

SECTION 1: INCLUSIVENESS OF PwDs

A. INCLUSIVE POLICIES AND ORGANISATIONAL CULTURE

Organisations should not be discriminatory towards PwDs and should treat them at par with non-PwDs. This can be truly reflected in their organisational policies and culture. The questions in this component focus on this key aspect and cover four sub-components: **Equal Opportunity and Top Management Commitment; Organisational Policies and Culture; Social Responsibility (CSR); and Inclusiveness in the Supply Chain.**

1. What kind of policy is adopted by your organisation to be more inclusive of PwDs? Please select one that applies to your organisation.

No defined policy for equal opportunity and non-discrimination

A defined policy for equal opportunity; however it is about non-discrimination and diversity of workforce, without specific reference to PwDs

A 'Diversity Inclusion Policy' focusing on equal opportunity and non-discrimination, with employment of PwDs as one of the priority areas

An explicit 'Disability Inclusion Policy' for PwDs, which extends to vendors, suppliers, dealers, along with employees

Others (please specify)

2. To what extent is the top management of your organisation involved in promoting accessibility of PwDs? Please select points that are applicable to your organisation.

No defined targets/evidence of top management commitment for inclusion of PwDs

Senior/ top management has some targets for inclusion and growth of PwDs in the organisation, but they are not mandatory

Senior / top management has targeted goals for employment and accessibility of PwDs

A "Champion" among senior / top management who promotes the inclusion of PwDs, both internal and external to the organisation

Top management (Board of Directors or one level below) at least annually reviews the 'Disability Inclusion Policy' and achievement of annual targeted goals for inclusion of PwDs in employment, supply chain

Top management uses hiring, surveys, exit interviews and consumer surveys data to improve inclusiveness of PwDs

Others (please specify)

3. Which of the following organisational policies is adopted by your organisation for promoting inclusion of PwDs? Please select all those that are applicable to your organisation.

Recruitment and growth of PwDs	<input type="checkbox"/>
Gender protection within the category of PwDs	<input type="checkbox"/>
Reservations and affirmative actions in employment and supply chain	<input type="checkbox"/>
Disabilities acquired at work place	<input type="checkbox"/>
Disability acquired during employment	<input type="checkbox"/>
Work place adaptations	<input type="checkbox"/>
Equal opportunity in both in-house training and external vocational programmes	<input type="checkbox"/>
Participation in leisure, recreational and cultural activities	<input type="checkbox"/>
Awareness and sensitisation towards PwDs	<input type="checkbox"/>
Grievance redress of PwDs	<input type="checkbox"/>
Privacy and confidentiality of information	<input type="checkbox"/>
Procurement decisions to accommodate needs of PwDs	<input type="checkbox"/>
Others (please specify)	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

4. How is your organisational culture tailored to promote inclusiveness of PwDs? Please select all that are applicable to your organisation.

The services of external support service providers (SSP)/ disability organisations are engaged to facilitate the requirements of PwDs	<input type="checkbox"/>
A specific department within the organisation handles matters related to diversity and disability matters and is engaged in accommodating the needs of PwDs	<input type="checkbox"/>
Others policies (please specify)	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

5. To what extent does your social responsibility (CSR) policy focus on welfare of PwDs? Please select the option/s applicable to your organisation.

- Social Responsibility (CSR) policy does not make a direct reference to the welfare of PwDs, but covers them indirectly
- Social Responsibility (CSR) policy makes a direct reference to the welfare of PwDs
- Welfare of PwDs is one of the core areas of focus in the organisation's Social Responsibility (CSR) policy
- Others (please specify)

6. What percentage of social responsibility (CSR) funds are directed towards welfare of PwDs? Please select the option applicable to your organisation.

- CSR funds are occasionally targeted towards welfare of PwDs
- Up to 5% of CSR funds are earmarked towards the welfare of PwDs
- Between 5-20 % of CSR funds are earmarked towards the welfare of PwDs
- More than 20 % of CSR funds are earmarked towards the welfare of PwDs

7. To what extent does your organisation make efforts to include PwDs in the supply chain? Please select the option/s applicable to your organisation.

- The organisation does not have a defined policy for ensuring vendors/dealers are inclusive in their policies
- The organisation's supply chain policy states that it will not appoint vendors/ dealers with discriminatory policies; however there is no direct reference to PwDs
- The organisation's supply chain policy requires vendors and dealers to be non-discriminatory in their practices, with specific mention of discrimination against PwDs
- Promotes vendors and dealers that are non –discriminatory towards employing PwDs and arranges training/ sensitisation sessions for them for increasing PwD inclusiveness
- Top management performs an annual review of the supply chain policy and related compliance
- Signed undertakings are obtained from vendors/ dealers that they are inclusive in policies and practices without any discrimination against PwDs
- Others (please specify)

B. INCLUSIVE EMPLOYMENT

Persons with Disability (PwDs) are often discriminated against and do not get employed easily due to their disabilities. While equal opportunity in matters of employment is one the fundamental rights enshrined in our Constitution, a very large proportion of PwDs continue to be unemployed. Organisations need to be inclusive in their employment practices towards PwDs and offer suitable livelihood and growth opportunities to all types of PwDs. The questions in this component focus on this key aspect and cover four sub-components: **Percentage of Employees with Disabilities; Career Growth; Penetration of Employees with Disabilities across Functions; and Types of Disabilities Accommodated.**

8. What is the percentage of workforce with disabilities in your organisation? Please select the option applicable to your organisation.

Between 0 to 0.5%

0.51 to 1.5%

1.51 to 3%

Greater than 3%

9. What is the nature of the attrition rate of employees with disabilities in your organisation? Please select the option applicable to your organisation.

At par with other employees

Less than other employees

More than other employees

Cannot say

10. How many employees with disabilities have been promoted in your organisation? Please provide the numbers

Total number of promotions in the last 3 years

Promotions of employees with disabilities in the last 3 years



11. How many employees in the mid and higher managerial levels of your organisation are persons with disabilities?
Please provide the numbers requested below

Total number of employees at mid and higher managerial levels	<input type="text"/>
Number of employees with disabilities at the mid and higher managerial levels	<input type="text"/>

12. In which of the following departments of your organisation are PwDs employed? Please select the option/s applicable to your organisation.

Human Resources	<input type="checkbox"/>
Finance	<input type="checkbox"/>
Sales/Marketing	<input type="checkbox"/>
Research and Development	<input type="checkbox"/>
Backend Operations	<input type="checkbox"/>
Manufacturing/ Operations	<input type="checkbox"/>
Administration	<input type="checkbox"/>
Others (Please specify)	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

13. Which of the following persons with disabilities are employed in your organisation? Please select the option/s applicable to your organisation.

Blindness	<input type="checkbox"/>
Low Vision	<input type="checkbox"/>
Leprosy-cured	<input type="checkbox"/>
Hearing Impairment	<input type="checkbox"/>
Loco Motor Disability	<input type="checkbox"/>
Mental Illness	<input type="checkbox"/>
Others	<input type="checkbox"/>
None of the above	<input type="checkbox"/>



C. AWARENESS AND ADAPTATIONS

Organisations should not only be inclusive in employing PwDs, they should also ensure that employees with disabilities are well integrated into the organisation. PwDs should be offered conditions for satisfactory discharge of their duties, satisfactory relationship with other employees and society, and redress of grievance if any. The questions in this component focus on this key aspect and cover four sub-components: **Workplace Adaptations; Awareness and Sensitisation Programmes; Grievance Redress; and Social Inclusion.**

14. How does your organisation assist newly inducted employees with disabilities to adapt to their new work environment? Please select the option/s applicable to your organisation.

- An extended induction and orientation exists for employees with disabilities, accommodating their basic needs
- Induction and training programmes are specially designed and a senior employee is appointed as "buddy/ mentor" for smooth induction and adaptation of employees with disabilities at workplace
- Disability Employment Specialists (internal or external) are available to hand hold and support employees with disabilities and facilitate smooth induction
- Others (please specify)
- None of the above

15. What kind of work place adaptations are provided by the organisation for ease of work, comfort and career growth of employees with disabilities? Please select the option/s applicable to your organisation

- Assigning a buddy/assistant to navigate through routine corporate work
- Permitting time off for medical appointments or counselling
- Scheduling longer or more frequent work breaks
- Flexible work hours or offers to work from home part or whole time
- Less work hours compared to other employees
- Job sharing: a full time job is shared by two part-time employees with disabilities
- Job restructuring to accommodate employees with disabilities
- Others (please specify)
- None of the above



16. What efforts are made by your organisation to sensitise and improve awareness of employees towards the needs of PwDs? Please select the option/s applicable to your organisation.

- No focus on sensitisation of employees and senior managers towards PwDs or vice versa
- There is an informal effort in sensitising employees on how to engage with PwDs, including use of appropriate language, etc.
- There are structured Disability Etiquette standards to which all employees must conform
- Success stories of employees with disabilities are shared within the organisation through intranet to build awareness and sensitise all employees about PwDs
- Disability etiquette training is extended to vendors, dealers and customers
- Annually conducts a survey to gauge awareness and sensitivity of all employees towards issues concerning PwDs
- Others (please specify)

17. How does your organisation deal with grievances of PwDs? Please select the option/s applicable to your organisation.

- No guidance provided for redress of grievances of employees with disabilities
- Assigned line manager / HR manager resolves grievances such as discrimination, harassment etc. in an informal manner
- Written code of conduct that reflects the rights of employees with disabilities and addresses topics such as harassment, discrimination, etc.
- Ombudsman within the organisation for handling grievances of **employees** with disabilities
- Written code of conduct extends to grievances of vendors, clients, suppliers, customers and other stakeholders with disabilities
- A designated Ombudsman for handling grievances of all PwDs (employees and outsiders); contact details are published in a manner accessible to PwDs
- Others (please specify)



18. How does your organisation approach socialisation for and with PwDs? Please select the option/s applicable to your organisation.

No focused approach for inclusion and socialisation with PwDs	<input type="checkbox"/>
Disability Network within the organisation is promoted on a voluntary basis	<input type="checkbox"/>
Established Disability Network within the organisation that includes all employees	<input type="checkbox"/>
The organisation is a member of an External Disability Network and all employees including employees with disabilities are encouraged to participate	<input type="checkbox"/>
Functions within the organisation to celebrate International Disability Day or other occasions specific to PwDs	<input type="checkbox"/>
Special efforts are made for social inclusion of PwD employees and supply chain constituents in regular social events of the organisation	<input type="checkbox"/>
Employees are asked to volunteer with NGOs/ other organisations that engage with PwDs and their welfare	<input type="checkbox"/>
The organisation sponsors and actively participates in external functions / seminars etc. pertaining to PwDs	<input type="checkbox"/>
Conducts roundtable with representation from stakeholders related to PwDs for open dialogue and discussion to promote inclusion and socialisation of PwDs in every aspect of business	<input type="checkbox"/>
Others (please specify)	<input type="checkbox"/>

SECTION 2: ACCESSIBILITY OF PwDs

D. ACCESSIBILITY RELATED PRACTICES

PwDs are at a dis-advantage when channels of communication, work related or other tools or practices are not accessible to them. The organisation should adopt practices that are easily accessible to PwDs thus giving them equal opportunity to be recruited, to grow and to perform their duties effectively and efficiently. The questions of this component focus on this key aspect and cover three sub-components: **Accessibility of Recruitment and Selection Practices; Accessibility of Career Development Programs; and Accessibility of Workplace.**

19. Which of the following channels of recruitment does your organisation use to make it more accessible to a PwD talent? Please select the option/s applicable to your organisation.

Employment agencies specialising in PwDs	<input type="checkbox"/>
Academic institutions for PwDs	<input type="checkbox"/>
NGOs run for PwDs	<input type="checkbox"/>
Special magazines, TV and radio programmes intended for PwDs	<input type="checkbox"/>
Organisation's website that is accessible to PwDs	<input type="checkbox"/>
Participation in job fairs meant for PwDs	<input type="checkbox"/>
Working with organisations engaged in skilling PwD talent and targeted at providing them with appropriate opportunities	<input type="checkbox"/>
Internship/ apprenticeship programmes targeted at recruiting PwD talent	<input type="checkbox"/>
Others (please specify)	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

20. How does your organisation make recruitment and selection process more accessible for PwD talent? Please select the option/s applicable to your organisation.

Recruitment Manager has undergone some kind of orientation on how to engage and accommodate with PwD candidates	<input type="checkbox"/>
Recruitment managers/ interviewers undergo formal training on the process of interview, selection and accommodation of PwD candidates	<input type="checkbox"/>

A written set of standards for recruitment and selection of PwDs that includes job analysis of all positions so that hiring of PwD employees is properly accommodated

Others (please specify)

None of the above

21. How does your organisation offer career development opportunities to employees with disabilities? Please select the option/s applicable to your organisation.

Career development (in house training, skills acquisition, vocational training) and opportunities for promotions are offered to all employees without any special focus on employees with disabilities

Communication of opportunities for career development and promotions are in a format easily accessible by employees with disabilities

Special sessions are organised for communicating career development opportunities to employees with disabilities

The organisation has adopted digital learning materials that are ISO/IEC 24751 certified for ease of accessibility and learning for employees with disabilities

In-house training programmes and external training programmes are adjusted for time schedules, PwD friendly venues, etc., to accommodate participation of employees with disabilities

External vocational training programmes and courses offered to employees with disabilities which have specially designed course material that is fully accessible to them with assistive technologies and conducted by institutes that are fully accessible by all types of PwDs

Others (please specify)

22. What kind of workplace **accommodations** are provided by your organisation to employees with disabilities? Please select the option/s applicable to your organisation.

There is no specific focus on accommodating the needs of employees with disabilities at the workplace

Basic workplace accommodations are provided at the workplace so that employees with disabilities are not at a substantially disadvantageous position in comparison with other employees

Before an employee joins, access consultants or disability specialists undertake an assessment of accommodations required at the workplace in consultation with PwD and other employees so that they are not at a substantially disadvantageous position in comparison with other employees

Workplace accommodations are reviewed annually by access consultants or disability specialists

Senior management approves contingency funds to promote accessibility and accommodate needs of PwDs

Budget are allocated to each department for accessibility and workplace adjustments



Centralised budget to pay for workplace accommodation in terms equipment, devices and other facilities specially required by employees with disabilities	<input type="checkbox"/>
Necessary modifications are provided at the work station as well as general office equipment for the convenience and easy accessibility of PwDs	<input type="checkbox"/>
Work stations for PwDs are designed under ISO 26800: 2011 standards and office equipment (photocopying machines, printers and multi-function devices) are ISO/IEC 10779:2008 certified	<input type="checkbox"/>
Special transport facilities accessible to employees with disabilities are provided	<input type="checkbox"/>
Others (please specify)	<input type="checkbox"/>



E. INFRASTRUCTURE ACCESSIBILITY

Accessibility should be viewed as a right of an individual and should not be seen as an aspect of sympathy. Organisations, therefore, have an obligation to provide an environment that is accessible to all PwDs. This not only includes having barrier-free built environments, but also accessibility to organisational information. Organisations should aim to adopt universal design features in their physical, online and other infrastructure, to make them accessible to persons with different types of disabilities. The questions in this component focus on this key aspect and cover three sub-components: **Physical Infrastructure Accessibility; Accessibility of Information and Communication; and Accessibility of Web Portals.**

15. 23. Is the physical infrastructure in your organisation accessible to PwDs? Please select the option/s applicable to your organisation.

- | | |
|---|--------------------------|
| Minor modifications done in the physical facilities and infrastructure; accessible to at least two types of disabilities | <input type="checkbox"/> |
| Major modifications are done in physical infrastructure to comply with more than 50 % standards of universal design of buildings (ISO 21542:2011). Accessible to at least three types of disabilities | <input type="checkbox"/> |
| An accessibility audit of physical facilities/ infrastructure is carried out at least once in three years by technical experts | <input type="checkbox"/> |
| Universal design features (ISO 21542:2011) are part of the organisation's standards for offices, redesigns and new buildings. Accessible to people with all types of disabilities | <input type="checkbox"/> |
| More than 80 % of office buildings comply with universal design standards (ISO 21542:2011) | <input type="checkbox"/> |
| Third party certification is undertaken for offices and buildings to assess whether they meet international benchmarks of universal design once in three years | <input type="checkbox"/> |
| Others (please specify) | <input type="checkbox"/> |
| None of the above | <input type="checkbox"/> |

24. How does your organisation ensure that information and communication are more inclusive and accessible to PwDs? Please select the option/s applicable to your organisation.

- | | |
|---|--------------------------|
| Basic efforts in making some of the organisation's information accessible to people with disabilities in alternative formats | <input type="checkbox"/> |
| Reasonable assistive technologies and devices are available to PwDs on demand for better communication | <input type="checkbox"/> |
| The organisation's information and communications are made available to people with different kinds disabilities in a customised manner or case-by-case basis | <input type="checkbox"/> |
| Compliance with ISO 17069:2014 international standards for making physical, tele-conference or web-conference meetings accessible to PwDs | <input type="checkbox"/> |
| Special training programmes are conducted within the organisation (such as sign language, lip reading) for effective communication with PwDs | <input type="checkbox"/> |



- The organisation adopts ISO 14289 standards for making all electronic documents accessible to PwDs
- The organisation uses ISO/IEC 13066-1:2011 certified IT platforms that have interoperability with assistive technology (AT) and devices are provided to PwDs for better information and communication
- Annual assessment & third party certification are undertaken to review accessibility barriers in information and communications
- Others (please specify)
- None of the above

25. Is the organisation's website accessible by PwDs? Please selection the option/s applicable to your organisation.

- The website has only basic features for accessibility of PwDs; accessible by up to two types of disabilities
- The website complies with more than 50% of the global standards of accessibility for PwDs (ISO/IEC 40500:2012 : "Web Content Accessibility Guidelines (WCAG) 2.0 - W3C"); accessible by at least four types of disabilities
- A user interface survey is conducted among PwD employees and those in the organisation's supply chain to assess 'user-friendliness' of the website by PwDs
- The website follows universal web design features and is 100% compliant with global accessibility guidelines (ISO/IEC 40500:2012 : "Web Content Accessibility Guidelines (WCAG) 2.0 - W3C"); accessible by all types of disabilities
- An annual audit /third party certification is conducted to ensure compliance with global standards on website accessibility
- Others (please specify)
- None of the above



F. PRODUCTS AND SERVICES

Products and services provided by an organisation should be usable by all to the greatest extent possible. Thus organisations should ensure that their products/ services meets universal accessibility benchmarks so that they are accessible by people with different types of disabilities. The questions in this component focus on this key aspect and cover three sub-components: **Product/ Service Development; Accessibility of Products & Services; and Accessibility in the Supply Chain.**

26. Which of the following is applicable to your organisation with regard to development of inclusive and accessible products/ services? Please select the option/s applicable to your organisation.

Needs of PwDs are not considered at product/service development stage

Needs of PwDs are considered informally or on a case-to-case basis at product/service development stage

PwD specific product/ service needs are considered and embedded into products/services only after development of primary product/ service

The organisation has a written policy to make PwD accessible products /services at the development stage

R&D, products/ services development team engages with stakeholders representing PwDs during product/ service development to make them more accessible to PwDs

The organisation reviews its policy and strategy at least once in three years to address the state of accessibility of products and services and action to be taken to make them more inclusive during product/ service development stage

The organisation has adopted international standards (ISO/IEC Guide 71:2014) for considering accessibility requirements, directly or indirectly, in products, services or built environments used by PwDs during development stage

Others (please specify)

27. Does your organisation make products/ services that are PwD accessible? Please select the option/s applicable to your organisation.

The organisation does not sell any products or service that are accessible by PwDs

Products are however manufactured/ services are provided only on a need basis, i.e. based on specific orders

Partially accessible products: The organisation manufactures and sells products which have only some features that make them PwD accessible or are usable by persons with only certain types of disabilities

Brochures / pamphlets for sale of products and services are PwD user friendly to enable conscious and informed purchase decisions

The organisation manufactures PwD usable products/ offers services (with audio, Braille, visual, etc. features), for which the PwD does not require external support

Products / services are compatible with available assistive technologies/ devices, or such technologies/ devices are made available to the consumer for improving PwD accessibility of products / services

Others (please specify)

28. How does your organisation ensure PwD accessibility in the supply chain? Please select the options applicable to your organisation.

The organisation's supply chain policy does not have direct reference to accessibility standards for suppliers/ vendors, but gives preference to suppliers / vendors who are willing to increase accessibility towards PwDs

Supply chain policy has direct reference on accessibility standards of vendors and suppliers

Promotes Dealers/ Vendors who incorporate/ agree to incorporate accessibility features in their infrastructure facilities (both physical and virtual)

Signed undertakings are obtained from vendors/ dealers that their infrastructural facilities (both physical and virtual) are accessible

All major dealers/ vendors are assessed at least once in three years on international accessibility standards (physical, virtual and product/services) as applicable

Others (please specify)

None of the above

29. Please describe your organisation's approach towards inclusiveness and accessibility of PwDs which are not covered in any of the questions above

About the Index

The Inclusiveness and Accessibility Index is a service being extended to the industry to participate in the Campaign by voluntarily evaluating their readiness for making the workplace accessible for Persons with Disability.

The Index is a set of benchmarks that has been structured in a four level maturity model. The Toolkit based on the model assists companies, irrespective of size and scale, in identifying their level of preparedness and gives an action plan for building their accessibility.

Benefits of the Index

The Inclusiveness and Accessibility Index will help organisations

- Benchmark against best practices.
- Take progressive steps to increase support, inclusiveness and accessibility.
- Fully utilize diverse talent pool.
- Reduce employee turnover, increase employee loyalty and increase morale and productivity of other employees in the organisation.
- Create a positive brand image
- Expand customer base through new products and services.
- Enhance shareholder value

Above all, the Inclusiveness and Accessibility Index shall promote human dignity and social cohesion where all citizens of the society have access to equal opportunities to fully realise their potential.

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