A joint initiative between the American Association of People with Disabilities (AAPD) and Disability:IN®

Learn more at www.DisabilityEqualityIndex.org
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About the Disability Equality Index®

The Disability Equality Index (DEI) is a prominent benchmarking tool for the Fortune 1000 and America’s top 200 revenue grossing law firms (Am Law 200) to gauge their level of disability workplace inclusion against competitors.

Since piloting the DEI, there has been a significant spike in participation and a growing need across all industries to utilize the DEI to advance disability inclusion across their businesses. In its sixth official year, the Disability Equality Index continues to see an increase in year-over-year participation, with the number of top-scoring companies more than quadrupling to 205 in 2020 as compared to 43 in 2015.

Over the course of the DEI, the number of employers has increased from 48 to 247, with a total workforce of 11 million people.

On average, 5.5% of current employees identify as having a disability which is an increase from 3.7% in 2019.

Top-scoring DEI companies who earn a score of 80 or above receive the recognition Best Places to Work for Disability Inclusion™.

The 2020 DEI measured:

- Culture & Leadership
- Enterprise-Wide Access
- Employment Practices (Benefits, Recruitment, Employment, Education, Retention & Advancement, Accommodations)
- Community Engagement
- Supplier Diversity
- Non-U.S. Operations (Non-Weighted)

Making the world inclusive for all isn’t only the right thing to do, it’s also good for business. A recent report from Accenture found that companies that offered inclusive working environments for employees with disabilities achieved an average of:

- 28% Higher Revenue
- 30% Higher Economic Profit Margins
- 2x Net Income of Industry Peers

Read the Report
Global Inclusion & Insights on Non-U.S. Operations

Over the six-year history of the Disability Equality Index, one thing is undeniably clear: disability inclusion and equality is good business. Being a disability-inclusive employer is good for recruitment, retention, engagement and - ultimately - the bottom line. What began as largely U.S. efforts to create disability inclusive workplaces is now a much larger conversation. In a global marketplace, equality knows no borders. The Non-U.S. Operations category continues to be not weighted but is an opportunity to collect non-discrimination policy language, ERG activity, and overall best practices from U.S. based companies with additional operations outside of the United States. In 2020, 75% of participating DEI companies have operations outside of the U.S.

75% of those multinational companies, reported operations outside of the U.S. have disability inclusive standards of non-discrimination in the workplace that apply to all employees compared to 69% in 2019.

42% of multinational companies also report their non-U.S. operations have established disability-focused Employee Resource Group (ERG) or Affinity Group chapters, compared to 41% in 2019.

“I firmly believe that hiring people with disabilities should be commonplace in every workplace. As a deaf woman, I see first-hand how it makes for an inclusive culture and fosters innovation. The Disability Equality Index has been instrumental in guiding Microsoft’s disability inclusion journey and helped shape our Inclusive Hiring Program.”

Jenny Lay-Flurrie
Chief Accessibility Officer, Microsoft and Board Chair, Disability:IN
Top Industries with Operations Outside of the U.S.

Asia-Pacific

- Advertising and Marketing: 70%
- Agriculture: 64%
- Airlines: 60%
- Information Services: 60%
- Oil and Gas: 60%

Europe, the Middle East and Africa

- Energy and Utilities: 100%
- Engineering and Construction: 100%
- Law Firm: 67%
- Mail and Freight Delivery: 60%
- Travel: 57%

Latin America

- Automotive: 50%
- Telecommunications: 46%
- Chemical: 40%
- Consumer Products: 40%
- Food, Beverage, and Groceries: 40%

Canada and Mexico

- Automotive: 50%
- Other: 36%
- Entertainment and Leisure: 33%
- Hotels, Resorts, and Casinos: 31%
- Banking: 28%
Investor Engagement on Corporate Disability Inclusion

A global investor group representing more than $2.8 trillion in combined assets and 22 signatories, issued a Joint Investor Statement on Corporate Disability Inclusion on Global Accessibility Awareness Day 2020, calling on companies they invest in to be inclusive of people with disabilities. The statement encourages companies to create inclusive workplaces built for sustainable, long-term performance. The group is led by New York State Comptroller Thomas P. DiNapoli and Oregon State Treasurer Tobias Read, and states companies must do more to include people with disabilities in the workforce. “We want our portfolio companies to create sustainable, long-term value; this requires a workforce with a wide range of viewpoints, skills, abilities, and experiences. We believe, and research has demonstrated, that embracing equality, diversity, and inclusiveness is increasingly critical to the long-term success of corporations in the global marketplace.” The statement includes various actions for companies to begin the disability inclusion journey. To start, companies should analyze their disability inclusion policies through a third-party benchmarking tool such as the Disability Equality Index (DEI).

In addition to signing the joint statement, New York State Comptroller DiNapoli and Connecticut State Treasurer Wooden have mailed letters directly to their portfolio companies regarding this issue. Massachusetts PRIM and New York State Common Retirement Fund have also updated their proxy voting guidelines to reflect this priority.
2020 Disability Equality Index Highlights

11,059,407 members of the U.S. workforce are represented by companies taking part in the 2020 DEI

5.5% of current employees identify as having a disability.

3.5% of new hires identify as having a disability.

205 top-scoring businesses, out of the 247, scored 80% and above.

59 businesses were Fortune 100 companies, compared to 48 in 2019.

154 businesses were Fortune 1000 companies, compared to 120 in 2019.

74 businesses participated in the DEI for the first time, compared to 43 in 2019.

143 businesses were Fortune 500 companies, compared to 111 in 2019.

5 participating law firms were Am Law 200 firms, compared to 2 in 2019.
Total Number of Companies Participating by Industry
Participation Growth by Index

- **2020**: 88 (Others) - 5 (Am Law 200) - 154 (Fortune 1000) - 143 (Fortune 500) - 59 (Fortune 100)
- **2019**: 58 (Others) - 2 (Am Law 200) - 120 (Fortune 1000) - 111 (Fortune 500) - 48 (Fortune 100)
- **2018**: 50 (Others) - 2 (Am Law 200) - 93 (Fortune 1000) - 87 (Fortune 500) - 46 (Fortune 100)
- **2017**: 37 (Others) - 73 (Fortune 1000) - 68 (Fortune 500) - 37 (Fortune 100)
- **2016**: 30 (Others) - 53 (Fortune 1000) - 53 (Fortune 500) - 30 (Fortune 100)
- **2015**: 18 (Others) - 62 (Fortune 1000) - 58 (Fortune 500) - 25 (Fortune 100)
- **2014**: 16 (Others) - 32 (Fortune 1000) - 31 (Fortune 500) - 15 (Fortune 100)
Overall Participation Growth

- **Total**
- **New Participants**

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
<th>New Participants</th>
</tr>
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<tbody>
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<td>2020</td>
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<td>74</td>
</tr>
</tbody>
</table>
2020 Trends and Gaps
Areas where companies excel

Culture
Out of 97% of businesses with a company-wide written statement of commitment to Diversity & Inclusion, 85% of them specifically mention disability.

Enterprise-Wide Access
70% of businesses have an accessibility expert who can resolve accessibility/compatibility issues necessary for persons with disabilities to use technology systems.

Leadership
88% of businesses with a Diversity Council have a member who is openly public about their disability and/or as an ally/supporter for persons with disabilities.

Employment Practices: Recruitment
89% of businesses have external recruitment efforts in place that are specifically geared toward hiring individuals with disabilities.

Employment Practices: Accommodations
94% of businesses have a written disability accommodation procedure available to employees, which explains the process for requesting a disability accommodation.

Community Engagement
95% of businesses have provided philanthropic support to an external disability-related event or organization.
Areas where companies have shown marked improvement:

**Enterprise-Wide Access**
In 2020, 64% of businesses have a company-wide commitment to digital accessibility, an increase from 59% in 2019.

**Non-U.S. Operations**
In 2020, 75% of participating DEI companies have operations outside of the U.S.. Of those multinational companies, 75% reported operations outside of the U.S. have disability inclusive standards of non-discrimination in the workplace that apply to all employees compared to 69% in 2019.

**Supplier Diversity**
In 2020, 64% of businesses with public websites listing preferred 3rd party certification/verification orgs include at least one that certifies/verifies disability-owned businesses versus 54% in 2019.

**Employment Practices: Benefits**
In 2020, 69% of businesses have mental health benefits above and beyond what is required by the Federal mental health parity bill and any other relevant laws. This is an increase from 62% in 2019.

**Employment Practices: Accommodations**
60% of participating businesses are tracking accommodations metrics. This is an increase from just 53% in 2019.

**Employment Practices: Employment, Education, Retention & Advancement**
72% of businesses with employee retention and advancement programs in 2020 have programs focused on employees with disabilities versus 63% in 2019.
Areas where companies have opportunities to improve:

**Culture**
95% of businesses utilize a company-wide employee engagement survey. But only **38%** review the aggregate survey results for employees who have identified as having a disability.

**Enterprise-Wide Access**
60% of businesses have a web accessibility policy that requires coding to AA Level of Conformance of the W3C WCAG2.1 and only **56%** of them are auditing their internal sites.

**Leadership**
88% of businesses have a Diversity Council. However, just **65%** have one with a mission statement that specifically includes disability inclusion as an area of focus.

**Community Engagement**
62% of businesses have a smart phone app available for use by the public. However, only **46%** of them have audited the app for accessibility under the W3C Web Content Accessibility Guidelines.

**Employment Practices:**
**Recruitment**
Only **45%** of participants ask all candidates during the interview scheduling process if they need a reasonable accommodation.

**Supplier Diversity**
Just **25%** of businesses have company-wide disability-focused goals in place for supplier diversity and inclusion.
What’s Next?

July 26, 2020 marks the 30th Anniversary of the enactment of the Americans with Disabilities Act (ADA). This historic milestone is taking place during a global COVID-19 pandemic and the Black Lives Matter movement which have both exposed inequality in our society.

The promise of the ADA and fight to end racial inequality and injustice in America creates a pivotal moment to ask, “How can the DEI help the Fortune 1000 and Am Law 200 achieve disability inclusion and equality for all?”

In response the DEI Advisory Committee, a diverse group of business leaders, policy experts and disability advocates has modernized the DEI by adding clarity to current weighted questions and adding new non-weighted questions that will go into effect in 2021 in the following categories:

- **Enterprise-wide Access**
- **Employment Practices: Benefits**
- **Employment Practices: Accommodations**
- **Supplier Diversity**

The 2021 DEI will measure calendar year 2020.

“Companies that champion disability inclusion significantly outperform their peers across key financial indices including revenue, net income, profit margins and shareholder returns. The American Association of People with Disabilities is truly impressed by this year’s DEI participation and we’re proud to collaborate with the business community to prioritize industry-wide disability inclusion practices.”

Ted Kennedy, Jr.
Disability rights attorney and Board Chair, the American Association of People with Disabilities
Top-Scoring Companies

The American Association of People with Disabilities (AAPD) and Disability:IN are honored to recognize the following companies that scored an 80 or above on the 2020 DEI. The DEI was completed by 247 companies in 2020.

Note: The companies are listed in alphabetical order, by the company name as provided to AAPD and Disability:IN.

Disclaimer: A score of 100 does not mean to convey “perfection.” AAPD and Disability:IN recognize there is no single best way to practice inclusion, and that some practices may be more effective for some companies or industries than others. A score of 100 on the DEI simply means that a company adheres to many of the numerous leading disability inclusion practices featured in the DEI, but there’s still room for improvement.
Companies that scored 100%
Companies that scored 100%
Companies that scored 90%

ally  amazon  ameriprise financial  anthem  astellas  barclays  baxter  bayer  bayer health  baylor scott & white  bd  cargill  charles schwab  cintas  citras  citrix  colgate-palmolive company  csx  dte  epstein becker green  fannie mae  fifth third bank  finra  fiserv  fox  franklin templeton  general dynamics mission systems  grainger  indeed  iron mountain  jacob  jll  john deere  meijer  nielsen  pearson  quest diagnostics  sanofi  steptoe  the coca-cola company  kroger  mitre  md anderson cancer center  making cancer history  viasat  whirlpool  xcel energy

Companies that scored 80%

argonne national laboratory  brown brothers harriman  bt  consumers energy  count on us  cox  cynthia  cuna mutual group  empower retirement  ford  gdit  leidos  norfolk southern  novant health  novanta  pepsi  rrd  rush  target  tek systems  unisys  securing your tomorrow  united technologies
AAPD and Disability:IN are honored to be working with the Disability Equality Index Advisory Committee since 2013. Members of the Committee are a diverse group of business leaders, policy experts, and disability advocates who provide expert advice and counsel to enhance disability inclusion policies and practices in the workplace.

**Disability Equality Index Advisory Committee**

**Kirk Adams**  
Ph.D., President & CEO, American Foundation for the Blind (AFB)

**Sara Basson**  
Ph.D., MBA, Accessibility Evangelist, Google

**Helena Berger**  
DEI Advisory Committee Co-Chair, Disability Rights Advocate, Former President and CEO, AAPD

**Eric Bridges**  
Executive Director, American Council of the Blind

**Mary Brougher**  
EVP, Operations, Bender Consulting

**David Casey**  
DEI Advisory Committee Co-Chair, Vice President, Workforce Strategies and Chief Diversity Officer, CVS Health

**Kristen Cook**  
Manager, Diversity & Inclusion, McKesson

**Deb Dagit**  
President, Deb Dagit Diversity LLC

**Connie Donnelly**  
Vice President, Neurodiversity & Business Development, Rethink Benefits

**Mike Ellis**  
Global VP of Accessibility, T-Mobile

**Rona Fourte**  
Global Community Engagement – Supplier Diversity Business Management, United Airlines

**Zoe Gibby**  
SVP, Enterprise Disability Strategy, Bank of America

**Rashad Givhan**  
Inclusion, Diversity and Corporate Impact Operations Lead, McKesson

**Laurie Henneborn**  
I&D Thought Leadership Managing Director, Accenture Research, Accenture

**Andy Imparato**  
Executive Director, Disability Rights California (DRC)

**Emily Ladau**  
Disability Communications Consultant. Words I Wheel By

**Kenida Lewis**  
Director, College & Diversity Recruiting, MGM Resorts International

**Susan Mazrui**  
Director, Global Public Policy, AT&T

**Jon North**  
Senior Vice President, Little People of America

**Russell Shaffer**  
Director, Global Culture, Diversity & Inclusion, Walmart Inc.

**Chris Soukup**  
Chief Executive Officer, Communication Service for the Deaf

**Raul Suarez-Rodriguez**  
Associate Director, Global Economic Inclusion & Supplier Diversity Processes, Operations & Strategy, Global Supplier Management Group, Merck

**Bob Witeck**  
President, Witeck Communications, Inc.

**Kevan Worley**  
Small Business Advocate, National Federation of the Blind

**Peter Zerp**  
Supplier Inclusion & Diversity Manager, Accenture BV
DEI Methodology

2020 Disability Equality Index Methodology. The DEI is designed for U.S.-based mid to large size businesses (500 full-time employees and above).

The score range for the DEI benchmark is zero (0) to 100, with 100 being the highest score.

As shown, there are six (6) categories within the DEI benchmark. Five (5) of the six (6) categories are assigned a weight and the five (5) weighted categories total 100 points. Some of the five (5) weighted categories have subcategories. If applicable, a category total is the sum of its subcategories.

To receive full credit for a subcategory, you must answer “yes” to the number of weighted question sets specified for that subcategory. You must also provide the required information in the affirmative for all weighted subquestions within those question sets in order for them to count. Partial credit will not be granted. Responses of “no”, “no, but plan to within the next year”, and “do not know” do not count for credit.
DEI Categories

**Employment Practices: 40**
- **Benefits = 10 points**
  Must answer “yes” to at least two (2) of the three (3) weighted question sets.

- **Recruitment = 10 points**
  Must answer “yes” to at least three (3) of the five (5) weighted question sets.

- **Employment, Education, Retention, & Advancement = 10 points**
  Must answer “yes” to at least three (3) of the six (6) weighted question sets.

- **Accommodations = 10 points**
  Must answer “yes” to at least two (2) of the four (4) weighted question sets.

**Culture & Leadership: 30**
- **Culture = 20 points**
  Must answer “yes” to at least two (2) of the three (3) weighted question sets.

- **Leadership = 10 points**
  Must answer “yes” to at least two (2) of the four (4) weighted question sets.

**Community Engagement: 10**
- Must answer “yes” to at least two (2) of the four (4) weighted question sets.

**Supplier Diversity: 10**
- Must answer “yes” to at least two (2) of the six (6) weighted question sets.

**Enterprise-Wide Access: 10**
- Must answer “yes” to at least three (3) of the seven (7) weighted question sets.

**Non-U.S. Operations:**
- **Non-Weighted**
Methodology Examples

The “Culture” subcategory within the “Culture & Leadership” category is weighted 20 points. It has three (3) question sets. You must answer “yes” to at least two (2) of the three (3) question sets and provide the required information in the affirmative for all weighted subquestions within those question sets in order to receive the 20 points.

The “Leadership” subcategory within the “Culture & Leadership” category is weighted 10 points. It has four (4) question sets. You must answer “yes” to at least two (2) of the four (4) question sets and provide the required information in the affirmative for all weighted subquestions within those question sets in order to receive the 10 points. Partial credit will not be granted. For example, if you meet the criteria for one (1) question set or less within the “Leadership” subcategory, no points will be granted because it requires at least two (2).

If you receive 20 out of 20 points for the “Culture” subcategory and zero (0) out of 10 points for the “Leadership” subcategory, your total for the “Culture & Leadership” category is 20 points out of 30 points possible.
To learn more about the DEI, visit: www.disabilityequalityindex.org