

Disability Inclusion Global Best Practices Report

The Disability Equality Index (DEI), a joint initiative with the American Association of People with Disabilities, is a benchmarking tool that provides an objective score and roadmap on disability inclusion policies and practices. Businesses with international operations that take the DEI are asked to respond to a set of questions on the inclusiveness of their global operations. This report highlights the global best practices of international companies that scored 80 or above on the 2019 DEI.

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Worldwide Practices

Accenture Leadership Development Training Program

Accenture launched “Abilities Unleashed,” a global leadership development program for people with disabilities and advocates. The program, the first of its kind and potentially one of few such industry initiatives, makes an effort to bring its people with different kinds of disabilities into a regional program focused on enabling their career progression. Accenture launched the session for the European community in Dublin, Ireland, towards the end of 2019. The program was a tremendous success and provided deep insights into making learning initiatives universal at Accenture. The Leadership Development Program will be held during 2020 in APAC, NA and LATAM.

Accenture Global Enablement Scorecard

Accenture has developed a Global Enablement Scorecard to analyze disability inclusion maturity in over 60 countries in which they operate. The scorecard tracks progress in 5 areas; Leadership, Talent, Culture, Accessibility, and Ecosystem. Accenture uses the information to develop country specific strategies to increase disability inclusion and overall representation of employees with disabilities.

Cisco Systems, Inc. Global Accommodations Program

Cisco established a global centralized accommodations program via its innovative Workplace Accommodation Checkpoint Committee. The Committee reviews complex accommodation cases and/or unreasonable accommodation requests to ensure the global accommodation policies are being upheld, and the focus is on productivity and work.

Cisco Systems, Inc. Rethink Global Online Platform

In 2018, Cisco introduced Rethink, a global program to support parents of children with autism, Down Syndrome, Attention Deficit Hyperactivity Disorder, and other developmental disabilities. The Rethink online platform offers evidence-based education and family support to all employees globally. Families can connect with experts about approaches to their specific challenges with up to seven hours of free Rethink coaching each year. In addition to the therapy services covered by Cisco's medical plans, they also provide coverage for applied behavioral therapy and other treatments to help children with special needs in each of their medical plans.

EY Global: Taking Disability Confidence Global and the 2019 World Economic Forum

On International Day of Persons with Disabilities, dozens of EY offices around the world were lit in purple and over 1,000 EY people visited the Purple Champions Website to show their support of disabilities in the workplace. The firm also sponsored Taking Disability Confidence Global, a new research study on corporate CEO awareness of disability in the workplace. This report became the basis for a facilitated discussion with four CEOs in a main stage presentation at the 2019 World Economic Forum that was followed by an EY-hosted global Webcast.

Johnson & Johnson Alliance for Diverse Abilities and World Mental Health Day

With the Johnson & Johnson employee resource group (ERG), Alliance for Diverse Abilities, expanding to over 60 global chapters, the ERGs priorities center on various aspects of disability, including workplace mental health and well-being. In celebration of World Mental Health Day, Mental Health Diplomats partnered with Johnson & Johnson's Global Health Services to help raise employee awareness and provide access to helpful tools and resources. As a result, the Mental Health Diplomats were able to serve as champions for mental health and well-being while creating enhanced awareness about diversity & inclusion.

Additionally, Johnson & Johnson's Employee Assistance Program (EAP) was showcased to increase employees' awareness of the support and resources available to them and their household family members. In the coming year, the Mental Health Diplomats will enhance their collaboration with Global Health Services to support Johnson & Johnson's commitment to become the healthiest workforce.

Merck (MSD) Global Disability Inclusion Project Reviews

Merck Global Workplace Enterprise Services is conducting Global Disability and Inclusion reviews on all global projects. This groundbreaking project provides feedback on cross-functional aspects of the projects. To date, countries have included France, Germany and Singapore.

Microsoft's Central Accommodations Program

Microsoft created and operates a centralized accommodations program for employees with disabilities. This resource supports a centralized review and processing approach that brings together subject matter experts and funding resources to a single accommodation operation. The centralized accommodations program serves as an inclusive successful approach for the company's expanding global workforce.

SAP's Autism at Work Program

SAP's internationally recognized Autism at Work program, operating in 13 countries, demonstrates a commitment to skills and strengths rather than on what others may view as impairments. SAP employs more than 160 colleagues with autism. By embracing differences, SAP helps spark innovation — while challenging assumptions and inspiring change.

Asia-Pacific (APAC) Practices

Bank of America India Disability Advocacy Network Train & Hire Program

Bank of America's Disability Advocacy Network in India created a program called Train & Hire, which provides training and skills-building to individuals with disabilities for roles in the financial services industry. Since launching in 2014, Bank of America has hired more than 50% of the individuals who completed the program and the rest were hired by other financial companies.

The Boeing Company's India Disability Inclusion Strategies

In India, Boeing has put in place a reasonable accommodations process supporting the interviewing and onboarding of people with disabilities, offering them technical aids, necessary training and full-time sign language support. In addition, Boeing has partnered with enAble India to identify open technical positions for assistance in the sourcing process. The success of these efforts has led to the company partnering with other diverse suppliers to continue investing in supplier diversity and better accommodate people with disabilities.

Fidelity Investments: Digital Accessibility Campaign in India

To emphasize the power of accessibility, an email campaign along with digital posters were broadcast on FMR India televisions. The digital campaign was accompanied by an event to let Fidelity associates know about the Enable Journey and have them contribute or participate in a manner of their choice. Fidelity also launched a disability etiquette training module.

#FidelityIndia and Fidelity Center for Applied Technology (FCAT) hosted an 8-week Fidelity AssisT-athon '19, an ideathon focused on assistive technology for people with cognitive disabilities, launched in partnership with NASSCOM, a not-for-profit IT industry association. The grand finale featured Fidelity leaders from across the globe, and industry accessibility advocates.

Franklin Templeton Investments Job Fairs and Sourcing Enhances Disability Inclusion in India

Franklin Templeton hosted job fairs and created sourcing partnerships to support increased hiring of people with disabilities in Chennai, India. Partnerships were established with the Skill Sector Council for Persons with Disability and the National Career Service Centre for Differently Abled.

Northern Trust Training in The Philippines

As part of the launch of the Disability Business Resource Council in The Philippines, Northern Trust conducted disability and mental health awareness sessions that were made available to all employees.

Northrop Grumman Corporation: Leading the Way in Japan and Australia

For the third year in a row, Northrop Grumman sponsored three Japanese individuals with disabilities to attend the TOMODACHI Disability Leadership Program in America. During the four-month program, each participant completed an internship with a local organization and attended weekly leadership seminars and English classes. Furthermore, Northrop Grumman Australia is a major sponsor of Soldier On, a not-for-profit organization focused on supporting veterans who have been impacted physically and mentally through their service.

Synchrony Employs People with Disabilities Hiring Initiative

An exclusive hiring drive for people with disabilities has fueled the success of the program – from improving experiences and accommodations and adjustments policies and processes to a greater number of new talents with disabilities. Synchrony has successfully hired 550 people with disabilities in the United States and at sites in Asia.

Europe, the Middle East and Africa (EMEA) Practices

Boston Scientific Employees Support Mentoring and Wellness Programs in Ireland

In October 2018, fifteen Cork, Ireland-based Boston Scientific mentors from the company's employee resource group were matched with Disability Support Service (DSS) students from University College Cork enrolled in their DSS Mentoring Program.

Furthermore, employees from the Clonmel, Ireland employee resource group hosted a four-week Wellness Program designed to tackle certain elements of mental health conditions by providing support to promote physical, workplace, family, nutritional and emotional health. The fitness element of the program was taught, in part, by a service user from the Rehabilitation Care Disability Centre who is a qualified fitness instructor but has found difficulty finding paid employment. This opportunity was the fitness instructor's first time being paid in her area of passion (exercise and fitness).

Over 20 employees have also been trained on-site to be Mental Health Champions, including all senior leadership team members who have direct reports.

Approximately 256 hours were also invested in an in-depth Mental Health Training for Human Resources and People Managers to ensure direct reports receive correct support during crises, along with ensuring that supervisors have self-care tools for themselves as well.

Chevron Corporation's Angolan Internship Program

Chevron placed summer interns through the Lwini Foundation's career training program for individuals with disabilities in Angola. Working with Chevron's ENABLED Network, the interns received needed workplace adjustments, and supervisors and co-workers received disability awareness and etiquette training in advance of the internships.

Ford Motor Company's the Elephant in the Transit Van Mental Health United Kingdom Campaign

Ford in the UK invested in a marketing campaign with a leading mental health charity called Time to Change to tackle the stigma that surrounds mental health. Through a campaign called The Elephant in the Transit Van, the Company highlighted internally and externally the importance of mental health. Working with Mental Health First Aid (MHFA) England, Ford has trained over 100 mental health first aiders across UK locations to help give mental health the same parity as physical health.

FordWorks Autism Hiring Program

At nearly 90% unemployment, individuals with autism are underrepresented in the UK workforce. The FordWorks Program focuses on utilizing the strengths and insights of individuals with autism and other disabilities across Ford's various skill teams such as IT, Product Development, Credit, and Manufacturing, as well as other skill teams in the future. The FordWorks Program not only contributes to business objectives and enhances diversity at Ford but adheres to Ford's desire to contribute to a "Better World" through collaboration with and support of those in the community around us.

Merck (MSD) Mental Health First Aiders in the United Kingdom

MSD in the UK trained a mixed team of Mental Health First Aiders that holds regular team meetings and organized a range of events on-site. These events include information roadshows, lunchtime walks, Easter-egg hunts, yoga sessions, 'Tea & Talk' and 'Curry & Chat' events. Other activities have provided employees the opportunity to attend sessions with guest speakers from cancer support charities and participate in talks on anxiety and depression. The team also writes an article in the MSD monthly newsletter and continues to raise awareness of mental health. The MSD UK webpage also provides links to useful resources and contacts. The provided support is confidential and Mental Health First Aiders have been trained across the business creating a UK-wide support network.

Prudential Financial: ADAPT Employee Resource Group in Ireland

In its Pramerica business located in Ireland, Prudential Financial has an ADAPT employee resource group chapter that has instituted a campaign to educate employees on the inclusion of employees with non-apparent disabilities. Videos of employees with mental health disabilities telling their stories have been produced and meetings held to view and discuss how to foster an inclusive culture of all individuals in the workplace at Pramerica.

Travelers UK Recognized for Inclusive Hiring and Talent Management Practices

In July 2018, Travelers UK received Clear Assured foundation level accreditation and was the first UK insurance company to receive a Bronze award for the finding talent category. In January 2019, Travelers UK received another Bronze award for assessing talent and became the only insurance company to achieve the overall Bronze level accreditation. These standards have been developed by the Clear Company, the UK's leading auditor of inclusive best practices.

Unilever Implements Nour Hiring Initiative in Egypt

Working with a local non-governmental organization, the Nour initiative began by helping seven people with vision loss gain employment in direct sales using a simple Braille label added to packs to make the selling process feasible. Today, Nour has helped to train and find rewarding employment for 70 people in Unilever's Egypt sites. It has also focused on enhancing the livelihoods of women by finding them a role within Unilever Sustainable Living Plan projects that they wouldn't otherwise have been able to access.

Unum Group Corporation UK Disability Inclusion

Unum UK hosts local disability service providers for staff training and awareness, sponsors employees with disabilities and/or long-term health conditions on the Disability Rights UK Leadership Academy Programme, and supports the Superhero Series, the UK's one and only disability sports series. Further, Unum UK recently received the Disability Confident Leader accreditation, a Government scheme that supports employers to make the most of the talents.

Latin America (LATAM) Practices

Boehringer Ingelheim Pharmaceuticals, Inc. Brazil Deaf Employee Inclusion

In their Sao Paulo factory, Boehringer employs thirteen employees who are deaf. To ensure their full inclusion, human resources conducts sensitivity meetings with managers and provides a LIBRAS training course to help all employees learn Brazilian Sign Language. The company also emphasizes that all collective actions, such as meetings and town halls, include sign language interpreters to ensure everyone's inclusion and understanding.

General Motors Disability Inclusion in Quito, Ecuador

GM's Omnibus BB Transportes plant in Quito, Ecuador has been very successful in employing people with disabilities. Job positions are evaluated for adaptation to persons with disabilities; managers are trained in sign language; a buddy system is implemented during new hire onboarding to support those coming into the company; and leader-led discussions are held throughout the year regarding any personal and work concerns that might impact disability inclusion in the workplace.

Manpower Group Education and Training in Argentina and Mexico

In Argentina and Mexico, Manpower Group partners with over 500 government, corporate and non-profit organizations to provide guidance and training to people with disabilities, helping them improve their employability, secure jobs and achieve independence. Manpower also educates employers on accommodating individuals with disabilities in the workforce. Since 2001, thousands of people have found employment through Manpower programs.

North America (NA) Practices

TD Bank Canada's Assistive Technology Program

TD is the only bank in Canada to have a dedicated Assistive Technologies Research Lab that ensures that AT standards are up to date and offer the most possible benefits to TD Bank employees. The team researches, develops and tests the latest in AT to provide employees access to innovative and useful tools. The team also works closely with employees and their managers to ensure they are comfortable with their tools and have the ongoing support they need.