Message from the ILO Global Business and Disability Network Secretariat

2012 REPRESENTED A YEAR OF FORMALLY ESTABLISHING THE ILO GLOBAL BUSINESS AND DISABILITY NETWORK, AND A STRATEGIC PLAN WAS DEVELOPED TO FOCUS ON THE DEVELOPMENT OF SPECIFIC TOOLS TO SUPPORT OUR NETWORK MEMBERS.

WE CONTINUE TO BE COMMITTED TO ASSIST OUR COMPANY MEMBERS AND EMPLOYERS’ ORGANISATIONS TO PROMOTE AND ADDRESS EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH DISABILITIES AND TO BENEFIT FROM A MORE DIVERSE WORKFORCE.

In 2012, the ILO Global Business and Disability Network membership comprised 39 multinational enterprises and 20 employers’ organizations and business networks. We are delighted that companies and employers’ organizations have shown growing interest in disability issues; both on national and regional levels. The Network increasingly received enquiries for technical assistance concerning disability matters in the workplace. Therefore, one of the key focuses of the Network is to facilitate sharing of motivating and encouraging business cases of our Network members. The ILO Code of Practice for managing disability in the workplace outlines best practices which enable companies to develop or improve the way in which disability is managed in the workplaces, as well as how skills of persons with disabilities can reach their best potential in the companies. This voluntary Code remains our key guide for our work.

In 2013, the Network will continue to expand the support to the companies and employers’ organizations and business networks, and welcome all your ideas and suggestions on different initiatives. We are led by our members and therefore aim to deliver support and tools targeted for businesses. It is with enthusiasm we are looking forward to the next years in both developing and strengthening our work together with you – the members of the Network – as well as reach out to potential new members and make the Network more sustainable in the long term.

Once again we offer our thanks to our Steering Committee members and other contributors for their invaluable support and commitment.

Deborah France-Massin
Director
Bureau for Employers’ Activities

Manuela Tomei
Director
Working Conditions and Equality Department
ABOUT THE
ILO GLOBAL
BUSINESS AND
DISABILITY
NETWORK

The global Network consists of multinational companies and employers’ organizations and business networks on disability, along with representatives of disabled persons’ organizations and other resource groups with international scope, to assist companies integrate disability into the workplace and their strategic business plans.

The Network is a joint activity of the ILO Bureau for Employers’ Activities and the Disability Group in the Conditions of Work and Equality Department, operating out of the ILO headquarters office in Geneva.

The Network has four main purposes and areas of focus:

- Sharing knowledge and identifying good practices among companies and employers’ organizations.
- Developing joint products and services for employers and companies to facilitate hiring and retention.
- Strengthening the work of employers’ organizations and business networks that have greater access to small and medium size companies at the national level, and building their technical expertise on disability issues.
- Linking companies to ILO activities and partners at the national level and working through their local offices and supply chains.

OUR AMBITION

The ILO Global Business and Disability Network wishes to foster the development of a workforce culture that is respectful and inclusive; promoting the hiring, retention and professional development of people with disabilities.

OUR MISSION

The ILO Global Business and Disability Network is an employer-led, member-based initiative that drives strategic business awareness about the positive relationship between the inclusion of people with disabilities and business success. It serves companies of all sizes and markets by encouraging knowledge-sharing and joint activities thus building disability expertise, facilitating the development of national networks and promoting the business and human rights cases for disability inclusion in the workplace.

OUR VISION

By 2015, the ILO Global Business and Disability Network will be recognized by international organizations, multinational enterprises and employers’ organizations as the global reference network to address disability in the workplace.
2012 YEAR IN REVIEW

ESTABLISHING SUSTAINABILITY

In 2012, the ILO Global Business and Disability Network membership was formalized and the official Membership Agreements were signed from the company members, agreeing to work towards more inclusive workplaces, and to participate in Network activities in accordance with the goals of the Network.

To date, the Network has been developed with the help of financial and human resources from within the ILO, and with financial and in-kind contributions of members. Currently, the Network is at a critical juncture as it seeks voluntary contributions from its members in order to maintain itself and its activities.

STEERING COMMITTEE

The Network’s Steering Committee was formed in early 2011 to provide ongoing strategic advice for the initiative and make recommendations to the ILO in moving activities forward.

The Steering Committee is composed of 11 members from three groups: multinational enterprises, employers’ organizations and disabled persons’ organizations.

In 2012, the Steering Committee met twice in person, and had six teleconference meetings.

30 JANUARY 2012:
PARIS, FRANCE

The Strategic Planning session was hosted by Carrefour in their Headquarters. The objective of this meeting was to create a mid-term strategy for the Network. The session was facilitated by BearingPoint Consulting. The outcomes of the meeting were to define the Network’s mission, vision and metrics, prioritize the Network deliverables, as well as recommendations on the Network governance (including the operational procedures and approach to funding and member recruitment).

14 MARCH 2012:
GENEVA, SWITZERLAND

As a follow-up to the Steering Committee meeting in January, a teleconference was conducted to review the draft strategic plan prepared by BearingPoint Consulting. In addition, the membership agreement was discussed.

11 JUNE 2012:
GENEVA, SWITZERLAND

The Steering Committee met in Geneva during the International Labour Conference to discuss the expansion of the Network through recruitment of new members, and its newly established membership agreement. The meeting also discussed the template that is used to review the company profiles, as well as the template for the initiative to develop country profiles on disability related legislation and policies in different countries of interest to the Network members.
**STUDY VISIT**

31 JANUARY 2012, CARREFOUR TOUR – MONTESSON, FRANCE

A study visit was organized as part of the first Steering Committee meeting in January. The participants were introduced to Carrefour’s disability programme, and they had the opportunity to familiarize with one of the company’s stores employing 57 disabled persons.

Participants of the Carrefour tour

**REGIONAL MEETING**

23 FEBRUARY 2012: JOHANNESBURG, SOUTH AFRICA HOSTED BY STANDARD BANK

The fifth Network regional meeting was held in 2012 in Johannesburg. The one-day meeting was attended by nearly 50 participants who shared experiences in working with disability inclusion programmes, especially in Africa. The ILO focused on presenting the implications of countries ratifying the UN Convention on the Rights of Persons with Disabilities.

Participants engaged in group work, Johannesburg

**WEBINAR**

The Network expanded its communication and knowledge sharing with in addition to its regular meetings, and among its members, as well as non-members, by introducing webinar sessions.

21 NOVEMBER 2012: EMPLOYEE RESOURCE GROUP FOR PEOPLE WITH DISABILITIES

The first webinar was organized in November, and the participants discussed the challenges and benefits of establishing internal employee resource groups for people with disabilities. The webinar session was led by two companies (Dow Chemicals and Novartis) that also shared their models for enhancing awareness on disability issues internally, as well as supporting their employees with disabilities to reach their potential.

The Network will have regular webinars on issues on disability inclusion that are of interest to its members.

**PUBLICATIONS**

To promote good practice and the sharing of knowledge in more languages, the Network produced the Chinese versions of the following ILO publications were published: Disability in the Workplace: Employers’ Organizations and Business Networks and Disability in the Workplace: Company Practices. The publications are mainly disseminated to the Chinese employers through the ILO Country Office in Beijing.
OTHER EVENTS
11 JUNE 2012: SPECIAL SESSION ON THE NETWORK, INTERNATIONAL LABOUR CONFERENCE

To mark its transition from an informal group of businesses and employers’ organizations to a Network with a formalized structure, membership agreement, and a Steering Committee, a special event was organized during the 101st session of the International Labour Conference (ILC) of the ILO. The special session introduced the ILO Global Business and Disability Network and included an interactive panel discussion on how the Network was evolving to meet the disability diversity needs of its members. Furthermore, experiences were shared by senior executives of multinational enterprises and employers’ organizations on their business experience to include people with disabilities in the workplace and the value of the Network. The discussants of the panels were Valerie Guertler-Doyle (Novartis), Javier Constante and John Carton (Dow Chemical Company), Jean-Christophe Deslarzes (Carrefour), Ronnie Goldberg (US Council for International Business, USCIB), Ravi Peiris (Employers’ Federation of Ceylon, EFC), and Stefan Tromel (International Disability Alliance, IDA).

Panel discussion at the special session on the Network, Geneva

NOVEMBER 2012: ILO CONSTITUENTS’ SUPPORT TO THE NETWORK

A milestone for the Network was reached at the 316th Governing Body (GB) session of the ILO. The Disability Inclusion report was discussed and adopted by the members of the GB, the executive body of the ILO. The discussions among the GB members were encouraging, and the report was strongly endorsed by the employers’ and government representatives. The Network’s public-private partnerships are seen as innovative ways of engaging with the private sector. The report emphasizes that the objective of the Network’s near future is to become financially and operationally sustainable, to provide increasingly valuable support to employers in managing disability in the workplace, as well as share business cases on disability inclusion.

During the GB in November, a separate report was also presented on the public-private partnerships.


PROMOTING DISABILITY MANAGEMENT IN THE WORKPLACE

The Network helps members respond to their needs for information, guidance, coaching or support related to disability on a global, regional or national level so they can link or partner with the type of organization that best meets their needs to create an inclusive workforce.

START OF THE NETWORK WORKING GROUPS: COUNTRY STUDIES

The Network organized the first working group in 2012. One of the key services the members expressed to be important at the Strategic
Planning session organized in January and through the survey conducted in 2011, was the development and production of country-level specific information on the countries’ legal frameworks, (local) definitions of disability, training opportunities for persons with disabilities, as well as specific documents for employers’ organizations. The Network has started to work on country specific studies for those countries where member interest is greatest, namely, Brazil, China and India, among others.

COMMUNICATION & MEDIA

WEB SITE
The Network launched its French and Spanish websites in 2012.

NEWSLINE
Three newsletters were produced in April, August and December 2012, to inform the members of the Network activities and the members' events during the period.

OTHER

DECEMBER 2012:
INFORMAL NETWORK MEETING IN BANGALORE
HOSTED BY INFOSYS CAMPUS

The purpose of this meeting was to discuss the current situation of disability issues, the way forward, and how to engage other companies, especially the SMEs in this effort. The meeting was an opportunity to follow up on the formal event of the ILO Global Business and Disability Network held in February 2011. The following member companies participated in the meeting: Accor, Adecco, Aditya Birla Minacs, Accenture, Dell, Infosys, Mphasis, Tata Consultancy Services, Thomson Reuters, and Wipro. The Confederation of Indian Industries (CII) was also represented during the meeting. Several of the companies present are also CII members; this group can be a vehicle for global network activities.

DECEMBER 2012:
VISIT TO TATA CONSULTANCY SERVICES
The ILO Senior Specialist in Disability Inclusion, Debra Perry, had a meeting with Tata Consultancy Services in Mumbai to discuss latest developments of the company disability inclusion activities and the future activities of the ILO Global Business and Disability Network.

MAY 2012:
SERASA EXPERIAN: STARTING A DISABILITY NETWORK IN BRAZIL

In 2012, Serasa Experian launched a national network of employers interested in promoting the inclusion of disabled persons in the workplace in Brazil. The official launch was held during the 26th Forum on the Employability of People with Disabilities in Sao Paulo, on 2 May, 2012. This Forum is held by Serasa Experian every three months to exchange experiences related to hiring people with disabilities.

The idea of building such a network emerged after João Ribas, Diversity & Inclusion Coordinator at Serasa Experian, attended the ILO Global Business and Disability Network’s Buenos Aires meeting in 2011. The ILO Network provided an example of an initiative that could be replicated at the national level to respond to specific challenges faced by employers when including people with disabilities in the workplace.

During the event, Debra Perry, ILO’s Senior Specialist in Disability Inclusion, joined as a presenter to introduce the ILO Network. During her presentation, she stressed the importance of securing commitment from the top leadership to extend further opportunities to people with disabilities and to build a strong, successful national disability network.

The enthusiasm from the meeting was so great that just two days after the Forum, a group of companies as well as ILO’s Debra Perry met to discuss the organization of the Business Network for Social Inclusion (Rede Empresarial de Inclusão Social). They put together a Steering Committee composed then of nine companies and recruited
14 additional members. Since its creation, the steering committee meets weekly, and the entire Brazilian networks holds monthly meetings. Currently, the steering committee is composed of 11 companies, and the network has grown to comprise about 50 members across Brazil.

CHILEAN EMPLOYERS PROMOTING DISABILITY INCLUSION

During 2012, an agreement with the Federation of Chilean Industry (SOFOFA) was designed to put in place a “Business Strategy for labor inclusion of people with disabilities” to develop new and improved services offered by SOFOFA to its members in the area of disability inclusion.

A survey was implemented to identify the main obstacles faced by enterprises when hiring people with disabilities and to have concrete elements to design policies that would promote labor inclusion of persons with disabilities. Five specific tools were designed to support employers in hiring people with disabilities:

- Making the business case for hiring people with disabilities.
- Step by step protocol for enterprises wishing to incorporate people with disabilities in their workforce.
- Employers’ Guide to legal incentives and government programs to promote the inclusion of people with disabilities.

ACKNOWLEDGEMENTS

We would like to acknowledge Standard Bank that hosted the regional meeting in Johannesburg, Carrefour for hosting and BearingPoint Consulting for facilitating the strategic planning steering committee meeting, and Infosys for hosting the informal network meeting in Bangalore.

We are also grateful to the members of the Steering Committee for their continuous support, guidance and commitment to develop the Network.
List of
STEERING COMMITTEE MEMBERS
2012

Multinational Enterprises

**Accor Hotels, France**
Ms. Frédérique Poggi
Director of Diversity

**Adecco, France**
Mr. Bruce Roch
Corporate Social Responsibility Manager

**Carrefour, France**
Ms. Mathilde Tabary
CSR and Social Responsibilities Manager

**Casino Group, France**
Mr. Matthieu Riche
Corporate Social Responsibility Director

**The Dow Chemical Company, Switzerland**
Mr. John Carton
Business Excellence Director

**Infosys, India**
Ms. Shachi Irde
Senior Diversity Lead

**Mphasis, India**
Ms. Meenu Bhambhani
Head of Corporate Social Responsibility

**Novartis, Switzerland**
Ms. Valerie Guertler-Doyle
Head of Diversity and Inclusion

**Standard Bank, South Africa**
Ms. Rachel Osikoya
Head of Diversity, Inclusion and Corporate Responsibility

Employers’ Organizations

**US Council for International Business, United States**
Ms. Ronnie Goldberg
Executive VP and Senior Policy Officer

Disabled Persons’ Organizations

**International Disability Alliance, Switzerland**
Mr. Stefan Trömel Strumel
Executive Director
# List of Members

## MULTINATIONAL ENTERPRISES

- Accenture, Ireland
- Accor Hotels, France
- Adecco, Switzerland
- A.K. Khan, Bangladesh
- Allianz, Germany
- American Express, USA
- Carrefour, France
- Casino, France
- Ceva Logistics, Netherlands
- Cisco, USA
- Credit Suisse, Asia
- Delta Holding, Serbia
- The Dow Chemical Company, USA
- Ernst & Young, USA
- IBM, USA
- Infosys, India
- KPMG, the Netherlands
- Kyobo Life Insurance, Korea
- L’Oréal, France
- Manpower, USA
- Microsoft, USA
- Mphasis, India
- MTN, South Africa
- Novartis, Switzerland
- Orange, France
- PepsiCo, USA
- Samsung Electro-Mechanics, Korea
- Sasol, South Africa
- Serasa Experian, Brazil
- Sodexo, France
- Standard Bank, South Africa
- Tata Consultancy Services, India
- Telefónica, Spain
- Telenor, Norway
- Thomson Reuters, Bangalore
- Volvo, Sweden
- Walgreens, USA
- Wipro, India
- Yum! Brands, USA
List of Members

EMPLOYERS’ ORGANIZATIONS

Australian Employers Network on Disability
Bangladesh Employers’ Federation
BusinessNZ, New Zealand
Chamber of Industries of Guayaquil, Ecuador
China Enterprise Confederation
Employers’ Federation of Ceylon, Sri Lanka
Employers’ Federation of India, Mumbai
Employers’ Confederation of Thailand
General Confederation of Algerian Enterprises
Mauritius Employers’ Federation
Mongolian Employers’ Federation
Namibian Employers’ Federation
National Association of Software and Services Companies (NASSCOM), India
PHD Chamber of Commerce and Industry, New Delhi, India
Rede Empresarial de Inclusão Social, Brazil
Sociedad de Fomento Fabril (SOFOFA), Chile
UK Business Disability Forum
US Council for International Business
US Business Leadership Network
Viet Nam Chamber of Commerce and Industry