



► Self-Assessment

What the Self-Assessment delivers

Aligned with the Ten Principles of the ILO Global Business and Disability Network (GBDN) Charter and the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), the ILO GBDN Self-Assessment Tool:

- enables consistency in how local business leaders and National Business and Disability Networks, in any jurisdiction, begin to define, deliver and measure their disability equality and inclusion performance.
- enables any business, in any jurisdiction, to set priorities as they work towards the corporate best practice grounded in the universal principles that underpin the UNCRPD and relevant ILO labour standards - to the benefit of business, persons with disabilities and society at large.
- enables ILO GBDN corporate members to realise at national level their commitment to the ILO GBDN Charter, and to compare their performance against a consistent benchmark, from country to country. It can be used worldwide, including in emerging economies.

The ILO GBDN Self-Assessment is challenging yet achievable. More concretely, this performance measure will:

- help local enterprises, particularly those now beginning to manage disability as both a business and a human rights priority, to visualise what needs to be done across the business if they are:
 - to treat all persons with disabilities fairly and enable their participation and contribution on an equal basis;
 - to nurture the disability-confident corporate culture which positions disability as a human rights, economic and business imperative;
 - to invest in human potential and in systemic job market improvements, as responsible corporations, and allies of persons with disabilities.
- help National Business and Disability Networks to see where local businesses share common challenges, so that these networks can target their efforts and resources to support companies where gaps are identified.
- enable any multinational enterprise to compare its performance in every country in which it operates – as they use the findings to determine what direction, guidance, standards and resources national leaders need from their head office if the company is to deliver consistent best practice worldwide.
- enable Organisations of Persons with Disabilities (OPDs) and the disability rights movement more generally to help the private, for-profit sector in any country to define and deliver the consistent policies, behaviours and corporate culture that enable disability equality and inclusion – to mutual benefit.

What the Self-Assessment is and what it is not

The Self-Assessment:

- is not a campaign. Users may choose to publish their scores and/or share with other businesses but the ILO GBDN will not publish league tables or individual company results.
- does encourage structured accountability for delivering the necessary business improvements. For instance, having a named senior leader responsible for improving the built environment or the accessibility of ICT or the customer experience, has greater impact than reliance on written policies.
- does not measure business performance by the number of employees prepared to say they have a disability; such a statistic does not tell the employer what still needs to be done.
- does not measure a business by its compliance with a government disability employment quota scheme; Quota compliance does not equate to equal treatment, nor does it enable the desired organisational culture.
- does not serve as a quality kitemark or certification. The Self-Assessment does not specify detailed KPIs for different functions – i.e. ICT, procurement, facilities, sustainability. Rather, the business is expected to hold named senior leaders in each key function accountable for those improvements which in turn require reference to relevant detailed standards and guidance, including those provided in the Self-Assessment list of resources.
- respects the views of both those who wish to be described as “persons with disabilities” and those who prefer identity first terminology and wish to be described as “disabled people” - the ILO GBDN therefore uses both terms interchangeably.

Four distinct domains

The Self-Assessment is structured into four distinct domains:

1. **The Fundamentals: Ensuring Respect, Fairness, Equality, Accessibility** - Has your business taken the necessary steps to address disability equality, so as to ensure you treat all persons with disabilities respectfully and fairly, as an equal opportunities employer and as a provider of goods and services?
2. **Promoting a Disability Confident Best Practice Culture** - Is your organisation learning from the dialogue with persons with disabilities as well as OPDs, and with your disabled colleagues - as well as the learning exchange with other businesses - that enables the truly inclusive culture which benefits the business, persons with disabilities and a local economy?
3. **Enabling dignified and equal access for customers with disabilities** - Is your company meeting the needs and expectations of people with disabilities as valued customers? Do you monitor their satisfaction with your products and services and act on what you learn?
4. **Allyship and Reporting** - Are you advocating as allies of persons with disabilities for the systemic changes which shape more efficient and equitable labour markets, and which enhance the wider economic and social inclusion of disabled people?

How to complete the Self-Assessment

The ILO GBDN Self-Assessment is to be completed by business leaders working for a national enterprise or by those responsible for a multinational enterprise's operations at national level. It is carefully tailored to meet the needs of those business leaders directly responsible for local operations.

The tool is not intended to measure the performance of any multinational enterprise's regional operations or global head office.

The questionnaire is designed to facilitate best practice. Only best practice grounded in universal principles transforms compliance with inconsistent, local, regulations to wider organisational and societal benefit. It should be completed on a regular basis, e.g. annually, to monitor and drive progress.

Users are asked to voluntarily share their confidential results and feedback with the ILO GBDN secretariat, so that this anonymised learning can be shared with the global business community, National Business and Disability Networks, OPDs and other key stakeholders, and to inform continuous improvement of the Self-Assessment Tool.

The survey should take no more than two hours to complete when leaders from across the local business share information relating to the disability and accessibility related performance of ICT, facilities, customer experience, human resources, procurement as well as Corporate Social Responsibility and Environmental, Social, and Governance – hence the direct “Yes” / “No” / “Don't Know” answer options.

How the scoring works

For each of the four domains of the Self-Assessment, the enterprise will be assigned a performance rating of “Foundational”, “Practitioner” or “Leader”.

Questions are weighted:

- to reward organisations which have mitigated significant and moderate risks of disability discrimination and unfairness.
- to incentivise those interventions which fast track best practice and a sustainable, disability confident, corporate culture.

Before they can be awarded “Practitioner” or “Leader” status in the overall benchmark score of the Self-Assessment, the company must answer “Yes” to:

- Question 2 in “The Fundamentals: Ensuring Respect, Fairness, Equality, Accessibility” domain: “Do you have a named in-country senior business leader accountable for delivering across the business the best practice called disability confidence, and who will use this Self-Assessment to inform plans to address action priorities?”
- Question 4 in the “Promoting a Disability Confident Best Practice Culture” domain: “Do you encourage and enable everyone in the business to learn directly from persons with disabilities including from at least one of the following groups – colleagues, potential colleagues, Organisations of Persons with Disabilities, expert advisors with lived experience, customers with disabilities?”

“Foundational” level companies will have answered “Yes” to 60% or less of the questions in each of the four domains.

“Practitioner” level companies will have answered “Yes” to more than 60% but less than 80% in each of the four domains.

“Leader” level companies will have answered “Yes” to 80% or more in each of the four domains.

Finally, an overall weighted benchmark score is calculated using the average of all answers.

Interpreting your scores

“Foundational” level performance: The business is beginning to take some of the necessary steps to respect the rights of people with disabilities. The organisation needs to do more to minimise the risk of discriminatory treatment, to promote a disability confident culture and to leverage their expertise and influence so as to benefit business, disabled people and the wider society.

“Practitioner” level performance: The business has made significant progress in respecting the rights of persons with disabilities as valued colleagues, potential colleagues, customers and community stakeholders. It is taking necessary steps to minimise discrimination-related risks and is beginning to see the culture change and the business improvements that deliver wider economic and societal benefits.

“Leader” level performance: The business is committed to managing disability as an equality, business and economic priority. It has taken steps to respect the rights of disabled people; continues to mitigate the risk of inadvertent exclusion; and is promoting a disability confident culture. As an ally and a responsible corporate citizen, it has begun to leverage its influence to enhance the economic and societal inclusion of all persons with disabilities. The organisation can now aim for continuous improvement across the business, and as a thought leader, promote the structured partnerships with business, people with disabilities and public policy makers that create better labour markets and more resilient communities.

Acknowledgments

The ILO GBDN Self-Assessment is grounded in the definition of corporate disability equality best practice that Susan Scott-Parker launched as “Disability Confidence”. It also enables business to work towards the principles that shape the UNCRPD.

The ILO GBDN gratefully acknowledges Susan Scott-Parker’s role as strategist and content architect of this Self-Assessment Tool and Simon Brown for his expert technical support.