Employers’ Forum on Disability: private sector gold members

[Logica] be brilliant together

[McDonald’s] I’m lovin’ it


[Motability] The leading car scheme for disabled people

[Shell]

[Microlink PC] Independence through assistive technology

[Nuance]

[Oracle] United Kingdom

[PricewaterhouseCoopers]

[Serco]

[Santander]

[SAP]

[Sainsbury’s]

[Atos Origin]

[UBS] Standard Chartered
Private sector gold members...

employers' forum on disability

 Accenture  Fujitsu  AstraZeneca  Deloitte
 Kingfisher  Barclays  B&Q  Goldman Sachs  Cisco  de Poel
 Ernst & Young  Bupa  Allianz  GSK  GlaxoSmithKline
 KPMG  Alexander Mann Solutions  IHG  InterContinental Hotels Group  Lloyds Banking Group
Disability Confidence

A disability confident corporation benefits when:

- It anticipates and adapts for disability as it affects the entire business; its people, its customers and the societies in which it operates
- It removes the barriers which prevent groups of people (i.e. visually or hearing impaired, mobility impaired, dyslexic) from contributing to the business as employees and/or customers
- It makes the adjustments which maximise the productivity of individual employees and which enable individual customers to access goods and services
- It never makes assumptions about what people can do on the basis of a label
The benefits of Disability

- The best people
  - Recruitment of the best people for the job, not the most convenient for the recruitment process
  - Higher rates of retention & reduced costs from ill health: retirement: 33% of workers aged 50-64 have a disability
  - Ability to exploit the enabling potential of technology
  - Better people management & increased supervisor skills: 3.4 million disabled people are in work

- Higher productivity & reduced costs
  - Reduced health & safety costs, inc. lower accidents costs, fewer lost working days, lower incidence of work related disability

- Stronger stakeholder relationships & reputation
  - Access to a wider talent pool & improved employer brand: 1 in 5 people available for work in the UK have a disability
  - Reduced legal risk: in the UK, Europe, Internationally – Disability Confidence lifts you out of the legal risk zone
  - Stronger offering to business & public sector clients with diversity procurement standards

- Innovative product & service offering
  - Efficient use of people through timely provision of reasonable adjustments
  - Improved employee morale & engagement as people realise they themselves would be treated fairly should they become disabled
  - Better designed, user-centred products & services

- Outstanding customer relationships, satisfaction & retention
  - Improved reputation with disabled customers: 1 in 3 people are disabled or close to someone who is
  - Improved customer care for everyone – disability confident staff are more flexible & responsive to individual need

- Clear & accessible communications which are easier for everyone to read and understand

- 'Open 4 All' – more accessible to a growing market: £80 billion spending power & rising

- Greater understanding of spectrum of current & potential customers
Banking sector customer profile

One in seven of the UK population has a hearing impairment.

8.27 million UK telephone banking customers are likely to have a hearing impairment.

This would mean circa 8.12 million disabled UK banking customers became disabled post-16.

Thus 8.65 million disabled UK banking customers could walk away from inaccessible service.

19.3 million UK banking customers are likely to be disabled or close to someone who is.

Thus, 9.65 million UK banking customers are likely to be affected by fluctuating mental health conditions.

One in six British adults live with fluctuating mental health conditions.

3.9 million UK banking customers aged over 65 may have a disability.

1.74 million UK banking customers may have a visual impairment.

1.74 million UK banking customers aged over 65 may have a disability.

42% of the 9.7 million people aged over 65 have a disability. Only 3.5% of this age group do not have a bank account.

3% of the UK population has a visual impairment.

78% of disabled people acquired their impairment aged of 16 or older.

83% of disabled people have walked away from an inaccessible service provider to take business elsewhere.

One in three people are disabled or close to someone who is.

10% of the UK population has dyslexia.

3% of the UK population has a visual impairment.
An example of what disability means for a corporation – GSK

One in three people are disabled or close to someone who is.

12.5% of employees of the private sector have a disability.

78% of disabled people acquired their impairment aged of 16 or older.

62% of all adult computer users would be more productive using existing accessible software features.

GSK’s workforce: 100,000 employees

12,500 employees of GSK are likely to have a disability.

In GSK’s case this would mean circa 9,750 employees became disabled post-16.

In GSK’s case this percentage represents 62,000 employees.

33,000 GSK employees are likely to be disabled or close to someone who is.

Thus, 30,000 employees are likely to be affected by mental health conditions in any one year.

2,000 colleagues are likely to become disabled each year.

Therefore 10,000 people in GSK’s workforce may have dyslexia.

8,000 GSK’s employees may have caring responsibilities

2,000 GSK’s employees are likely to become disabled each year.

Therefore 10,000 people in GSK’s workforce may have dyslexia.

3 million employees combine unpaid caring responsibilities with paid work, corresponding to 8% of the UK workforce.

2% of the working age population become disabled every year.

3% of the working age population become disabled every year.

10% of UK workforce has dyslexia.
Business Taskforce on Accessible Technology members

- Accenture
- Alexander Mann
- Allianz
- American Express
- Barclays
- BBC
- Bupa
- Deloitte
- de Poel
- DWP
- Ernst & Young
- GSK
- Goldman Sachs
- HMRC
- IHG
- Kingfisher
- KPMG
- Lloyds Banking Group

- McDonald’s
- Morgan Stanley
- PWC
- RBS
- Royal Mail Group
- Sainsbury’s
- Sky
- SOCA
- UBS
- BT
- Cisco Systems
- Fujitsu
- Logica
- Microlink PC
- Microsoft Ltd
- Nuance
- Oracle
Best practice guidance
I look forward to hearing from you

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