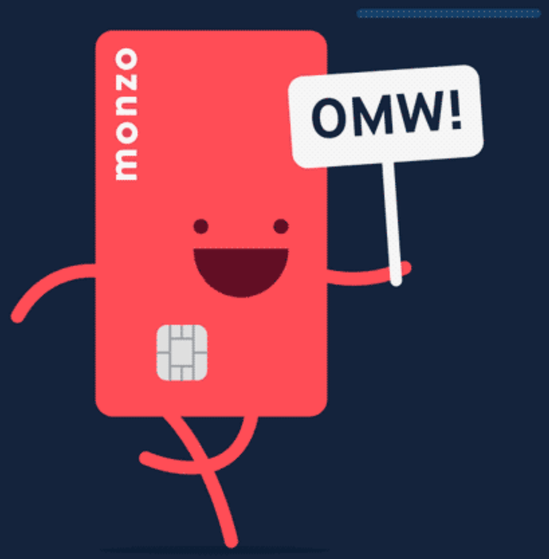

NEW ON MONZO
Get paid... a day early
Put your salary into Monzo and we can advance you the cash one day early. No cost, no hassle. Just more time with your money


Save
Earn up to 1.71% (AER/Gross) interest on your savings. Put money aside into separate Pots and watch the pennies turn into pounds by automatically rounding up your spare change.
FIND OUT MORE

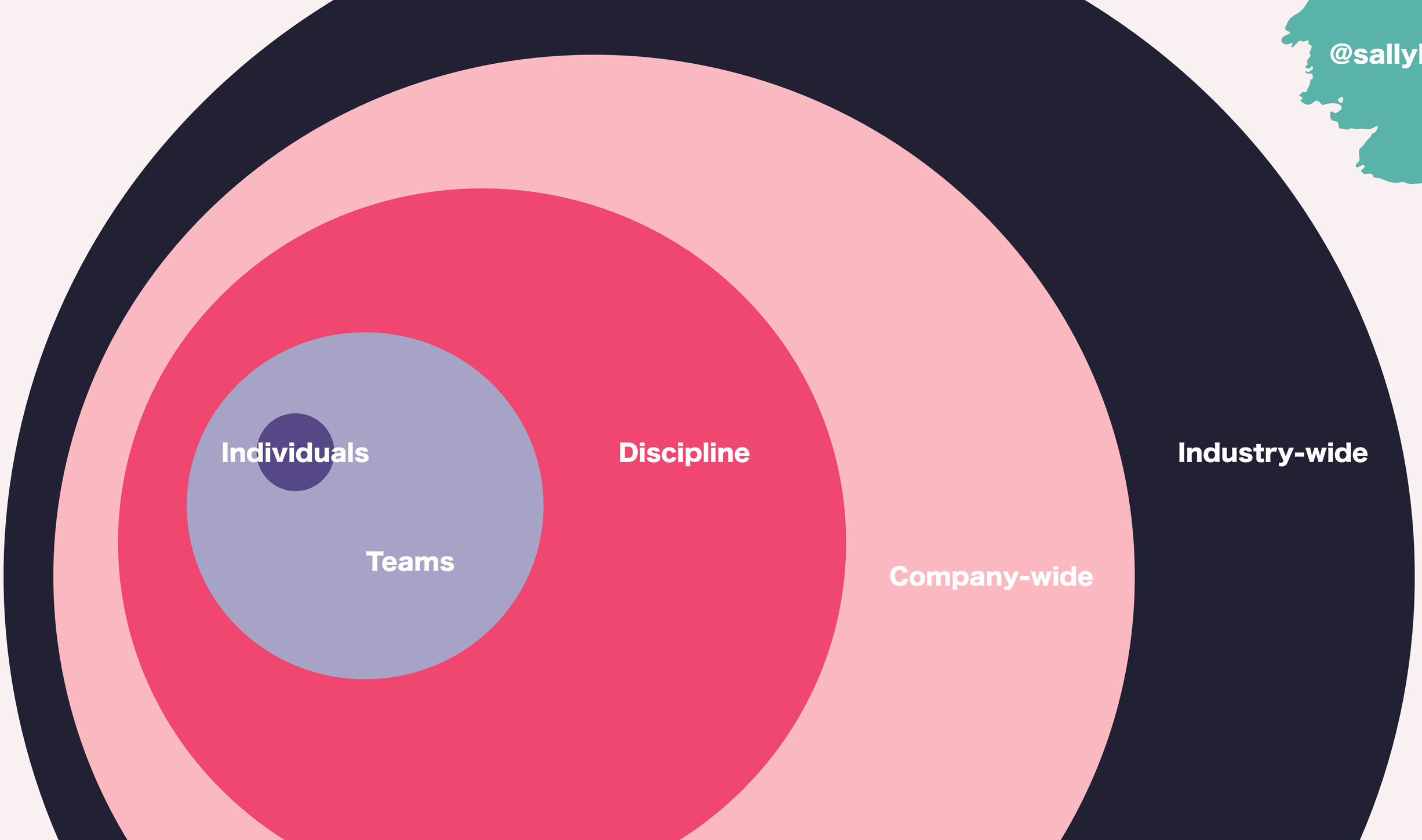

Monzo • now
Your Bulb energy bill is £15 more this month


monzo.me
Send money instantly with just a name
Pay anyone with a Monzo account through their Monzo.me page. Split dinner, share the bill or just send a little present. We send the money instantly, for free.
Enter their username to send money to:
monzo.me/username
Pay
If you want to send money through Monzo.me
You don't need a Monzo account to get going. Just find out the Monzo.me username of the person you want to send money to.
If you want to get money through Monzo.me
If you've already got a Monzo account, go to your Payments tab then tap Request to find your Monzo.me link.
If you're not on Monzo yet, set up an account in just a few minutes. You'll get your own Monzo.me username as soon as your account's open, so you can receive money straight away.
We'll store data you submit through Monzo.me
To make sure we're complying with financial regulations.
So we can track where money is coming and going.
To help improve the service.
Sign up
Monzo isn't your typical banking app
App Store
Google Play
Learn more about Monzo
Blog
Community
Careers
Press
API


monzo
Welcome to Monzo for Emergencies
If you've lost your phone, or there's any other reason you can't get into your Monzo app, log in here to see a stripped-back version of your account.
It's just for emergencies, so you'll only be able to:
See your account balance
See your list of accounts
See your transactions
Freeze and unfreeze your card
Continue to login
Cancel and go back


monzo
OMW!

monzo


@sallylait
Individuals
Teams
Discipline
Company-wide
Industry-wide

@sallylait

1️⃣ Don’t know

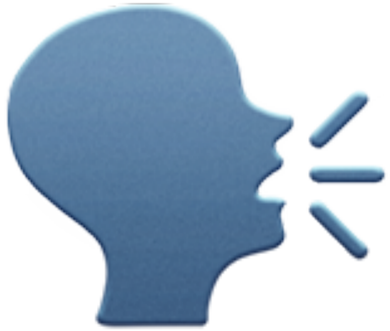
2️⃣ Don’t care

3️⃣ Can’t prioritise

When people don’t know

@sallylait

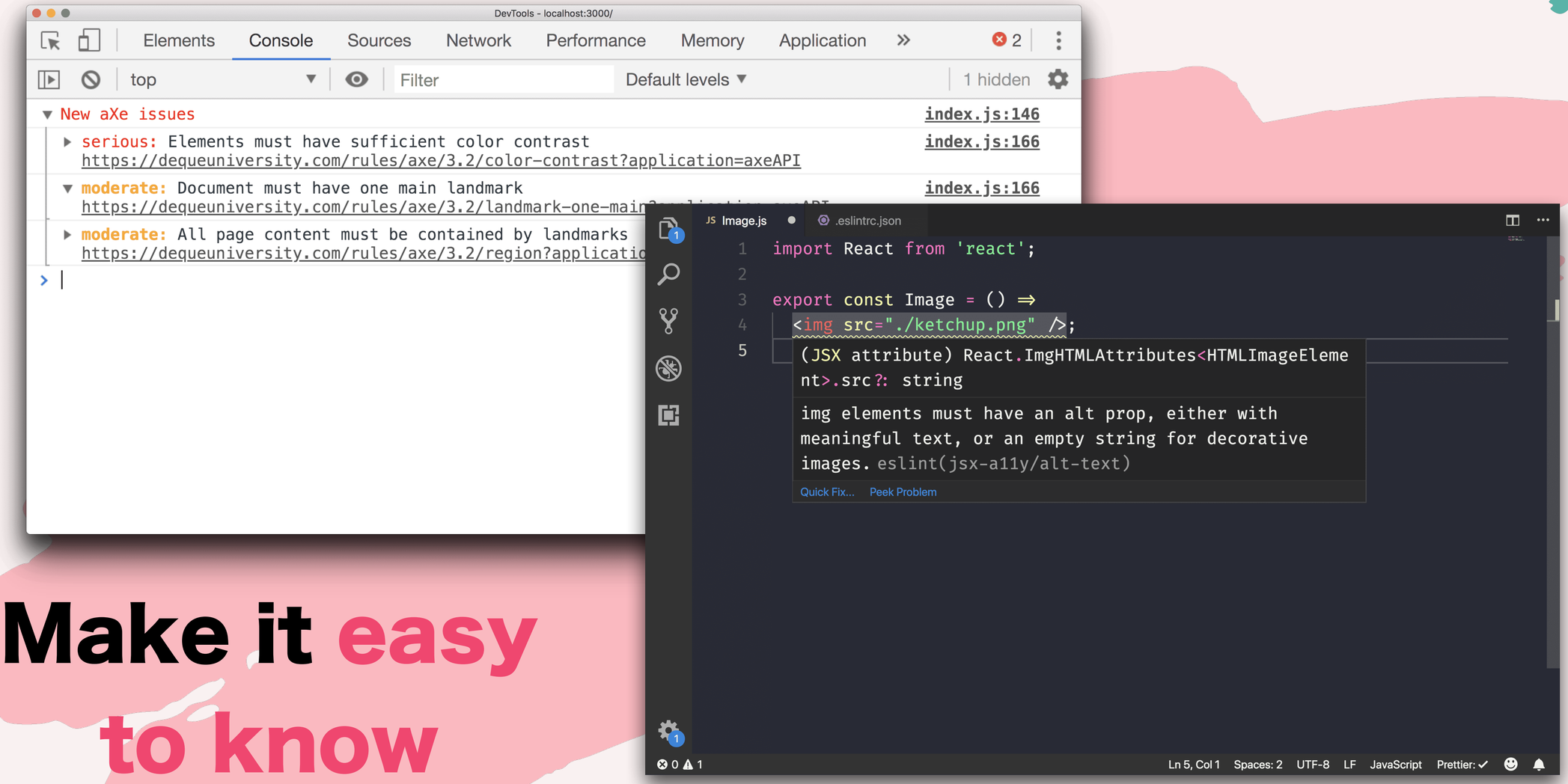
Tell people 1:1



@sallylait

Knowledge sharing

@sallylait



Make it easy to know

Images taken from web.dev/accessibility-auditing-react

@sallylait

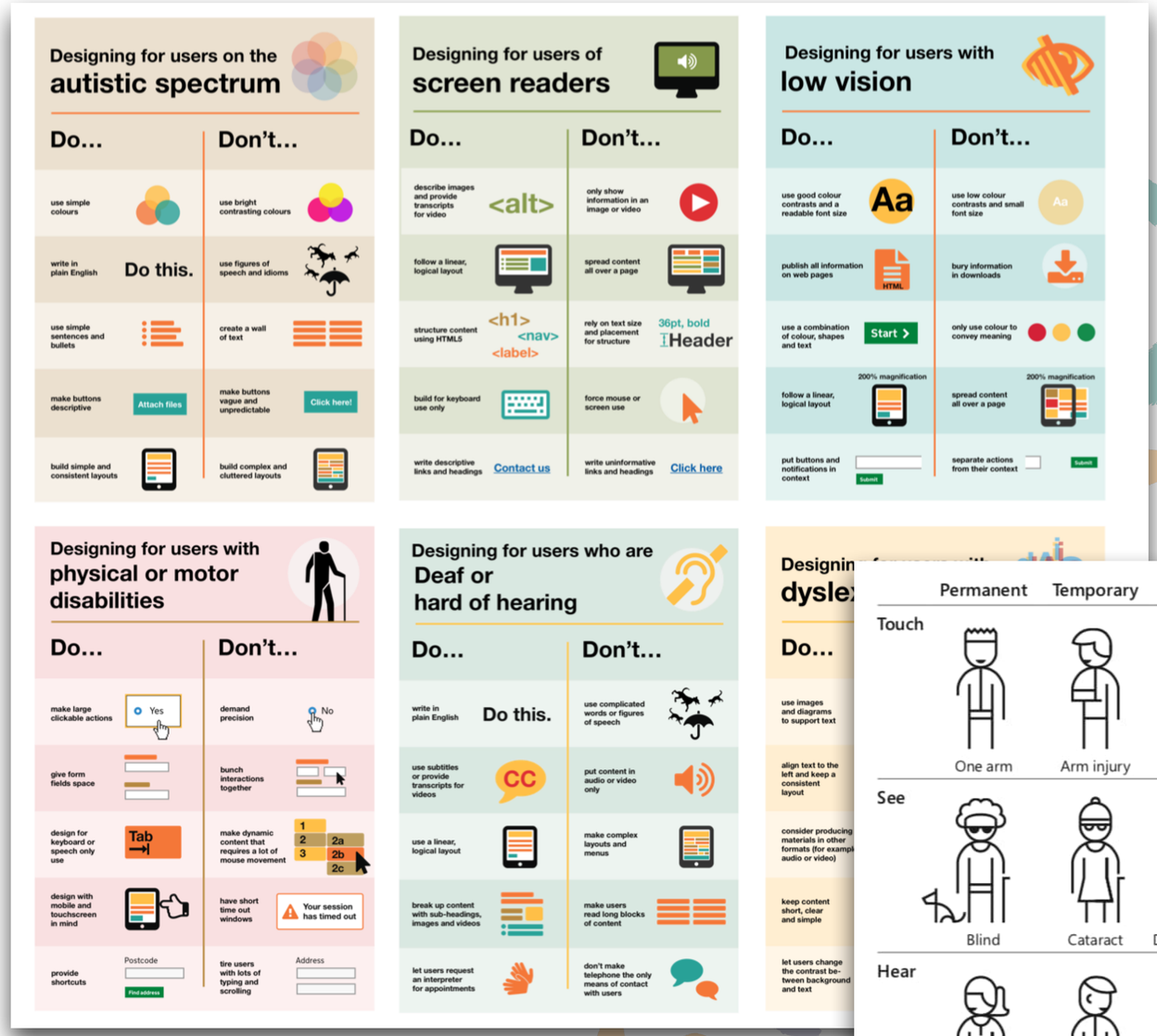
Think about your structure

@sallylait

Grow your (and others')

influence

@sallylait



github.com/UKHomeOffice/posters/

microsoft.com/design/inclusive/

Give it visibility

@sallylait

Give it visibility

When people don’t care

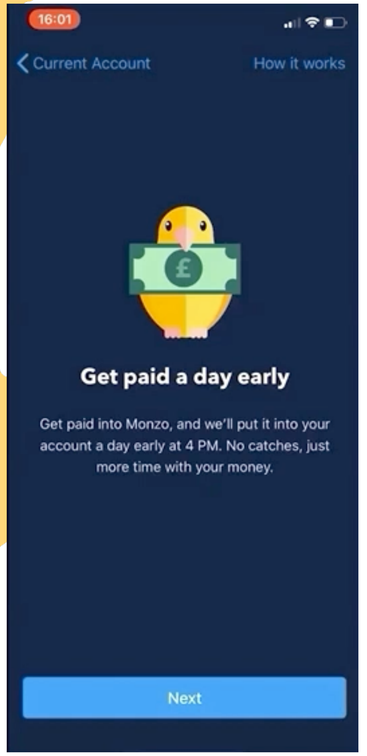
@sallylait

Tell stories

Not a question, but rather a compliment I really wanted to share with you ❤️ (if that's OK to do, let me know if this isn't the right channel!) This customer was incredibly happy that we made Paid Early accessible so quickly and so they said:

"Thank you for being so quick to make this feature accessible to voice-over users. The app is a breeze to use, and this is why Monzo is now my main bank."

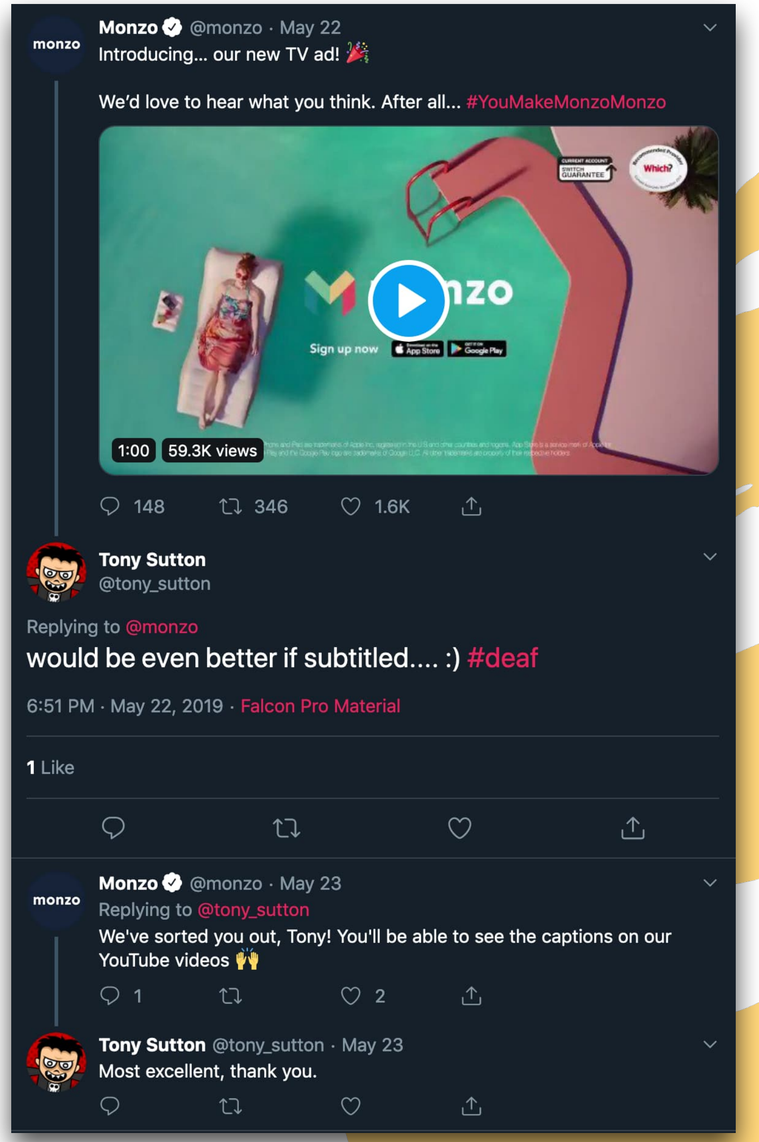
I just think is amazing how we can be so super helpful in this kind of way. Made me smile 😄 (edited)



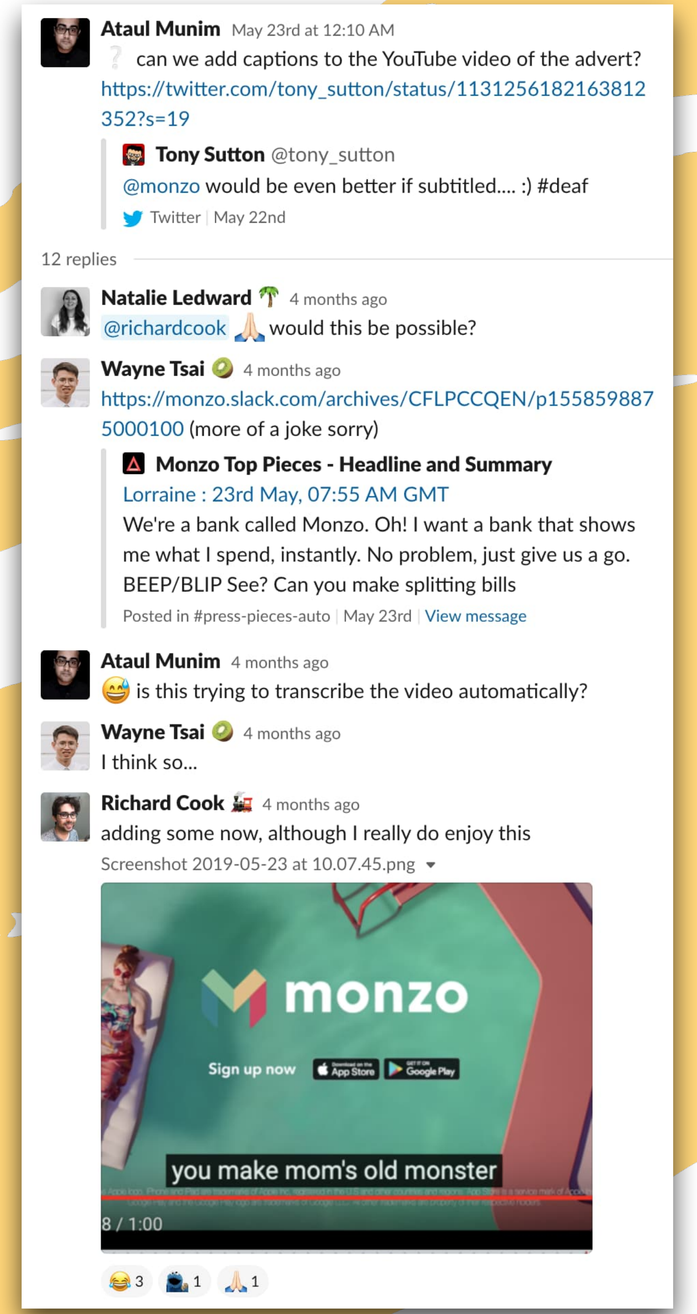
From:
twitter.com/type_error/status/1154417188314505216

@sallylait

Tell stories



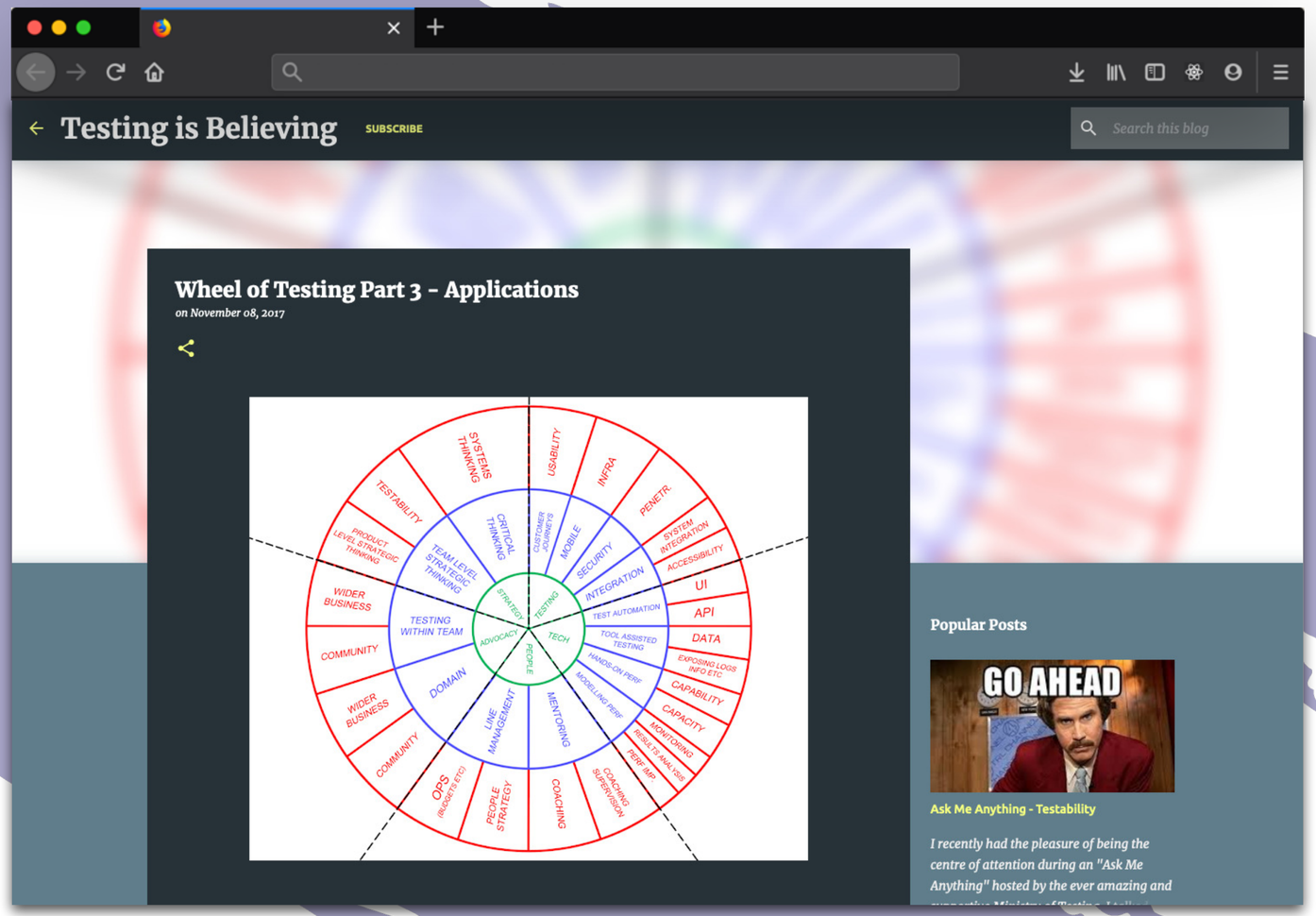
twitter.com/tony_sutton/status/1131256182163812352



Don’t (overly) rely on documentation

Help people understand how it relates to their career

@sallylait



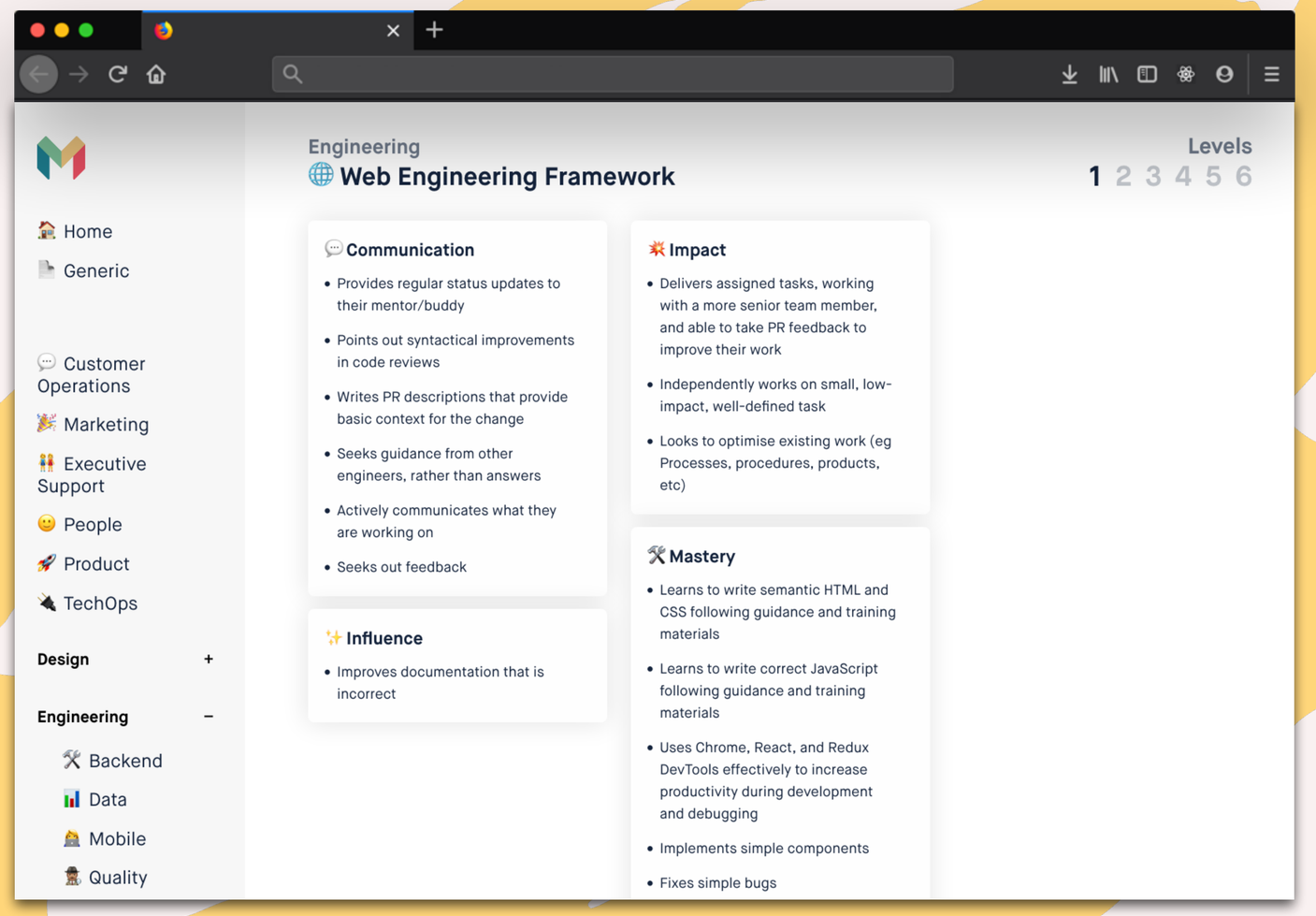
testingisbelieving.blogspot.com/2017/11/wheel-of-testing-part-3-applications.html

@sallylait

Build your culture (and a diverse team)

Force people to care!

@sallylait



progression.monzo.com

@sallylait

Level 2 web engineer

- Uses a keyboard and screen-reader to manually test their application for accessibility issues
- Runs automated auditing tools such as Lighthouse before submitting a PR for review
- Demonstrates awareness of a range of security considerations, and mitigates against them
- Has multiple examples of where performance was considered as part of a solution

@sallylait

Level 3 web engineer

- Promotes accessibility good practice and helps other engineers to deepen their accessibility knowledge, including demonstrating how to use screen readers
- Promotes security good practice and helps other engineers to deepen their security knowledge
- Promotes performance good practice and helps other engineers to deepen their performance knowledge

@sallylait

Level 4 web engineer

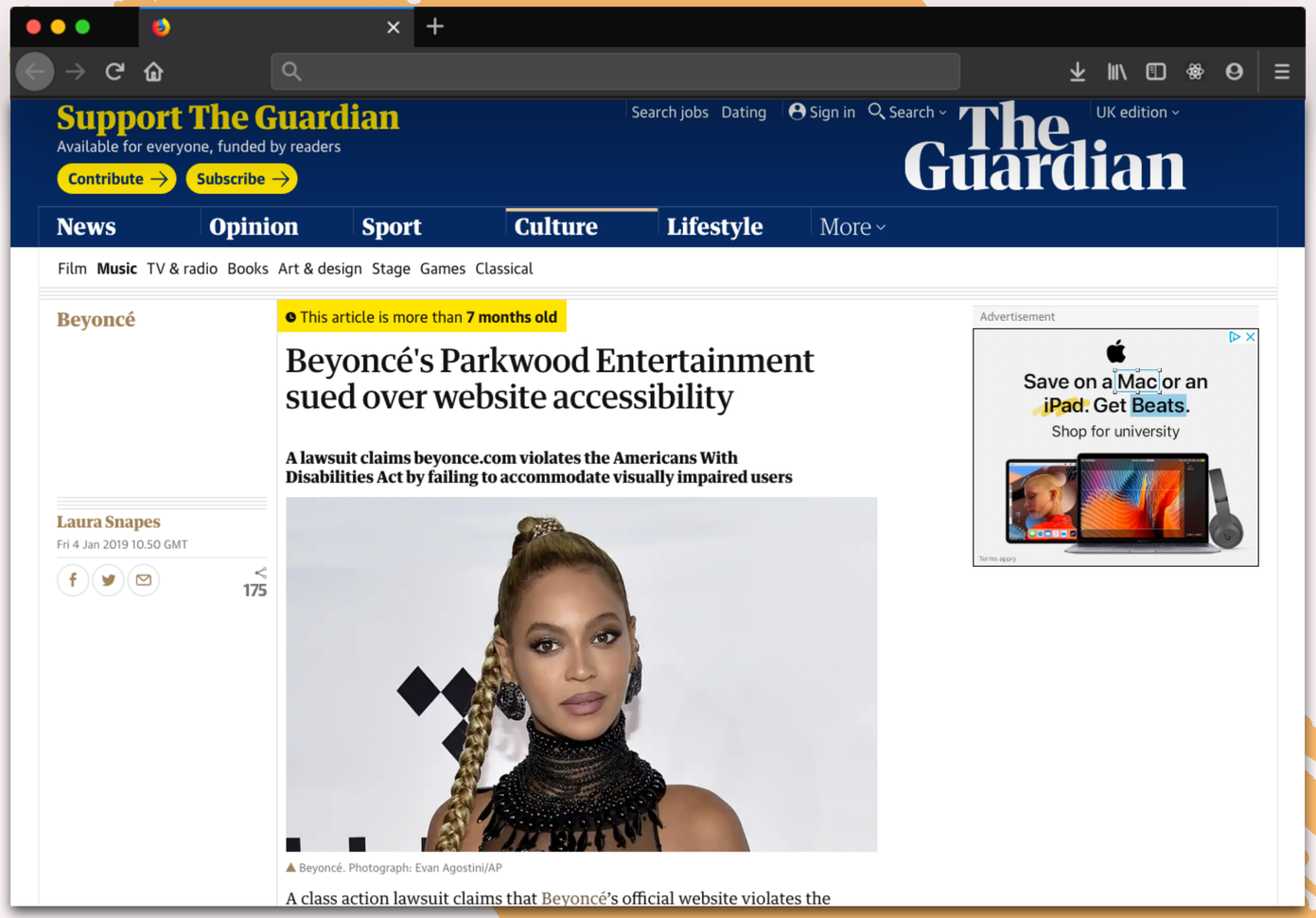
- Keeps up to date with industry developments and feeds specific technical and non-functional recommendations back into the business
- Proactively identifies opportunities to improve company culture around coding standards and non-functional requirements

When people can’t prioritise

@sallylait

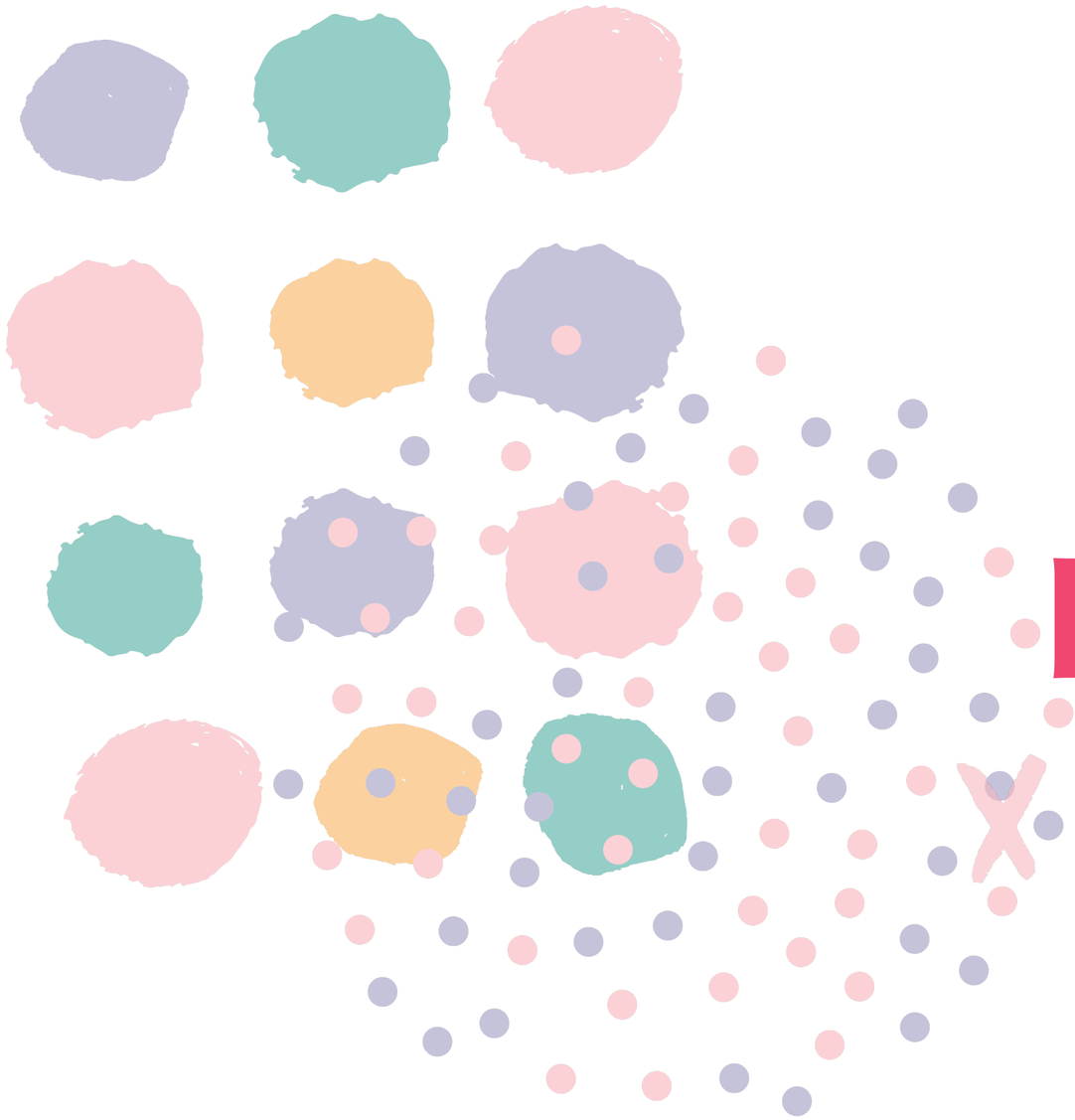
Logic & data

@sallylait



Scare them!

theguardian.com/music/2019/jan/04/beyonce-parkwood-entertainment-sued-over-website-accessibility



Do it regardless

XXXXXXXXX XXXXXX

State intent

@sallylait

Use your platform for good

@sallylait

Focus, and do something well

State of the Browser conference
September 2019

Thanks!

Sally Lait
@sallylait
sally.dev