Government of India

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INCLUSIVENESS AND ACCESSIBILITY INDEX

A Toolkit for Organizations to promote
Inclusiveness of Persons with Disabilities

Department of Empowerment of Persons with Disabilities,
Ministry of Social Justice and Empowerment
Government of India

Department of Empowerment of Persons with Disabilities
Ministry of Social Justice & Empowerment
Government of India

Accessible India Campaign

Accessible India - Empowered India

Department of Empowerment of Persons with Disabilities
Ministry of Social Justice & Empowerment

FICCI

Inclusiveness and Accessibility Index

On December 3, 2015, on International Day of Persons with Disabilities (PwDs), the Government of India launched the "Accessible India Campaign" (Sugamya Bharat Abhiyan). A nationwide campaign for achieving universal accessibility for PwDs and to create an enabling and barrier free environment, it focusses on three verticals: Built Environment; Public Transportation and Information & Communication Technologies.

As part of this campaign the Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice and Empowerment, GoI in collaboration with Federation of Indian Chambers of Commerce and Industry (FICCI) have introduced an index, to measure inclusiveness and accessibility of PwDs across different kinds of organisations. The composite index is split into two independent sub-indices that separately measure inclusiveness, and accessibility (I&A).

The Inclusiveness and Accessibility Index (I&A Index) or toolkit is not a substitute for the legal obligations that exist under national or international regulatory regimes. It aims at assessing the current stage of inclusiveness and accessibility of PwDs in an organisation and also acts as a guide for taking progressive steps to increase support, inclusiveness and accessibility towards persons / employees with disabilities.

The toolkit is based on research, and the best examples and experiences of organisations that have taken initiatives to increase accessibility of PwDs and have benefited from such initiatives. It is driven by the key principles of:

✓ The UN Convention on Rights of Persons with Disabilities (UNCRPD);
✓ The ILO Code;
✓ National and international standards that promote accessibility and inclusiveness of PwDs.

A holistic approach has been adopted while preparing the toolkit so that it may be applied and used by organisations irrespective to their size and scale. As an organisation increases in size or becomes more sensitive towards adopting practices to increase accessibility towards PwDs, the framework will be able to easily capture such progress and it will be reflected in the ratings. The elements of the toolkit take into consideration the impact of an organisation's actions in ensuring inclusiveness and accessibility for PwDs, not only on its internal dynamics but also in its interactions with the outside world.

To facilitate measurement of this index, a questionnaire has been designed to assess an organisation's standing on the I&A Index. The questionnaire is designed to enable the assessor to give appropriate ratings to individual organisations that choose to be assessed.

The questionnaire also has two sections applicable to the two indices: Inclusiveness and Accessibility. Each section has three key components. Questions can be easily answered by an organisation by ticking the appropriate parameters that are applicable. However, care must be taken that each 'tick' mark is substantiated with credible evidence.

Participation / using this index/toolkit is purely voluntary and based on an individual organisation's desire to be measured on the index, to understand where they stand in terms of inclusiveness and accessibility of PwDs.

INCLUSIVENESS AND ACCESSIBILITY INDEX

Component	Scale	1	2	3	4	Component Ratings
INCLUSIVENESS SUB-INDEX						
A	**INCLUSIVE POLICIES AND ORGANISATIONAL CULTURE**					
A.1	Equal Opportunity and Top Management Commitment					
A.2	Organisational Policies and Culture					
A.3	Corporate Social Responsibility (CSR)					
A.4	Inclusiveness in the Supply Chain					
B	**INCLUSIVE EMPLOYMENT**					
B.1	Percentage of Employees with Disabilities					
B.2	Career Growth					
B.3	Penetration of Employees with Disabilities across Functions					
B.4	Types of Disabilities Accommodated					
C	**AWARENESS AND ADAPTATIONS**					
C.1	Workplace Adaptations					
C.2	Awareness and Sensitisation Programmes					
C.3	Grievance Redress					
C.4	Social Inclusion					

Note

Scale:

0-1: Needs Significant Improvement, Up to 2: Average, Up to 3: Good, Up to 4: Excellent

ACCESSIBILITY SUB-INDEX						
Component	Scale	1	2	3	4	Component Ratings
D	**ACCESSIBILITY RELATED PRACTICES**					
D.1	Accessibility of Recruitment and Selection Practices					
D.2	Accessibility of Career Development Programmes					
D.3	Accessibility of Workplace					
E	**INFRASTRUCTURAL ACCESSIBILITY**					
E.1	Physical Infrastructure Accessibility					
E.2	Accessibility of Information and Communication					
E.3	Accessibility of Web Portals					
F	**PRODUCTS AND SERVICES**					
F.1	Product/ Service Development					
F.2	Accessibility of Products & Services					
F.3	Accessibility in the Supply Chain					

Note

Scale:

0-1: Needs Significant Improvement, Up to 2: Average, Up to 3: Good, Up to 4: Excellent

Methodology

The toolkit is designed as a maturity model with measurable steps defined as 'indicators' to enable an organisation to progressively improve its ranking on the Inclusiveness and Accessibility Index.

The methodology for determining the position of an organisation on the inclusiveness and accessibility index is as follows:

- Each of the sub-indices Inclusiveness and Accessibility have equal weightage in the composite index.

- Both Inclusiveness and Accessibility sub-indices have 3 components each. Each of these three components have equal weightage in the related index.

- The Inclusiveness and Accessibility sub-indices, therefore, are computed by calculating the average of the sub-component rating scores.

- Each sub-component has various indicators which carry specific rating points. The rating for these indicators at a particular rating scale (1 to 4) add up to 1. For example, if an organisation complies with only one indicator at rating level 2 of a sub-component, then, the rating for that sub-component is 1 plus the value of that indicator in the rating scale of level 2 of that sub-component.

- The columns signifying ratings of sub components (ranging from 1 to 4 on the level of performance) are not mutually exclusive and each successive rating is built on the previous level.

Rating each component and their sub-component is based on three dimensions:

- ➤ Availability of an approach or a policy or an SOP evidencing the answers to the questionnaire;

- ➤ The degree of implementation; and

- ➤ The outcomes or results.

Information in this regard would therefore need to be provided by the organisation being assessed. **Care must be taken to ensure that each 'tick' mark is substantiated with credible evidence**.

The following table describes the indicators or the criteria to be fulfilled by an organisation at each level to meet the expectations of inclusiveness and accessibility for persons with disabilities. Each of the levels have been categorised based on indicative and relative parameters, and provides a broad guidance for measuring inclusiveness and accessibility levels in an organisation and also enables tracking progress over time.

Particulars	Index
Inclusiveness and Accessibility Index (Average of the two Sub-Indices)	XX
Inclusiveness Sub-Index (Average of A, B and C)	XX
Accessibility Sub-Index (Average of D, E and F)	XX

Scale:

Up to 1: Needs Significant Improvement   Up to 3: Good

Up to 2: Average   Up to 4: Excellent

		INCLUSIVENESS SUB-INDEX				
		XXX (Average of ratings of components A, B and C)				
Component	Scale	1	2	3	4	Component Rating
A	INCLUSIVE POLICIES AND ORGANISATIONAL CULTURE					XXX (average of ratings of sub-components A.1 to A.4)
A.1	Equal Opportunity and Top Management Commitment	No defined policy for equal opportunity and non-discrimination (0.5) No defined targets/evidence of top management commitment for inclusion of PwDs (0.5)	A defined policy for equal opportunity, however it is about non-discrimination and diversity of workforce, without specific reference to PwDs (0.5) Defined ownership at senior/ top management for inclusion and growth of PwDs, however no targets are defined (0.5)	A 'Diversity Inclusion Policy' focusing on equal opportunity and non-discrimination, with employment of PwDs as one of the priority areas (0.33) Senior / top management has targeted goals for employment and growth of PwDs (0.33) A "Champion" among senior / top management who promotes the inclusion of PwDs, both internal and external to the organisation (0.33)	An explicit 'Disability Inclusion Policy' for PwDs, which extends to vendors, suppliers and dealers, along with employees (0.33) 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 (0.33) Top management uses hiring, surveys, exit interviews and consumer surveys data to improve inclusiveness of PwDs (0.33)	
A.1 Sub-Total		(0.50+0.50)= 1	1+(0.50+0.50)= 2	2+(0.33+0.33+0.33)= 3	3+(0.33+0.33+0.33)= 4	XX
A.2	Organisational Policies and Culture	Organisational policies do not directly focus on inclusion of PwDs (1)	Organisational policies recognise needs of the PwDs and adopted at least two polices for inclusion of PwDs (1)	Organisational policies have a specific focus for inclusion of PwDs and has adopted at least six policies related to them (0.5) Services of an external support service provider (SSP)/ disability organisation are availed for inclusion of PwDs (0.5)	Organisational policies have a specific focus for inclusion of PwDs and has adopted at least nine polices related to them (0.5) A specific department within the organisation handles matters related to diversity and disability and is engaged in better accommodating the needs of PwDs (0.5)	
A.2 Sub-Total		1	1+1= 2	2+(0.50+0.50)= 3	3+(0.50+0.50)= 4	XX

Component	Scale	1	2	3	4	Component Rating
A	INCLUSIVE POLICIES AND ORGANISATIONAL CULTURE					XXX (average of ratings of sub-components A.1 to A.4)
A.3	Social Responsibility (CSR)	Social Responsibility (CSR) policy does not make a direct reference to the welfare of PwDs, but covers them indirectly (0.5) CSR funds are occasionally targeted towards welfare of PwDs (0.5)	Social Responsibility (CSR) policy does not have direct reference to the welfare of PwDs, but covers them indirectly (0.5) Up to 5% of CSR funds are earmarked towards the welfare of PwDs (0.5)	Social Responsibility (CSR) policy makes a direct reference to the welfare of PwDs (0.5) Between 5-20 % of CSR funds are earmarked towards the welfare of PwDs (0.5)	Welfare of PwDs is one of the core areas of focus in the organisation's Social Responsibility (CSR) policy (0.5) More than 20 % of CSR funds are earmarked towards the welfare of PwDs (0.5)	
A.3 Sub-Total		(0.50+0.50)= 1	1+(0.50+0.50)= 2	2+(0.50+0.50)= 3	3+(0.50+0.50)= 4	XX
A.4	Inclusiveness in the Supply Chain	The organisation does not have a policy ensuring vendors/dealers are inclusive in their policies with regard to PwDs (1)	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 (1)	The organisation's supply chain policy requires vendors and dealers to be non-discriminatory in their practices, with specific mention of discrimination against PwDs (0.5) Promotes vendors and dealers that are non –discriminatory towards employing PwDs and arranges training/ sensitisation sessions for them for increasing PwD inclusiveness (0.5)	Top management performs an annual review of the supply chain policy and related compliance (0.5) Signed undertakings are obtained from vendors/ dealers that they are inclusive in policies and practices without any discrimination against PwDs (0.5)	
A.2 Sub-Total		1	1+1= 2	2+(0.50+0.50)= 3	3+(0.50+0.50)= 4	XX

Component	Scale	1	2	3	4	Component Rating
B	INCLUSIVE EMPLOYMENT					XXX (average of ratings of sub-components B.1 to B.4)
B.1	Percentage of Employees with Disabilities	Employees with disabilities constitute 0 to 0.5 % of the total work force (1)	Employees with disabilities constitute up to 1.5 % of the total work force (1)	Employees with disabilities constitute up to 3% of the total work force (0.75) Attrition rate of employees with disabilities is at par with other employees (0.25)	Employees with disabilities constitute more than 3% of the total work force (0.75) Attrition rate of employees with disabilities is less than other employees (0.25)	
B.1 Sub-Total		1	1+1= 2	2+(0.75+0.25)= 3	3+(0.75+0.25)= 4	XX
B.2	Career Growth	Employees with disabilities promoted to the next level constitute up to 0.5 % of the workforce promoted in the last 3 years (0.5) Employees with disabilities have less than 1 % representation at mid or higher level management positions (0.5)	Employees with disabilities promoted to the next level constitute up to 2 % of the workforce promoted in the last 3 years (0.5) Employees with disabilities have 1-2 % representation at mid or higher level management positions (0.5)	Employees with disabilities promoted to the next level constitute up to 3% of the workforce promoted in the last 3 years (0.5) Employees with disabilities have 2-3 % representation at mid or higher level management positions (0.5)	Employees with disabilities promoted to the next level constitute more than 3% of the workforce promoted in the last 3 years (0.5) Employees with disabilities have more than 3 % representation at mid or higher level management positions (0.5)	
B.1 Sub-Total		(0.50+0.50)= 1	1+(0.50+0.50)= 2	2+(0.50+0.50)= 3	3+(0.50+0.50)= 4	XX
B.3	Penetration of Employees with Disabilities across Functions	Employs PwD talent in 0-1 organisational functional areas (1)	Employs PwD talent in at least 2 organisational functional areas (1)	Employs PwD talent in 3-4 types of organisational functional areas (1)	Employs PwD talent in more than 4 organisational functional areas including client facing roles (1)	
B.3 Sub-Total		1	1+1= 2	2+1= 3	3+1= 4	XX
B.4	Types of Disabilities Accommodated	The organisation accommodates 0-1 type of disability (1)	The organisation accommodates up to 2 types of disabilities	The organisation accommodates 3-4 types of disabilities (1)	The organisation accommodates more than 4 types of disabilities (1)	
B.4 Sub-Total		1	1+1= 2	2+1= 3	3+1= 4	XX

Component	Scale	1	2	3	4	Component Rating
C	AWARENESS AND ADAPTATIONS					XXX (average of ratings of sub-components C.1 to C.4)
C.1	Workplace Adaptations	There is no specific focus on induction and orientation programmes for newly recruited employees with disabilities (1)	An extended induction and orientation exists for employees with disabilities, accommodating their basic needs (0.5) Basic workplace adaptations are provided so that employees with disabilities are not at a substantially disadvantageous position in comparison with other employees. They include: -Assigning a buddy/assistant to navigate through organisation's routine work - Permitting time off for medical appointments or counselling (0.5)	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 (0.5) Work place adaptations are provided by the organisation for the comfort of employees with disabilities such as: - Scheduling of 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 (0.5)	Disability Employment Specialists (internal or external) are available to hand hold and support employees with disabilities and facilitate smooth induction (0.5) Work place adaptations are provided by the organisation for ease of work, comfort and career growth of employees with disabilities : - job sharing: a full time job is shared by two part-time employees with disabilities - job restructuring to accommodate employees with disabilities (0.5)	
C.1 Sub-Total		1	1+(0.50+0.50)= 2	2+(0.50+0.50)= 3	3+(0.50+0.50)= 4	XX
C.2	Awareness and Sensitisation Programmes	No focus on sensitisation of employees and senior managers towards PwDs or vice versa (1)	There is informal effort in sensitising employees on how to engage with PwDs, including use of appropriate language, etc. (1)	There are structured Disability Etiquette standards to which all employees must conform (0.5) Success stories of employees with disabilities are shared within the organisation through intranet to build awareness and sensitise all employees about PwDs (0.5)	Disability etiquette training is extended to vendors, dealers and customers (0.5) Annually conducts a survey to gauge awareness and sensitivity of all employees towards issues concerning PwDs (0.5)	
C.2 Sub-Total		1	1+1= 2	2+(0.50+0.50)= 3	3+(0.50+0.50)= 4	XX

Component	Scale	1	2	3	4	Component Rating
C	**AWARENESS AND ADAPTATIONS**					**XXX (average of ratings of sub-components C.1 to C.4)**
C.3	Grievance Redress	No guidance provided for redress of grievances of employees with disabilities (1)	Assigned line manager / HR manager resolves grievances such as discrimination, harassment etc. in an informal manner (1)	Written code of conduct that reflects the rights of employees with disabilities and addresses topics such as harassment, discrimination, etc. (0.5) Ombudsman within the organisation for handling grievances of employees with disabilities (0.50)	Written code of conduct extends to grievances of vendors, clients, suppliers, customers and other stakeholders with disabilities (0.5) A designated Ombudsman for handling grievances of all PwDs (employees and outsiders); contact details are published in a manner accessible to PwDs (0.50)	
C.3 Sub-Total		**1**	**1+1= 2**	**2+(0.50+0.50)= 3**	**3+(0.50+0.50)= 4**	**XX**
C.4	Social Inclusion	No focused approach for inclusion and socialisation with PwDs (1)	Disability Network within the organisation is promoted on a voluntary basis (0.5) Functions within the organisation to celebrate International Disability Day or other occasions specific to PwDs (0.5)	Established Disability Network within the organisation that includes all employees (0.33) Special efforts are made for social inclusion of PwD employees and supply chain constituents in regular social events of the organisation (0.33) Employees are encouraged to volunteer with NGOs/ other organisations that engage with PwDs and their welfare (0.33)	The organisation is a member of an External Disability Network and all employees including employees with disabilities are encouraged to participate (0.33) The organisation sponsors and actively participates in external functions / seminars etc. pertaining to PwDs (0.33) 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 (0.33)	
C.4 Sub-Total		**1**	**1+(0.50+0.50)= 2**	**2+(0.33+0.33+0.33)= 3**	**3+(0.33+0.33+0.33)= 4**	**XX**

Component	Scale	1	2	3	4	Component Rating
	**ACESSIBILITY SUB-INDEX**					
	XXX (Average of ratings of components D, E and F)					
D	**ACCESSIBILITY RELATED PRACTICES**					**XXX (average of ratings of sub-components D.1 to D.3)**
D.1	Accessibility of Recruitment and Selection Practices	Job postings are not made on mediums that are accessible to PwD talent (1) Recruitment Manager has undergone some kind of orientation on how to engage with and accommodate PwD candidates (0.5)	Recruitment process uses 2-4 channels that are accessible to PwDs for posting job positions (0.5) Recruitment managers/ interviewers undergo formal training on the process of interview, selection and accommodation of PwD candidates (0.5)	Recruitment process uses 2-4 channels that are accessible to PwDs for posting job positions (0.5) Recruitment managers/ interviewers undergo formal training on the process of interview, selection and accommodation of PwD candidates (0.5)	Recruitment process uses more than four channels that are accessible to PwDs for posting job positions (0.5) 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 (0.5)	
D.1 Sub-Total		1	1+(0.50+0.50)= 2	2+(0.50+0.50)= 3	3+(0.50+0.50))= 4	XX
D.2	Accessibility of Career Development Programmes	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 (1)	Communication of opportunities for career development and promotions are in a format that is accessible by employees with disabilities (0.5) In-house training programmes and external training programmes are adjusted for time schedules, PwD friendly venues, etc., to accommodate participation of employees with disabilities (0.5)	Special sessions are organised for communicating career development opportunities to employees with disabilities (0.5) In-house training programmes accommodate the needs of employees with disabilities, with training handbooks and other materials provided in an accessible format (0.5)	Digital learning materials are provided that are ISO/IEC 24751 certified for ease of accessibility and learning for employees with disabilities (0.5) 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 (0.5)	
D.2 Sub-Total		1	1+(0.50+0.50)= 2	2+(0.50+0.50)= 3	3+(0.50+0.50))= 4	XX

Component	Scale	1	2	3	4	Component Rating
D	**ACCESSIBILITY RELATED PRACTICES**					**XXX** (average of ratings of sub-components D.1 to D.3)
D.3	Accessibility of Workplace	There is no specific focus on accommodating the needs of employees with disabilities at the workplace (1)	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 (0.5) Senior management approves contingency funds to promote accessibility and accommodate needs of PwDs (0.5)	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 (0.33) Budgets are allocated to each department for accessibility and workplace adjustments (0.33) Necessary modifications are provided at the work station as well as general office equipment for the convenience and easy accessibility of PwDs (0.33)	Workplace accommodations are reviewed annually by access consultants or disability specialists (0.25) Centralised budget to pay for workplace accommodation in terms of equipment, devices and other facilities specially required by employees with disabilities (0.25) 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 (0.25) Special transport facilities accessible to employees with disabilities are provided (0.25)	
D.3 Sub-Total		1	1+(0.50+0.50)= 2	2+(0.33+0.33+0.33)= 3	3+(0.25+0.25+0.25+0.25)= 4	XX

Component	Scale	1	2	3	4	Component Rating
E	INFRASTRUCTURAL ACCESSIBILITY					XXX (average of ratings of sub-components E.1 to E.3)
E.1	Physical Infrastructure Accessibility	No focus on improving physical infrastructure for accessibility of PwDs (1)	Minor modifications done in the physical facilities and infrastructure; accessible to at least two types of disabilities (1)	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 (0.5) An accessibility audit of physical facilities/ infrastructure is	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 (0.33) More than 80 % of office buildings comply with universal design standards (ISO 21542:2011) (0.33) Third party certification is undertaken for offices and buildings to assess whether they meet international benchmarks of universal design once in three years (0.33)	
E.1 Sub-Total		1	1+1= 2	2+(0.50+0.50) = 3	3+(0.33+0.33+0.33)= 4	XX
E.2	Accessibility of Information and Communication	No specific effort is made to remove barriers of information and communication for PwD inclusion (1)	Basic efforts in making some of the organisation's information accessible to people with disabilities in alternative formats (0.5) Reasonable assistive technologies and devices are available to PwDs on demand for better communication (0.5)	Organisation's information and communications are made available to people with different disabilities in a customised manner or case-by-case basis (0.33) Compliance with ISO 17069:2014 international standards for making physical, tele-conference or web-conference meetings accessible to PwDs (0.33) Special training programmes are conducted within the organisation (such as sign language, lip reading) for effective communication with PwDs (0.33)	Adopts ISO 14289 standards for making all electronic documents accessible to PwDs (0.33) 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 (0.33) Annual assessment & third party certification are undertaken to review accessibility barriers in information and communications (0.33)	
E.2 Sub-Total		1	1+(0.50+0.50)= 2	2+(0.33+0.33+0.33)= 3	3+(0.33+0.33+0.33)= 4	XX

Component	Scale	1	2	3	4	Component Rating
E	INFRASTRUCTURAL ACCESSIBILITY					(average of ratings of sub-components E.1 to E.3)
E.3	Accessibility of Web Portals	The website is not specifically focussed at PwD accessibility (1)	The website has only basic features for accessibility of PwDs; accessible by up to two types of disabilities (1)	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 (0.5) 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 (0.5)	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 (0.5) An annual audit /third party certification is conducted to ensure compliance with global standards on website accessibility (0.5)	
E.3 Sub-Total		1	1+1= 2	2++(0.50+0.50)= 3	3+ (0.50+0.50)= 4	XX
F.1	Product/ Service Development	Needs of PwDs are not considered at product/service development stage (1)	Needs of PwDs are considered informally or on a case-to-case basis at product/service development stage (0.5) PwDs specific product/ service needs are considered and embedded into products/services only after development of primary product/ service (0.5)	The organisation has a written policy to make PwD accessible products /services at the development stage (0.5) R&D, products/ services development team engages with stakeholders representing PwDs during product/ service development to make them more accessible to PwDs (0.5)	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 (0.5) 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 (0.5)	
E.3 Sub-Total		1	1+1= 2	2++(0.50+0.50)= 3	3+ (0.50+0.50)= 4	XX

Component	Scale	1	2	3	4	Component Rating
F	PRODUCTS AND SERVICES					(average of ratings of sub-components F.1 to F.3)
F.1	Product/ Service Development	Needs of PwDs are not considered at product/service development stage (1)	Needs of PwDs are considered informally or on a case-to-case basis at product/service development stage (0.5) PwDs specific product/ service needs are considered and embedded into products/services only after development of primary product/ service (0.5)	The organisation has a written policy to make PwD accessible products /services at the development stage (0.5) R&D, products/ services development team engages with stakeholders representing PwDs during product/ service development to make them more accessible to PwDs (0.5)	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 (0.5) 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 (0.5)	
F.1 Sub-Total		1	1+(0.50+0.50)= 2	2++(0.50+0.50)= 3	3+ (0.50+0.50)= 4	XX
F.2	Accessibility of Products & Services	The organisation does not sell any products or service that are accessible by PwDs (1)	Products are however manufactured/ services are provided only on a need basis, i.e. based on specific orders (1)	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 (0.5) Brochures / pamphlets for sale of products and services are PwD user friendly to enable conscious and informed purchase decisions (0.5)	The organisation manufactures PwD usable products/ offers services (with audio, Braille, visual, etc. features), for which the PwD does not require external support (0.5) 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 (0.5)	
F.2 Sub-Total		1	1+1= 2	2++(0.50+0.50)= 3	3+ (0.50+0.50)= 4	XX

Component	Scale	1	2	3	4	Component Rating
F	PRODUCTS AND SERVICES					(average of ratings of sub-components F.1 to F.3)
F.3	Accessibility in the Supply Chain	Does not have any focus or policy on increasing accessibility of PwDs in the supply chain (1)	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 (1)	Supply chain policy has direct reference on accessibility standards of vendors and suppliers (0.5) Promotes Dealers/ Vendors who incorporate/ agree to incorporate accessibility features in their infrastructure facilities (both physical and virtual) (0.5)	Signed undertakings are obtained from vendors/ dealers that their infrastructural facilities (both physical and virtual) are accessible (0.5) All major dealers/ vendors are assessed at least once in three years on international accessibility standards (physical, virtual and product/services) as applicable (0.5)	
F.3 Sub-Total		1	1+1= 2	2++(0.50+0.50)= 3	3+ (0.50+0.50)= 4	XX

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INCLUSIVENESS AND ACCESSIBILITY
INDEX

Questionnaire for Organisations to promote
Inclusiveness of Persons with Disabilities

Department of Empowering Persons with Disabilities
Ministry of Social Justice and Empowerment
Government of India

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**Accessible
India
Campaign**

Accessible India - Empowered India

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FICCI

Inclusiveness and Accessibility of Persons with Disabilities (PwDs)

The Government of India on 3rd December, 2015 launched the "Accessible India Campaign" (Sugamya Bharat Abhiyan) as a nation-wide flagship campaign for achieving universal accessibility of PwDs. The vision is to have an inclusive society in which equal opportunities and access is provided for the growth and development of PwDs to lead productive, safe and dignified lives.

As a part of the "Accessible India Campaign," the Department of Empowerment of Persons with Disabilities (DEPwD) in collaboration with the Federation of Indian Chambers of Commerce and Industry (FICCI) have developed an index, to measure inclusiveness and accessibility of PwDs across different kinds of organisations. The composite index is split into two independent sub-indices that separately measure inclusiveness, and accessibility.

The index or toolkit is not a substitute for the legal obligations that exist under national or international regulatory regimes. It aims at assessing the current stage of inclusiveness and accessibility of persons with disabilities (PwDs) in an organisation. It also acts as a guide for taking progressive steps to increase support, inclusiveness and accessibility towards persons / employees with disabilities.

To facilitate measurement of this index, a questionnaire has been designed to assess an organisation's standing on the Inclusiveness and Accessibility Index of PwDs. The questionnaire is designed to enable the assessor to give appropriate ratings to individual organisations that choose to be assessed.

Just as the index is divided into two sub-indices, the questionnaire also has two sections applicable to the two indices: Inclusiveness and Accessibility. Each section has three key components. Questions can be easily answered by an organisation by ticking the appropriate parameters that are applicable. However, care must be taken that each 'tick' mark is substantiated with credible evidence.

Participation in this exercise is purely voluntary and based on an individual organisation's desire to be measured on the index, to understand where they stand in terms of inclusiveness and accessibility of PwDs.