Towards Inclusive Globalization:
Policies and practices to promote the employment of people with disabilities

Social & Inclusion Division
2019
## Contents

Acknowledgements .................................................................................................................. 3

Foreword .................................................................................................................................. 4

Introduction ............................................................................................................................... 6

The aim of the report ............................................................................................................... 6

Methodology ............................................................................................................................ 7

I – Wage employment for people with disabilities: An overview ........................................... 9

1 - Key disability references ................................................................................................ 10

2 – Disability inclusive employment – Findings and legal framework ................................ 13

3 – Inclusive employment, a societal and economic issue .................................................... 19

II – Inclusive employment: Closing the gap between traditionally-opposed models .......... 24

1 – The coexistence of two models ...................................................................................... 25

2 – From theory to practice: A more complex reality ............................................................ 28

3 – The importance of a complementary approach ................................................................. 31

III – Initiatives and actors promoting inclusive wage employment ..................................... 36

1 – Public policies promoting the employment of people with disabilities ......................... 37

2 – The actors and services providing technical support ....................................................... 39

3 – Dedicated forums for continued improvement ................................................................. 44

IV – Country profiles ............................................................................................................ 47

Brazil ....................................................................................................................................... 48

China ...................................................................................................................................... 50

Colombia ................................................................................................................................. 52

Egypt ....................................................................................................................................... 55

India ........................................................................................................................................ 58

Indonesia ................................................................................................................................. 61

Kenya ..................................................................................................................................... 63

Peru ........................................................................................................................................ 66

Philippines ............................................................................................................................... 69

Tunisia ..................................................................................................................................... 71

List of acronyms ..................................................................................................................... 74
Acknowledgements

Humanity & Inclusion\(^1\) would like to thank everyone who gave their time, shared their insight and contributed to the production of this report: the Humanity & Inclusion field staff in China, Colombia, Egypt, India, Indonesia, Kenya, Peru, the Philippines and Tunisia, as well as their partners who, every day, help more people with disabilities into employment. Their contributions were invaluable in producing this report.

We would like to thank to those who gave interviews and shared information about their employment policies and practices: Marta Almeida Gil, Amankay Institute for Studies and Research (Brazil); Beatriz Barbosa Libonati da Silva, the APAE in Sao Paulo (Brazil); Jacques Burga, Consultant (Peru); Eglal Chenouda, Caritas Egypt (Egypt); Alejandra Consuelo León Rodríguez, Productivity Pact (Colombia); Rubby Emir, Kerjabilitas (Indonesia); Gopal Garg, Youth4job (India); Aida Flores Gonzalez, Accenture (America Latina); Javier Grant, Unilab (Philippines); Marie-Renée Guével, FIPHFP (France); Tendy Gunawan, OIT Jakarta (Indonesia); Marwa Hussien, Fédération des entreprises Egyptiennes (Egypt); Ritchmon Jose, PESO Région IV (Philippines); Santiago Libertella, Incluyeme (Peru); Gabriel Marcolongo, Incluyeme (Peru); Pierrick Martin, TH Conseil (France); François Martinez, AGEFIPH (France); Jurgen Menze, OIT (Switzerland); Emmanuel Mounier, Consultant (Brazil); Sally Nduta, UDPK (Kenya); Tiziana Oliva, Leonard Cheshire (Great-Britain for the Kenya country profile); Zinayida Olshanska, Light of the World (Kenya); Arina Pradhita, DNetWork (Indonesia); P.Rajasekharan, V-Shesh (India); Meera Shenoy, Youth4jobs (India); Patricia Viviana Sclocco, Securitas (Argentina); Guy Tisserant, TH Conseil (France); Dominique Velche, FIPHFP (France); Sri Indah Wibi Nastiti, APEKSI (Indonesia).

Humanity & Inclusion is also grateful to the team in charge of the design, writing and editing of this report: Alice Bauwens, Hervé Bernard, Gaëtane Bleher, Stéphanie Deygas, Angela Kohama, Ambre Planche, Francesca Randazzo and Céline Trublin.

Humanity & Inclusion, jointly with the national association Handicap International France, would like to thank the Groupe Renault, the Michelin Foundation, the Ford Foundation, the Malakoff Médéric Handicap Foundation, Maximus, the Mutuelle Integrance, Toyota, L’Oréal, Hy-Vee, AGEFIPH, Leonard Cheshire and Sprint for their support in producing this report.

---

\(^1\) On 24th January 2018, Handicap International’s worldwide network became Humanity & Inclusion. This network is made up of a Federation which implements our programmes in 56 countries and eight national associations. These programmes and national associations bear the name “Handicap International” or “Humanity & Inclusion”, depending on the country.
Foreword

It is with great pride and pleasure that I present this new white paper which completes the collection embarked on more than three years ago. Humanity & Inclusion (HI) designs and implements projects to improve access to employment for people with disabilities in the 60 countries in which we work. In 2017, we helped more than 35,000 people with disabilities in their efforts to access meaningful employment.

In 2016, we began working with Senator Tom Harkin, (Ret.) United States Congress, on a radical idea that would give rise to the first international disability employment summit. The event, which he convenes annually, is unique in that it targets the business community predominantly. Our objective is to raise awareness, mobilize, and above all, offer businesses methods and tools to take action across all hemispheres, headquarters and subsidiaries and in a wide variety of contexts.

This year, we have decided to focus on the employment policies in place for people with disabilities and how they have evolved in different parts of the world. In many industrialized countries, employment policies were introduced more than thirty years ago. They have proved their effectiveness but also their limitations, particularly in certain countries in which the implementation of incentive-based or protective frameworks has resulted in a certain degree of inertia.

In developing or non-industrialized countries, the emergence of a legal framework for the employment of people with disabilities is more recent, and the result of the ratification of the Convention on the Rights of Persons with Disabilities (CRPD) and particularly Article 27 on Work and Employment. These embryonic legal instruments lack a clear reference framework, leading local actors to replicate laws from neighboring countries or propose intervention policies that can be disconnected from reality and difficult to implement.

This report provides a brief overview of ten developing countries. First, it demonstrates that opposing traditional quota systems and non-discrimination policies are no longer relevant. The reality is far more complex and a combination of influences is visible in almost all contexts.

The report goes on to show that if we are to understand specific contexts and help stakeholders to position themselves as effectively as possible, it is crucial to carry out comparative studies of these policies. In fact, it is a prerequisite to understanding how to ensure the effectiveness of the different measures. Our research also highlighted how difficult it is to obtain reliable data on this subject, due to a lack of analysis at the local level. Our main sources are therefore the testimonies of, and discussions with, organizations who share our passion for the empowerment of people with disabilities, and who have developed true expertise on the subject.
Experience shows that businesses are key stakeholders in the development phases of public policies in close concert with associations and public authorities. Today, businesses in the northern hemisphere, in Europe or in the United States, systematically define employment policies within a structured framework with employers’ organizations defending their interests during tripartite negotiations with trade unions and public authorities.

Promoting inclusive employment in developing countries is more complex. For many businesses, it requires an understanding of the cultural, social and even legal issues involved, which tend to be unfamiliar. It also relies on the establishment of links with little known local stakeholders such as organizations of people with disabilities.

I hope this report will encourage readers to believe in a future in which every person with disability approaches the search for decent work on an equal footing, and that inclusive companies benefit from a legislative framework that facilitates and encourages inclusion.

Hervé Bernard
Director of the Social & Inclusion Division
Humanity & Inclusion
Introduction

Over the last ten years or so, the inclusion of people with disabilities, and in particular their access to training and employment, has gained visibility. The Convention on the Rights of Persons with Disabilities (CRPD), adopted in 2006 and in force in Europe since 2010, has provided a reference framework for the conception of employment policies. International initiatives, such as the United Nations 2030 Agenda for Sustainable Development, have taken up the subject of inclusion while initiatives by public and private actors to facilitate labor market access for people with disabilities have multiplied.

Despite this progress, people with disabilities continue to face barriers that prevent them from reaching their potential and fully participating in society. In this respect, labor market access remains an important source of discrimination. This is reflected in the low labor force participation rates for people with disabilities in Europe, the United States and many developing countries. At a time when the labor market is in the throes of transformation, the time has come to create an inclusive working world in which people with disabilities can access training, gain more skills, access professional opportunities and further their careers. To achieve lasting solutions that meet current needs, far-reaching projects and the commitment of all stakeholders are essential. The inclusive employment sector is now open to new actors wishing to engage and contribute.

The aim of the report

This report is the third in a series of white papers on employment and inclusion published by Humanity & Inclusion for the Harkin International Disability Employment Summits. The first paper sought to contribute to an international analysis of disability-inclusive employment in a context of evolving collection and analysis of comparable and reliable data. The second paper demonstrated the extent to which inclusion contributes to business growth and productivity.

The aim of this third white paper is to explore the evolution of employment policies, highlight existing initiatives, share good practices and suggest ways forward for stakeholders wishing to engage in an inclusive approach. The first part of the white paper reiterates a number of key concepts surrounding disability and the labor market. It provides an overview of the different conceptions and definitions of disability, shares important data on disability and employment and highlights the reference frameworks now adopted across the international community. The second part gives a detailed analysis of the different elements on which employment policies are based, and focuses in particular on two approaches that have often been opposed: the quota system and anti-discrimination laws. This second part also analyses how the CRPD has influenced national employment policies and provides a coherent international framework to reconcile these approaches. The third part provides an overview of the mechanisms and actors facilitating the inclusive employment of people with disabilities. These include legal provisions and public and private initiatives in the ten
countries that were selected for this report (Brazil, China, Colombia, Egypt, India, Indonesia, Kenya, Peru, the Philippines and Tunisia). The fourth part comprises the country profiles. Each profile provides key figures on employment and disability, outlines the laws, policies, programs and measures in force and highlights a number of public and private-sector initiatives. The country profiles will enable locally-based stakeholders to identify key actors and resources to further the implementation of inclusive policies.

**Methodology**

To produce this report, Humanity & Inclusion carried out a literature review of publications produced by international reference organizations (World Bank, ADB, ESCAP, Committee on the Rights of Persons with Disabilities, European Commission, United Nations, OECD, WHO, ILO, UNDP) and initiatives (Global Compact, 2030 Agenda for Sustainable Development), reports and studies from organizations working on employment and disability (American Association of People with Disabilities (AAPD); the French disabled persons’ occupational integration fund (Agefiph); the scientific council of the French disabled persons’ public sector occupational integration fund (Fiphfp); the French constitutional Defender of Rights authority; the American nonprofits Disability:IN and SourceAmerica, etc.) and companies and research publications.

Humanity & Inclusion also conducted targeted literature reviews for each country profile and conducted interviews with field staff and a number of local actors, to inform a more detailed analysis of national policies and establish a (non-exhaustive) list of initiatives and actors. The countries were selected based on several criteria. The most important was their interest both for companies and for employment and disability stakeholders (i.e., countries with a labor market, with locally-based national and international companies, with foreign direct investors and stakeholders committed to the economic inclusion of people with disabilities). The aim was also to explore the elements introduced in the first white paper in greater depth.

This white paper also drew on the inclusive employment expertise that Humanity & Inclusion has developed over the past 15 years through its various programs. HI regularly publishes experience and capitalization reports, guides and position papers. A number were used for this report. The white paper is therefore intended to contribute to the reflection and commitment of stakeholders to advance inclusive practices and support inclusive employment and access to employment for people with disabilities.
I – Wage employment for people with disabilities: An overview

1 - Key disability references ................................................................................................................ 10
   A – Definitions of disability ............................................................................................................. 10
   B – Statistics and global trends ........................................................................................................ 12

2 – Disability inclusive employment – Findings and legal framework ............................................ 13
   A – Lower participation rate for people with disabilities ................................................................. 13
   B – Barriers to employment .............................................................................................................. 15
   C – The main stakeholders in access to employment for people with disabilities ........................... 16
   D – The international framework promoting the inclusion of people with disabilities .................. 17

3 – Inclusive employment, a societal and economic issue ................................................................. 19
   A – The cost of exclusion .................................................................................................................. 20
   B – The benefits of diversity ............................................................................................................ 20
   C – The future of work ...................................................................................................................... 21
   D – The contribution required from all actors to meet the challenge ............................................. 21
According to the International Labour Organization (ILO), people with disabilities represent 15% of the world's population, or around one billion people. Almost 80% are of working age. However, people with disabilities continue to face many barriers to training and employment. In most countries, the unemployment rate among people with disabilities is two to four times higher than that of the rest of the working population. Before conducting a more detailed analysis and description of employment policies and initiatives, this chapter will review a number of concepts related to disability and look at the different reference frameworks for the disability-inclusive employment to better understand the environment in which policies were developed.

1 - Key disability references

A – Definitions of disability

Disability is a complex and evolving concept whose definition and perception have evolved over time in different contexts and cultures. Familiarity with the different conceptions and definitions of disability is important to understanding the logic behind public policies and mechanisms and how they have evolved.

In the drafting of the Convention on the Rights of Persons with Disabilities, approximately 50 national definitions were reviewed. In Zambia, the 2006 Persons with Disabilities Act stated that "a person with a disability means a person with a physical, mental or sensory disability, including a visual, hearing or speech functional disability". The 1993 Law for the Welfare of Disabled Persons in Jordan referred to: "Any person with a permanent, partial or total impairment in any of his senses or physical, psychological or mental abilities to the extent that the ability to learn to be rehabilitated or to work is limited in a way which renders him/her short of fulfilling his/her normal daily requirement in circumstances similar to those of able-bodied persons". Finally, the Canadian Human Rights Act specifies that "disability means any previous or existing mental or physical disability and includes disfigurement and previous or existing dependence on alcohol or a drug".

---

2 For example, the workforce participation rate of people with disabilities in Tunisia is 18% compared to 46% for the general population. In Colombia, the gap is even wider: 19.5% of people with disabilities are employed when the national rate is over 61%.

The three disability models

Social scientists and human rights advocates working with people with disabilities have developed three models representing the different conceptions of disability:

- **The traditional model** considers the disabled person only through the prism of his or her disability. It includes two subgroups:
  - The charitable model that considers disability as a fatality, sometimes even a curse, and the person is considered a victim of his or her disability. It is therefore down to institutions to support the person, without seeking to include him or her in everyday life.
  - The medical model that defines disability as a health problem, disease or impairment at the individual level. In this model, social exclusion is seen as the result of limitations imposed by impairment, rather than as the result of obstacles encountered in the environment.
- **The social model** defines disability as a consequence of environmental, social, economic and behavioral barriers that prevent people with disabilities from fully participating in society. It differs from the medical model in that people are considered disabled by society rather than by their bodies.
- **The interactive model (or rights model)** considers the interaction between a person's specific characteristics, the barriers they encounter in their environment and the resulting limitations in performing daily tasks and activities. The model makes it possible to intervene at several levels: that of the individual and of the environment. The person is considered an actor of his or her inclusion and not as a recipient of assistance. According to this model, the person and their environment are at the center of the action, not the disability. The ultimate objective for people with disabilities is social participation.

This interactive model is now the reference for civil society organizations and many public policies. Furthermore, it is endorsed by the Convention on the Rights of Persons with Disabilities (CRPD), which was adopted in 2006 and states that: "Persons with disabilities are defined as persons with long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others."5

The Convention places the protection, respect and fulfillment of the human rights of persons with disabilities on the same level - and therefore with a similar degree of visibility - as human rights in other dedicated conventions. The CRPD focuses on around thirty areas (family, education, health, labor, etc.) for which States Parties (177 signatories in April 2017) have a responsibility to "promote, protect and ensure" the dignity, equality before the law, human rights and fundamental freedoms of persons with disabilities.

---

4 Situation of wage employment of people with disabilities: Ten developing countries in focus, Handicap International, 2016
5 Article 1 of the Convention on the Rights of Persons with Disabilities
B – Statistics and global trends

According to the World Report on Disability, approximately 785 million (15.6%) of people aged 15 years and over live with a disability\(^6\). The number of people with disabilities worldwide is expected to increase as a result of an aging population and an increasing number of cardiovascular diseases, road accidents as well as work-related accidents and disabling illnesses. It is, today, difficult to obtain accurate statistics, particularly comparative statistics, on the number of people with disabilities and the reality of their inclusion in everyday life.

The collection of reliable and internationally comparable data is hindered by several obstacles: disability is a complex multidimensional experience and definitions of disability vary; operational measures of disability also vary according to the purpose and application of the data; and finally, collection methodologies are diverse. Invisible disabilities are also often missing from the data.

These elements explain why disability prevalence data in each country may differ from global WHO estimates. The need for reliable and globally comparable statistics has been recognized by many actors in the international community (WHO, ILO, etc.) and reference frameworks have been developed to allow for better harmonization of data collection and analysis.

Common references for data collection

Disability data collection has evolved rapidly in recent years with the development of frameworks and tools available to all.

The International Classification of Functioning, Disability and Health (ICF)\(^7\) proposed by the WHO, is a practical application of the definition of disability provided the United Nations Convention on the Rights of Persons with Disabilities. The model, which has been ratified by the World Health Assembly (resolution WHA54.21), defines a common language for describing and organizing information on functioning and disability. The concepts of impairment, activity limitation, social participation restriction and environmental and personal factors are clarified and articulated.

---

\(^6\) World report on disability, WHO & World Bank, 2011

The model has also served as a framework for the definition of statistical tools to enable the collection of reliable and comparable data on disability. The Washington Group on Disability Statistics, created in 2001 by the United Nations Statistical Commission, has developed several tools to identify those most at risk of participation restriction in a population due to functional limitations, including:

- **The short questionnaire on disability**: this 6-question module covers six functional areas (walking, seeing, hearing, cognition, self-care and communication). It is now the most widely used tool and has been recommended by the United Nations Statistical Commission for use in censuses since 2015.
- **Module on Child Functioning**: This module, finalized in 2016 in partnership with UNICEF, assesses functional difficulties in areas such as hearing, vision, communication and comprehension, learning, mobility and emotions in children aged 2 to 17 years.

2 – Disability inclusive employment – Findings and legal framework

A – Lower participation rate for people with disabilities

The challenges posed by identifying people with disabilities and collecting prevalence data also impede the collection of accurate, comparable data on inclusive employment. According to the ILO, some 386 million people of working age have disabilities. A recent comparative study on eight geographical regions shows that the employment-to-population ratio (EPR) of people with disabilities aged 15 and older is 36% on average, while the EPR for people without disabilities is 60%\(^8\). The gap is even wider for regions such as the Maghreb (Tunisia, Morocco and Algeria) and West Africa.

Women with disabilities face considerable behavioral, physical and informational barriers to equal opportunities in the working world. They have even more limited access to wage employment than men with disabilities and women without disabilities. In North Africa and West Asia, they are five times less likely to be employed than men without disabilities. Women with disabilities are also more likely to be involved in unpaid work\(^9\). People with intellectual and psychological disabilities experience the greatest exclusion from the labor market.

\(^8\) Washington Group on Disability Statistics

\(^9\) Module on Child Functioning

\(^10\) Realization of the Sustainable Development Goals by, for and with persons with disabilities: UN Flagship Report on Disability and Development 2018, United Nations, Department of economic and social affairs, 2018

\(^11\) Ibid.
People with disabilities are also more likely to work in the informal sector. According to a recent ILO report\textsuperscript{12}, two billion people are in informal employment, most of them in emerging and developing countries\textsuperscript{13}. Most of these workers have no social protection or labor rights and work in poor conditions. People with disabilities are therefore largely over-represented in precarious employment, self-employment and low value-added activities.

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{figure1.png}
\caption{Key labor market concepts and indicators}
\end{figure}

As a result, people with disabilities are more affected by poverty than the rest of the population: 82\% of people with disabilities live below the poverty line, on less than one dollar a day and most live in developing countries. According to the data available\textsuperscript{14}, the proportion of people with disabilities living below the poverty line is higher than (and in some countries even double) that of people without disabilities. Disability is both a cause and a consequence of poverty: poor people are more likely to become disabled, and people with disabilities are among the poorest of the poor.

\begin{flushleft}
\textsuperscript{12} Women and men in the informal economy: A statistical picture, ILO, 2018
\textsuperscript{13} In Africa, 85.8\% of jobs are in the informal sector; the proportion is 68.2\% in Asia and the Pacific
\textsuperscript{14} Realization of the Sustainable Development Goals by, for and with persons with disabilities: UN Flagship Report on Disability and Development 2018, United Nations, Department of economic and social affairs, 2018
\end{flushleft}
B – Barriers to employment

People with disabilities face many barriers\textsuperscript{15} to accessing employment. To name a few:

- **Access to training**: People with disabilities are often excluded from mainstream education and training systems due to prejudice, a lack of accommodations, poverty or because they do not have the prerequisites to enter formal education systems. With a lower level of education, or inadequate training for the labor market, people with disabilities are less likely to be recruited and, if they are, it is generally at low incomes.

- **Prejudices regarding the abilities of people with disabilities**: certain legislation and policies hinder inclusive employment by conveying prejudices about the positions that are or are not accessible to people with disabilities. These prejudices can also lead to the association of certain disabilities with certain types of jobs, and conversely, to some occupations becoming inaccessible to people with disabilities because they are considered "too dangerous". The construction sector is one example\textsuperscript{16}.

- **Limited access to wage employment**: People with disabilities have limited access to wage employment and are under-represented in companies. One alternative proposed in some contexts to facilitate inclusive access to work is sheltered employment. This type of employment has often been contested, as people with disabilities can become isolated from the rest of the population if bridges are not built with mainstream employment.

\textbf{Figure 2 - Conditions of Employment for Persons with Disabilities}\textsuperscript{17}

<table>
<thead>
<tr>
<th>Work environment</th>
<th>Worker receives normal pay and social security measures comparable to non-disabled workers</th>
<th>Worker receives no pay or small amounts in the form of pocket money, or receives a special allowance or benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competitive/mainstream</td>
<td>Open employment People with disabilities are able to work in a competitive environment with natural supports and reasonable accommodation only.</td>
<td>Supported work</td>
</tr>
<tr>
<td>environment</td>
<td>Supported employment Additional support is necessary to be able to work in the competitive environment.</td>
<td>Supported work</td>
</tr>
<tr>
<td>Sheltered environment</td>
<td>Sheltered employment People are not able to work in the open labor market.</td>
<td>Sheltered work</td>
</tr>
</tbody>
</table>

\textsuperscript{15} See *Situation of wage employment of people with disabilities: Ten developing countries in focus*, Handicap International, 2016

\textsuperscript{16} The Amankay Institute for Studies and Research has, for instance, accompanied construction companies in recruiting people with disabilities – See *A inclusão de trabalhadores com deficiência na construção pesada*, 2018

\textsuperscript{17} Figure based on “EASPD, Definition and concept of employment strategies”, Atlas project, 2005
• **Accessibility of public infrastructure, transport and services:** People with disabilities everywhere, but particularly in developing countries, face multiple barriers in their physical environment that prevent them from participating in social, professional and cultural life on an equal footing with other citizens. According to the "Realization of the Sustainable Development Goals by, for and with persons with disabilities"\textsuperscript{18} report, in the eight countries surveyed, an average of 32% of people with disabilities reported that the workplace was either a barrier or inaccessible.

• **Legal capacity:** Some legislation considerably restricts the legal capacity of people with disabilities. They can be prevented from freely signing employment contracts. Their freedom is therefore limited by a third party, and they are often forced to remain in the care of their relatives.

### C – The main stakeholders in access to employment for people with disabilities

Access to employment depends on the interaction of four main stakeholder categories:

- Job seekers and/or employees with disabilities should be able to express their needs and priorities. They should also be able to influence policies designed and implemented by the authorities, thereby enhancing their right to decent work.

- Decision-makers play a regulatory role: they define key guidelines, support employers and service providers and implement positive action to combat discrimination in the workplace. They must also provide the resources required to ensure the availability and quality of services.

- Service providers may be public or private agencies, employment agencies, vocational training centers, social services, chambers of commerce and industry, etc. They provide information on the services offered to the authorities and must comply with the principles and quality standards defined by a regulatory body. They also connect companies with job seekers with disabilities.

- The professional world (companies, federations, trade unions, CSR networks, etc.) must hire and promote the employment of people with disabilities, offer them an appropriate wage and good conditions. Employers must also respect the rules established by the authorities and clearly express their needs and concerns to decision-makers and service providers.

\textsuperscript{18} Realization of the Sustainable Development Goals by, for and with persons with disabilities: UN Flagship Report on Disability and Development 2018, United Nations, Department of economic and social affairs, 2018, p. 192
Chapter 2 will discuss employment policies implemented by policy makers, and Chapter 3 will shed light on initiatives and measures implemented by service providers and companies.

**D – The international framework promoting the inclusion of people with disabilities**

**Article 27 of the Convention on the Rights of Persons with Disabilities**

According to Article 27, "States Parties recognize the right of persons with disabilities to work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labor market and work environment that is open, inclusive and accessible to persons with disabilities". In addition, the Convention prohibits discrimination on the basis of disability concerning "all forms of employment", promotes access to “vocational rehabilitation”, encourages self-employment and calls for reasonable accommodation in the workplace.

The concept of reasonable accommodation was introduced into United States legislation in the Civil Rights Act of 1968, which obliged employers to respect employees' religious beliefs and practices and to provide them with reasonable accommodation to this effect. It was then incorporated into the United States Rehabilitation Act of 1973 and finally into the Americans with Disabilities Act (ADA) in 1990.

---

What is reasonable accommodation?

The CRPD defines reasonable accommodation as "necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms"\(^{20}\).

The obligation for reasonable accommodation does not apply to people with disabilities in an abstract or general way, but to a person with a disability in his or her work environment. The aim is therefore not to define standard measures across broad categories of disability, but to identify the "right measure" for each person's need, with a view to enabling them, on an equal basis with others, to access or remain in a job that corresponds to their qualifications, to carry out their tasks and progress. Appropriate measures go beyond basic ergonomic modifications to the workstation. They aim to ensure equal treatment of disabled workers in all work and employment situations.

Decent work

Decent work encapsulates all human aspirations for work. It includes access to productive and fairly paid work, security at work and social protection for families, better prospects for personal development and social inclusion, freedom for individuals to express their concerns, to organize and participate in decisions that affect their lives, and equal opportunities and treatment for all men and women. Decent work has become a universal objective and, since 1948, has been included in major United Nations declarations and resolutions including the 2030 Agenda for Sustainable Development. In 2015, the ILO published, "Decent work for persons with disabilities: promoting rights in the global development agenda"\(^{21}\), which provides a set of practical guidelines for implementing ILO recommendations, particularly as a contribution to the 2030 Agenda for Sustainable Development.

The Sustainable Development Agenda and Goals

In 2015, the international community called on all actors to commit to an agenda for sustainable development and a number of Sustainable Development Goals (SDGs) for 2030. Inclusion is paramount to achieving the SDGs, and disability is given particular importance in five of them: education (4), the economy (8), equality (10) and cities and communities (11). In addition, people with disabilities are included among the disadvantaged groups for whom progress requires specific monitoring. Under Goal 8, actors are encouraged to "achieve full and productive employment and decent work for all... including youth and persons with disabilities"\(^{22}\). The agenda provides a solid reference framework to guide the various stakeholders in the implementation of concrete measures to build just and inclusive

---


\(^{22}\) [Goal 8: Decent work and economic growth](https://www.un.org/development/desa/sustainable-development/goal-8.html)
societies. The United Nations Department of Economic and Social Affairs published a flagship report in 2018 on the "Realization of the Sustainable Development Goals by, for and with persons with disabilities", providing an initial overview of the situation of persons with disabilities in relation to the SDGs.

Other recent agreements underline the international commitment to inclusion: the Sendai Framework for Disaster Risk Reduction 2015-2030, adopted in March 2015, considers people with disabilities as agents of change; the World Humanitarian Summit, held in May 2016, launched the first ever Charter on Inclusion of Persons with Disabilities in Humanitarian Action; In October 2016, Habitat III adopted a new urban agenda that incorporates the principles of universal design and accessibility for all.

**The Global Disability Summit**

In 2017, the UK Department for International Development (DFID) made disability a priority for the United Kingdom. Under its slogan "Now is the Time", the British government co-organized its first "Global Disability Summit", in partnership with the International Disability Alliance and the Government of Kenya. More than 170 stakeholders (national governments, multilateral organizations, foundations, civil society organizations, businesses and research organizations) made a series of commitments on this occasion. In addition, 320 governments and organizations have signed the Charter for Change, a 10-point charter that specifically emphasizes the need to "open up routes to economic empowerment and financial inclusion" for people with disabilities. Following the summit, DFID published its first ever disability strategy for the five-year period to 2023. Among the four strategic pillars for action features economic empowerment to combat stigma, promote economic and social participation and accessibility.

**3 – Inclusive employment, a societal and economic issue**

The working world is in the throes of unprecedented change as a result of the digital revolution, climate change, demographic challenges and increasing economic globalization. The global unemployment rate is around 5.5%, and the ILO expects the number of workers with vulnerable employment (own-account workers and contributing family workers) to increase in the coming years. The aging of the population will place greater pressure on labor markets. In this changing context, the employment of people with disabilities is more challenging than ever. There are many arguments to support the benefits of inclusion for business and the global economy. A number are set out below.

---

23 Realization of the Sustainable Development Goals by, for and with persons with disabilities: UN Flagship Report on Disability and Development 2018, United Nations, Department of economic and social affairs, 2018, p. 192

24 Global disability summit 2018: Summary of commitments

25 DFID’s Disability Inclusion Strategy 2018 to 2023, DFID, 2018

26 World employment Social Outlook: Trends 2018, International Labor Organization, 2018
A – The cost of exclusion

In 2009, the ILO estimated the cost of disability-related exclusion at between $1.370 billion and $1.940 billion dollars. The organization also estimated that 12% to 20% of the population in developing countries was “unproductive” due to disability. The Asian Development Bank (ADB) points out that although the inclusion of people with disabilities does generate costs, these are largely offset by long-term financial advantages for individuals, their families and society27.

B – The benefits of diversity

Diversity fosters innovation. Businesses that accept and feel comfortable with difference are more flexible and adapt better to the challenges of society. By taking into account and adapting to individual differences, companies unlock their potential to change, develop and improve both the work environment and their products and services.

- Competent human resources: People with disabilities are as competent as other employees. Moreover, several studies28 show that at an equal level of skills, retention rates are higher among people with disabilities, who also show lower absenteeism and greater commitment to their work. People with disabilities represent an untapped resource of skills and talents.

- Innovation and enterprise: People with disabilities contribute to the success of an organization by bringing their life experience and unique perspective to the world of work. Drawing on a wider framework of mindsets gives rise to new ideas and, because inclusion is a continuous process, inclusive companies have generally developed greater agility.

- Reaching new customers: People with disabilities represent an untapped market. The inclusion of people with disabilities in a team can contribute to a better understanding of the needs of this target market and to developing adapted products and services.

- Team cohesion: Diversity strengthens dialogue, which gives employees the feeling their contribution to the business is valued and reinforces the entire workforce’s commitment to the organization and its values.

As the employer-led inclusive employment promotion initiative, the ILO Global Business and Disability Network29 reports, the inclusion of people with disabilities in the workplace contributes to corporate effectiveness, productivity, competitiveness and overall success30.

27 Disability Brief: Identifying and addressing the needs of disabled people, Asian Development Bank, 2005
28 The road to inclusion: Integrating people with disabilities into the workplace, White paper, Deloitte, 2010
29 Global Business and Disability Network (GBDN)
30 The win-win of disability inclusion
In 2018, Accenture, Disability:IN and the AAPD published a study that analyzes the correlation between the inclusion of people with disabilities in a company and the company’s financial performance. The research focused on Fortune 100 and 500 companies and those participating in the Disability Equality Index, an index produced by Disability:IN that gives companies an objective score on their inclusion policies and practices. The study revealed that, on average, inclusive companies generate 28% more revenue, twice as much net income and 30% higher economic profit margins than non-inclusive companies.

C – The future of work

The future of work is an issue being widely discussed not only by governments and international organizations, but also the disability community. SourceAmerica, an American NGO that promotes employment opportunities for people with disabilities, published a study in 2018 that analyzes the impact of global economic trends on the future of employment for people with disabilities in the United States. Although the unemployment rate has declined, data on labor force participation and activity rates is worrying. However, evolutions in society, expectations for inclusion and public policies can help to reverse the trend and establish a benchmark objective for the inclusion of people with disabilities in employment. The "World Development Report 2019: The changing nature of work", published recently by the World Bank, also addresses the issue of the future of work: technology can create new jobs, increase productivity and improve the efficiency of public services. Investing in human capital, including disadvantaged groups, will be a priority if the workforce is to acquire the new skills the labor market will need. The 2019 Annual Meeting of the World Economic Forum also highlighted the need to "bolster inclusion for the one billion people in the world living with a disability".

D – The contribution required from all actors to meet the challenge

Alongside governments, companies are key players in promoting the employment of people with disabilities. They have stepped up their mobilization in recent years, and this is reflected in commitments made at the international level. The United Nations states in its Sustainable Development Agenda that "Private business activity, investment and innovation are major drivers of productivity, inclusive economic growth and job creation. We acknowledge the diversity of the private sector, ranging from micro-enterprises to cooperatives to multinationals. We call upon all businesses to apply their creativity and innovation to solving sustainable development challenges".

31 Getting to equal: the disability inclusion advantage, Accenture, American Association of People with Disabilities (AAPD), Disability:IN, 2018
32 The Future of Work and the Disability Community, SourceAmerica, 2018
34 Resolution adopted by the United Nations General Assembly on 25 September 2015, establishing the Sustainable Development Agenda 2030 and the Sustainable Development Goals
The ILO Global Business and Disability Network, which was created in 2010 and includes multinationals, national employer organizations, business groups and disabled people’s organizations, plays a major role in creating awareness within companies and promoting inclusive practices.

Many companies have already started on the road to inclusion. Some have exceeded established quotas, such as Natura, a Brazilian multinational company, where disabled workers account for 8% of employees, or Lemon Tree in India, where they account for 7%. In Peru, the number of companies that meet legal quotas continues to grow. In Latin America, Securitas has set up a regional program entitle Seguridad Inclusiva (inclusive security) in five countries (Colombia, Peru, Chile, Argentina and Uruguay) and has recruited 250 disabled people to date for its security and guard services. While legislation in Argentina does not impose quotas on businesses, Securitas has integrated inclusion into its human resources policy and has obtained special permission from the relevant authorities to employ people with disabilities as security guards.

There are many examples of how companies are able to employ people with disabilities and overcome barriers to inclusion.

The Americana Egypt group operates around 400 restaurants and coffee outlets in Egypt and their brands include Costa Coffee, KFC and Pizza Hut. The group has been recruiting disabled staff for twenty years. The current workforce includes 312 disabled workers. Most work in offices and about a fifth in restaurants. Four of the Americana Egypt KFC outlets employ people with hearing disabilities. These outlets are currently more profitable than other KFC restaurants in the country, and disabled staff members are rewarded for the quality of their work.

More public and private-sector initiatives and actors working to facilitate the employment of people with disabilities will be highlighted later in the report. First, chapter 2 aims to provide an essential understanding of the legal environment and contexts that have given rise to the different forms of employment policy intervention.

---

35 Disability Inclusion Makes Good Business Sense
36 Security guards must possess full physical capacity.
37 Disability in the Workplace: Company Practices from Egypt, ILO, 2017
II – Inclusive employment: Closing the gap between traditionally-opposed models

1 – The coexistence of two models
   A – The quota system, an obligation for employment
   B – The non-discrimination model; protection from unequal treatment

2 – From theory to practice: A more complex reality
   A – Public policies mobilize a wide range of interventions
   B – The inherent limitations of each system

3 – The importance of a complementary approach
   A – The importance of implementing global and coherent policies
   B – Businesses are key partners in disability-inclusive employment
Understanding the legal environment and the contexts in which employment policies have been developed is an essential step to better understanding the needs of employment stakeholders and possible actions to promote inclusive employment.

Disability-inclusive employment policies are based mainly on two legal approaches: an interventionist and regulatory approach that has given rise to the quotas imposed on companies, and an approach based on prohibiting discrimination that has resulted in the rights, or non-discrimination model. These two models have long been considered incompatible, both in their philosophies and operating modalities. However, the reality is more complex, and the adoption of the CRPD in 2006 provided a conceptual and legal framework to overcome this opposition and reflect on policies and mechanisms that focused on promoting substantive equality.

1 – The coexistence of two models

The quota system and anti-discrimination law models are based on different legal approaches and it may seem simplistic to reduce them to their main characteristics, quotas and anti-discrimination laws – particularly given that employment policies often borrow from both models. To facilitate the interpretation and identification of the models, however, we will maintain this terminology, while first looking more closely at their origins before moving on to their implementation.

A – The quota system, an obligation for employment

Many countries in Europe and across the world operate quota systems for private and public companies or institutions. Quota systems aim first to stimulate labor demand by obliging employers to hire a certain proportion of people with disabilities. Generally-speaking, quota obligations vary between 1 and 15% of the workforce and only apply above a certain number of employees.

Origins

The first countries to establish quota systems were civil law countries (Germany, Japan, France). The quota system is based on the idea that without some form of legislative intervention, people with disabilities would not be able to access the labor market. Historically, quotas were born in Europe as a result of the world wars. The charitable institutions traditionally responsible for caring for people with disabilities were not able to cope with the significant increase in the number of "war invalids". There was also a great need for labor to rebuild Europe. Japan experienced a similar development in the 1950s and

38 Sylvie Cohu, et al. Les politiques en faveur des personnes handicapées dans cinq pays européens, Grandes tendances, in Revue française des affaires sociales, 2005/2
1960s. The quota system was also introduced within policies to promote social reform and fight poverty, particularly in Latin America during the last two decades of the twentieth century. Brazil, for example, adopted Law 8213 in 1991 which established quotas for employing people with disabilities.

**The model in practice**

In terms of efficiency, quantitatively at least, almost all the countries with a quota system have seen better monitoring and an increase in the number of disabled people. A recent United Nations study looked at the differences in EPRs between people with and non-disabled people: in countries with quotas between 1% and 4% the differences were significant, in countries with quotas between 5% and 9% the differences were the lowest, and in the few countries with quotas above 10% the differences were huge. Countries have also looked at measures to make the system operational and enforceable. Some countries, particularly those that adopted quota systems in Europe in the 1980s, have introduced sanctions for employers that fail to comply with their obligations. These may take the form of a financial contribution to a fund to support the employment of people with disabilities. Other countries, such as the Netherlands, Belgium or Japan, have chosen not to apply sanctions. Quotas alone, however, rarely guarantee access to employment for people with disabilities. Moreover, no quotas are currently fully respected. For example, in France, while 76% of companies reported hiring at least one person with a disability in 2016 (compared to 60% in 2006), they do not always respect the quotas imposed by law.

**B - The non-discrimination model; protection from unequal treatment**

The non-discrimination model and anti-discrimination laws have developed in different contexts, following a different methodological approach, which in some cases explains the conflict between the two models.

**Origins**

Countries with policies based mainly on prohibiting discrimination tend to be common law countries. Common law is based on the judge's interpretation of the law. The legislator lays down the basic rules, and the judge (or arbitrator) is responsible for determining whether, and in which case, a situation is fair or not before determining the appropriate compensation. In this system, the mandatory standard is used sparingly. A voluntary approach is preferred, encouraged by the use of non-binding and pragmatic tools such as charters, guides and codes of good practice. The principle of non-discrimination evolved

---

39 The National Pension System was introduced in 1959 in Japan to protect people in old age, following the loss of a breadwinner or in a disability situation.

40 Employment-to-population ratios
mainly in the United States, where the twentieth century was marked by demands for racial equality. In 1964, the Civil Rights Act prohibited discrimination on the grounds of race, national origin, religion or sex laying the foundations for legislation that would prohibit employers and educational institutions from discriminating on the basis of specific characteristics in recruitment and admissions. How to achieve substantive equality has been the subject of debate and controversy: in 1978, the United States Supreme Court prohibited the use of quotas, considering that they created reverse discrimination (or positive discrimination). Disability now stands within this defense of civil rights context and philosophy.

In 1990, the Americans with Disabilities Act (ADA) was passed, making discrimination on the basis of disability illegal. This legislation, the final version of which was drafted by U.S. Senator Tom Harkin (Ret., Iowa), then U.S. Senator for Iowa, requires employers to provide reasonable accommodation for employees with disabilities and imposes accessibility requirements for public facilities. The rights model instituted by the ADA has influenced legislation and the actions of organizations and other actors working in the field of disability in many countries.

Other common law countries (India, South Africa, etc.) have strengthened the case for non-discrimination. The emergence of a voice for the equality of all citizens has given rise to the concept of inclusion, which highlights that all people in society are entitled to full rights, regardless of their characteristics.

The model in practice

The model is based on employer action and the use of civil litigation. It therefore offers employers great flexibility to identify the most appropriate method for employing people with disabilities. It is, however, difficult to analyze objectively. In the absence of a standard active policy, employers' actions are poorly coordinated. Furthermore, non-inclusive practices are identified and only addressed in court after the event. While it is already difficult to collect data on the employment of people with disabilities, the absence of a standard instrument across companies makes it even more difficult to assess the effectiveness of this system in terms of the number of people employed and positions held, as it depends on the number of discrimination cases brought before a judge. In addition, the limited access to justice for people with disabilities distorts the reality of the discrimination they may face.
2 – From theory to practice: a more complex reality

In reality, policies to promote disability-inclusive employment are composite. They have evolved significantly over time as a result of their effectiveness, changes in attitudes and developments in legislative frameworks. They have also shown their limitations. The CRPD has helped provide a new framework for examining the disparities between equal rights, equal opportunities and substantive equality, and for considering the most effective policies and measures to offer people with disabilities effective access to the labor market.

Equal rights: seek to ensure that all people have access to the same rights regardless of their characteristics. It is from this perspective that the system based on non-discrimination, the rights model, was developed.

Equal opportunities: seek to ensure that all people are treated fairly, which may include compensating for a disadvantage or loss of opportunity. It is from this perspective that the quota system, or positive discrimination model, was developed.

Substantive equality: seeks to remove as many barriers as possible while recognizing individual diversity in what is known as the substantive model of equality. Substantive equality approaches to inclusion call for the most effective measures.

A – Public policies mobilize a wide range of interventions

While public policies are influenced to a greater or lesser extent by the non-discrimination and quota systems, it is important to remember that other factors need to be considered in their analysis. These include the model or conception of the disability that underpins a policy, its impact in effectively reducing barriers to employment and where ultimate responsibility lies for policy success.

No system is perfect

In common law countries, prohibiting discrimination is considered the most effective approach to promoting inclusion. Measures encourage employers to hire and retain people with disabilities, or impose indirect action such as providing reasonable accommodation. On the other hand, civil law countries impose inclusive employment on businesses through quotas. These employment obligations are also often accompanied by positive action measures, similar to those established in systems based on non-discrimination. These include reductions or exemptions on certain taxes or charges, or the obligation to create non-discriminatory working conditions and an inclusive environment. Incentives are

41Although in the United States, the term "equality of opportunities" is used to refer to non-discrimination, this study will differentiate between "equality of rights" (non-discrimination), and "equality of opportunities" (positive action, which may include quotas) and "substantive equality".
therefore not reserved for systems based on non-discrimination. Conversely, quota systems can figure among the incentives used by some countries in which anti-discriminatory approaches are preferred such as Colombia or the United States, as they can give access to public procurement opportunities.

The influence of the CRPD in employment policies

Article 1 of the CRPD gives Parties the responsibility to "promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity". Under the influence of this Convention, Member States have gradually amended their domestic legislation to align it to this international reference framework. Today, 22 United Nations Member States have provisions in their constitutions that explicitly guarantee the right to work for people with disabilities or prohibit discrimination in their employment. More than 60% of countries have also included disability-specific provisions prohibiting discriminatory practices and ensuring equal pay in labor laws. Nearly one hundred countries have also established a quota system.

These measures are, in some cases, complemented by government employment programs or more general public programs to improve the accessibility of buildings and transport, develop remote working and so on.

Some public employment services are evolving and moving towards a one-stop shop for people with and without disabilities. This is the case for ANETI in Tunisia, for example, and the SPE in Colombia.

Chapter 3 and the country profiles will provide further analysis of the various services offered by public and private actors. This brief overview shows that beyond the theoretical models, public policies mobilize a range of measures inspired by both the quota and the anti-discrimination models.

B - The inherent limitations of each system

While quota systems have resulted in a rise in the number of disabled people hired by companies, they do not always address the wider aspects of inclusive employment. Laws promoting non-discrimination, on the other hand, have raised questions on how to be effective in encouraging companies to employ people with disabilities.

42 Realization of the Sustainable Development Goals by, for and with persons with disabilities: UN Flagship Report on Disability and Development 2018, United Nations, Department of economic and social affairs, 2018, p. 192
43 National agency for employment and self-employment
44 Public service for employment
Limitations of the quota system

The quota system is a useful way for a country to regulate the inclusion of people with disabilities. It can, however, result in misuse or misinterpretation.

The quota system is often criticized for not addressing, or not sufficiently addressing, the main causes of exclusion. Prohibiting discrimination attempts to eliminate one of the causes of exclusion, while obliging companies to hire people with disabilities only addresses the symptoms of that exclusion – insufficient access to employment for disabled workers.

Quotas can also be likened to a charitable approach by which people with disabilities are hired due to their disability, and not on an equal footing with non-disabled people. In the 1980s, civil society organizations in the United Kingdom, influenced by the civil rights movement in the United States, led an active campaign to abandon the quota system.

Quotas can be also be perceived as a hiring constraint and rarely incite companies to change their practices. In some cases, people with disabilities are employed but left with little to do or sent home. Additionally, quota systems can be perceived by employers as an additional tax, as failure to comply can result in a financial penalty, and do not always bring about changes within the company.

Such unintended consequences have been observed in particular in China, Brazil, Egypt and Tunisia. However, good practices have also been noted. Compliance with quotas in Brazil is monitored by the labor inspectorate in each state. In the state of São Paolo, the authorities have received training on the issues surrounding inclusion and on how to encourage employers to develop inclusive employment. In this case, the role of the authorities is not limited to enforcement, but also includes promoting change in corporate practices.

The quota system can also result in companies turning too often to sheltered employment. The Committee on the Rights of Persons with Disabilities notes that the quota system in Germany, where employers are able to fulfill the obligation with sheltered employment schemes, stifles access to the open labor market45.

The non-discrimination model

As discussed above, anti-discrimination laws place the onus on employers to take positive action. However, many people with disabilities have very limited access to the labor market, and the prohibition of non-discriminatory practices does not always go far enough in addressing the problems they face, such as a lack of training or access to adapted infrastructure. People with disabilities also often face unequal access to justice which represents an obstacle when filing complaints in cases of discrimination. The Committee on the Rights of Persons with Disabilities notes that in the United Kingdom where the non-discrimination model is preferred, very few - if any - specialized public policies exist46.

45 "Concluding observations on the initial report of Germany", adopted by the Committee at its thirteenth session (25 March-17 April 2015).
46 "Concluding observations on the initial report of the United Kingdom of Great Britain and Northern Ireland", adopted by the Committee at its eighteenth session (14-31 August 2017).
Non-discrimination laws can also be misinterpreted turning legislation intended to protect disabled workers into a barrier to employment. For example, Colombian legislation provides for "enhanced employment protection"\textsuperscript{47}, which is essentially intended to protect persons with disabilities from unfair dismissal; companies may only dismiss a person on the grounds of disability with the authorization of the labor inspectorate. Many dismissals made on non-discriminatory grounds have been challenged by the courts and have increased fear among employers of hiring people with disabilities. In 2018\textsuperscript{48}, the Colombian Supreme Court reaffirmed that, when a disabled worker was dismissed on non-discriminatory grounds, the dismissal would be subject to the same conditions as for other employees. Although the legal uncertainty has been clarified by a decision, the legacy of this practice has revealed an urgent need to raise awareness among stakeholders. The Productivity Pact\textsuperscript{49}, a multi-stakeholder public and private initiative, propagates and shares good practices, raises awareness and supports businesses in their inclusion policies.

A successful inclusion policy must go beyond the methodological opposition between the quota system and non-discrimination laws, and be able to implement coherent policies and actions that remove barriers to access to the world of work for people with disabilities.

3 – The importance of a complementary approach

The CSO-led fight for the rights of people with disabilities has been accompanied by a growing mobilization around the issue of human rights, which has found support in the international community. The product of this mobilization was the rights model. The CRPD consolidated this approach in 2006 and has paved the way for an inclusive interpretation of the quota system and non-discrimination laws. The very principle of inclusion rejects rigid categorizations. The inclusion of people with disabilities in society is inherently defined by the two most important elements: the diversity of their assets and the constraints they face. It is therefore impossible to develop inclusion policies based on a single model.

A – The importance of implementing global and coherent policies

The factors of inequality are complex and not related to disability alone. Encouraging inclusion calls for a two-pronged approach that combines efforts to prevent the discrimination that results in exclusion and measures that break down the barriers to accessing employment.

\textsuperscript{47} Revised Law 361 of 1997, Article 26
\textsuperscript{48} Sentencia SL1360-2018/53394 de abril 11 de 2018, Corte Suprema De Justicia, Sala De Casación Laboral
\textsuperscript{49} See Colombia country profile
Combining non-discrimination and positive action

Article 27 is based on the concept of decent work, which embodies the right of individuals not only to work, but to quality work. Equality is not limited to access to work but includes the opportunity to have a career, a salary that corresponds to the work performed, to benefit from fair working conditions and reasonable accommodation where necessary, and to be able to exercise one's rights.

Article 27 of the CRPD on Work and Employment stipulates that States Parties are responsible for creating an inclusive environment, and for guaranteeing and promoting the right to work by taking the appropriate and legislative measures to combat discrimination and protect the rights of persons with disabilities. The concept of reasonable accommodation defined in Article 2 is based on the idea that effectively combating discrimination implies not only giving equal treatment to people in a comparable situation but also, with a view to achieving substantive equality, taking into account the different situations by implementing the necessary and appropriate measures.\(^{50}\)

Prohibiting discrimination is essential but not sufficient and affirmative action measures are essential to ensure access to equal opportunities, in access to training and employment for example. Countries have an obligation to guarantee access to employment and thus to enhance the employability of people with disabilities. The public sector has a legal obligation to employ people with disabilities and create employment opportunities. In the private sector, governments must encourage and facilitate employment, in part by implementing measures and obligations. In this context, the existence of a quota system is just one of a number of methods that provide a "safety net", i.e. a measurable minimum number of jobs below which an entity is considered not to have made the necessary efforts with regards to inclusion.

Positive action measures

A positive action measure is any specific measure designed to confer preferential treatment on certain disadvantaged groups in order to prevent or compensate for disadvantages affecting them, particularly in employment. As reasonable accommodation is a strict obligation for governments, it is not a positive action.

A country’s obligation to ensure the right to inclusive work therefore goes beyond formally guaranteeing that right. It includes the obligation to address barriers to employment in a dual approach targeting individuals and services, and consequently establish coordinated and coherent policies.

\(^{50}\) Emploi des personnes en situation de handicap et aménagement raisonnable, l’obligation d’aménagement raisonnable comme garantie de l’égalité de traitement dans l’emploi, Guide du Défenseurs des droits, 2017
Measures to remove barriers

As well as putting in place obligations on employers and laws to prohibit anti-discriminatory behavior, governments are attempting to facilitate measures that remove the barriers to employment faced by people with disabilities. These different measures are detailed in the following chapter. They can be initiated by public and private actors, and all provide tangible solutions to the difficulties encountered in recruitment and job retention by both employers and people with disabilities.

Access to justice and work

In a holistic approach, access to justice also improves access to work. It is a means for people with disabilities to exercise their rights when these have been violated. In certain contexts, particularly in common law countries, it can advance inclusion rights. The conformity of legislation with the rights guaranteed by the CRPD is such an issue. International bodies highlight, for example, the lack of legislation prohibiting discrimination on the grounds of disability in Asia\textsuperscript{51} and Latin America\textsuperscript{52}. Access to justice is also an important issue due to the physical, communication, attitude-related or even legal barriers that exist. People with disabilities are sometimes deprived of all or part of their legal capacity. Specific measures, such as enhancing the accessibility of courts, generalizing the presence of sign language interpreters, and particularly, providing legal professionals with training are therefore required to guarantee the right to work.

Considering the different factors of vulnerability

Finally, inclusion will only be achieved if the cross-cutting issues that people with disabilities may face are taken into account. Vulnerability can be increased significantly by factors including minority status, age, gender, poverty or a rural context. These factors must be taken into account in public policies and particularly when implementing specific measures. Additional barriers may arise, even if they are not related directly to disability. For example, an online service that fulfills all the digital accessibility criteria will still be inaccessible to people with disabilities in situations of extreme poverty. Attitudinal barriers are also cumulative. For example, women and young people with disabilities are even less represented in employment than average-aged men. For this reason, disability should be taken into account when conceiving initiatives to target a particular vulnerable group, but disability initiatives must also consider other factors of vulnerability. For this reason, some of the initiatives identified focus specifically on promoting the employment of young people or women with disabilities.

\textsuperscript{51} Disability at a Glance, strengthening employment prospects for persons with disabilities in Asia and the Pacific, CESAP, 2015

\textsuperscript{52} Medidas para la promoción del empleo de personas con discapacidad en Iberoamérica, Organización Iberoamericana de Seguridad Social (OISS), 2014
B – Businesses are key partners in disability-inclusive employment

Promoting the hiring and retention of people with disabilities

Private companies employ the most people, and their practices have an immediate impact on the general well-being of society and on how it functions. In 2016, the private sector employed 2.8 billion people worldwide, which represented 87% of total employment. Although international enterprises provide more than 60% of jobs in emerging economies, the contribution of SMEs to total employment has grown over the past years. Novel estimates of employment by firm size suggest that the number of employees within SMEs in the formal sector almost doubled in the 132 countries for which estimates are available, with SMEs’ share of total employment rising from 31 to 35 per cent.

Innovating, promoting and sharing good practices

Beyond their role as employers, contribute to developing and propagating good practices, which gives them the scope to complement public initiatives. Various soft law instruments have been implemented, either at the initiative of the international community or the business world, to encourage companies to adopt diversity and inclusion or CSR policies. The United Nations Global Compact launched in 2000, and the OECD Guidelines for Multinational Enterprises, a revised version of which was published in 2011, provide reference frameworks to guide responsible business conduct. The Global Compact, to which almost 10,000 companies adhere, is committed to the Sustainable Development Goals. Its principles of action include ending all forms of discrimination in employment and occupation. The European Union requires publicly traded companies, banks and insurance companies with more than 500 employees to publish a "consolidated non-financial statement". This must include a description of the governance diversity policy. Disability is not a necessarily included as a vulnerability criterion for the analysis of diversity policy, but Spain, for example, took the decision to include it when transposing the Directive into national law.

Impact investors also include the number of customers, beneficiaries or employees with a disability among their social performance indicators for the organizations and businesses they fund. Lastly, the ILO Global Business and Disability Network has brought together 27 companies to promote the benefits of inclusion for business. In 2017, in conjunction with the Global Compact, it published a guide to support businesses in promoting equal opportunities in the workplace, the labor market and the community.

53 World Employment Social Outlook, sustainable enterprises and jobs: Formal enterprises and decent work, ILO, 2017
54 Ibid.
55 2011 Update of the OECD guidelines for multinational enterprises
56 2014/95/EU Directive
57 Real Decreto 18/2017 of 24 November 2017
58 The Global Impact Investing Network (GIIN) promotes a series of indicators including criteria on the inclusion of minorities, people with disabilities and excluded people
59 Guide for business on the rights of person with disabilities, ILO & Global Compact, 2017
III – Initiatives and actors promoting inclusive wage employment

1 – Public policies promoting the employment of people with disabilities............ 37
   A – The recruitment of people with disabilities and meeting quotas............... 37
   B – Financial incentives and benefits in kind.............................................. 38
   C – Information technology to promote teleworking..................................... 38

2 – The actors and services providing technical support................................. 39
   A – Overview of the actors and support available........................................ 39
   B – Services supporting the recruitment of people with disabilities.............. 41
   C – Emerging technologies to support accessibility..................................... 42
   D – Training and employability development.............................................. 43

3 – Dedicated forums for continued improvement........................................... 44
   A – Peer-to-peer experience sharing networks and events.......................... 44
   B – Public recognition, certification and awards ......................................... 45
There are a large number of initiatives and actors - public, private, or a combination of the two - promoting the employment of people with disabilities. However, these initiatives tend to be dispersed and are often limited in time, geographical sphere and in terms of capacity. To build an inclusive workforce for the twenty-first century, existing national programs will need to be strengthened, new approaches tested and services provided on a large scale. The floor is open for new actors to get involved, innovate and develop new initiatives. This chapter sets out the general framework of the initiatives and actors contributing to inclusive wage employment and presents a number of them, while the next chapter goes into greater detail for the ten countries that have been selected for this report.

1 – Public policies promoting the employment of people with disabilities

As previously discussed, many countries impose quotas and measures to promote the employment of people with disabilities. Policies are therefore introduced to support the various actors to fulfill these legal obligations and to stimulate disability-inclusive employment.

A – The recruitment of people with disabilities and meeting quotas

In some countries, public administrations have developed recruitment portals which allow recruiters to indicate whether their vacancies are open to people with disabilities. On the Brazilian Ministry of Labor portal, the mention “PCD”, persona con discapacidad or person with a disability, allows companies to specify whether their offer is intended for people with disabilities. While this mention may demonstrate a company’s willingness to employ people with disabilities, it can nevertheless convey a non-inclusive approach. Not only must the type of disability be specified, thereby limiting and categorizing disabilities, but also, such mentions often hide selective recruitment practices. Companies decide which positions may or may not be filled by people with disabilities. Moreover, only 1% of vacancies carry the mention.

Peru uses a portal dedicated solely to people with disabilities, managed by CONADIS\textsuperscript{60}. It is a means of monitoring the employment obligation, because the legal framework in Peru imposes an obligation of means, and not result. The number of people with disabilities hired in each business is counted, and for those below the quota, the reasons are analyzed. If the business has not had a vacancy or has taken the necessary steps to recruit a person with a disability but has not been able to find a suitable profile, it is not penalized. In practice, this implies verifying that the company has published a vacancy on the portal and that there has been no systematic discrimination.

\textsuperscript{60} National Council for the Integration of Persons with Disabilities
Some employment services have developed an inclusive approach and offer a one-stop shop for people with and without disabilities. This is the case of ANETI in Tunisia, and the PES in Colombia.

In Brazil, where the quota system imposes an obligation of result, enforcement is carried out by the labor inspectorate of each state. The labor inspectorates of the states of São Paulo and Rio Grande do Sul support companies through recommendations or by putting them in contact with inclusion stakeholders.

### B – Financial incentives and benefits in kind

Aside from quotas, the most common incentives for recruiting people with disabilities are financial. Businesses employing people with disabilities can benefit from reductions on employer contributions on the wages of people with disabilities and sometimes on other taxes or social contributions. To encourage disability-inclusive employment, and particularly reasonable accommodation, certain equipment may be exonerated from customs duties. Some countries, such as Columbia, even reimburse part of the wages of people with disabilities. Finally, companies employing a given number of people with disabilities may be given priority in public tenders. This is the case in Kenya, Colombia, China and the United States. While this is not a quota per se, the measure requires businesses to employ and declare a predefined number of people with disabilities.

### C – Information technology to promote teleworking

Some countries encourage the use of information and communication technologies (ICTs) to overcome accessibility barriers and facilitate teleworking or self-employment. Colombia has established a "Pact for Telework", creating a secure legal environment, expertise and advice for employers and employees. The goal is to encourage organizational innovation, improve the productivity and quality of life of workers - including people that have difficulties using transport - and promote the effective use of ICTs.

### Entrepreneurship and outsourcing incentives

Entrepreneurship is often seen as an opportunity to improve the standard of living of people with disabilities and to overcome the barriers they face in accessing wage employment. In China, the government has identified the development of e-commerce as an opportunity for people with disabilities. The Zhejiang Provincial Government recently announced a project to help 10,000 people with disabilities start their own e-commerce businesses and to create 20,000 jobs in e-commerce. It will also train 50,000 people in e-commerce by the end of 2020.

---

61 China Disabled Persons’ Federation
Outsourcing to entrepreneurs is also a way to meet quotas. The stereotype of the microenterprise that produces little more than handicrafts is often a barrier for larger companies, which struggle to identify opportunities to outsource. A platform like Dnework.net in Indonesia provides a directory to give visibility to companies created and managed by people with disabilities in a wide range of sectors (fashion, photography, agriculture, etc.).

The legal approach adopted to enhance the employment of people with disabilities has an impact on the quality and number of measures available. Generally, public policies and programs are more developed in countries that favor the quota approach. A recurrent barrier that stands between these schemes and their beneficiaries is their lack of visibility or effectiveness. For example, in most of the countries surveyed, businesses reported having little or no knowledge of the tax benefits available or how to access them. To support these public initiatives, a broad range of public and private actors are available to assist businesses to develop and adopt inclusive measures.

2 – The actors and services providing technical support

Business will often start working on inclusion through awareness raising. While awareness raising is indeed an essential activity, it is only effective if integrated into a more global approach that involves defining an institutional strategy or policy, creating an inclusive working environment, adapting human resources and staff management policies, identifying key partners and making workplaces and communication tools accessible. Some organizations providing technical support offer a comprehensive range of services while others specialize in specific areas: accessibility, training and awareness raising, the recruitment of people with disabilities, etc. Some also work to strengthen their employability of people with disabilities to and facilitate their links with employers.

A – Overview of the actors and support available

Businesses may, to prepare to become disability-inclusive, need to access information on their environment, their obligations and the policies, programs and measures that exist. Resources are available from government agencies responsible for law enforcement, employment or social affairs, as well as from associations and institutions. For example, the General Confederation of Moroccan Enterprises (CGEM)\(^\text{62}\) has developed a practical guide for the employment of people with disabilities for Moroccan businesses, produced in collaboration with Humanity & Inclusion. Organizations and public services may also provide more in-depth technical support to implement awareness-raising and training sessions, conduct inclusion assessments and develop institutional policies or concrete actions to

\(^{62}\) http://www.cgem.ma
promote the employment of people with disabilities. The Amankay Institute for Studies and Research\textsuperscript{63} in Brazil proposes an interactive game to raise employee awareness based on their knowledge of disability.

“I came thinking I would listen to this session on disability and ask questions, but it was completely different. I found myself immersed, having fun and I started mentally exploring the possibilities of including people with disabilities on the team in my factory.”

Pepsico factory manager, following an awareness-raising workshop organized by the Youth4jobs foundation in India

The Ethos Institute\textsuperscript{64} in Brazil is a center that provides resources, enables experience sharing and develops tools to help businesses analyze their practices and deepen their commitment to social and environmental responsibility. In partnership with Global Network for Business and Disability (REIS)\textsuperscript{65}, the Institute published a guide on institutional policies to promote the inclusion of people with disabilities. An online platform offers a self-diagnosis that can then be redirected to specialized support services.

The Easy Inclusion organization\textsuperscript{66} in China offers support to businesses wishing to develop more inclusive recruitment strategies and practices. The NGO Helm\textsuperscript{67} in Egypt offers a wide range of services and assists companies to better understand disability, develop an inclusive environment and integrate candidates recruited within the company. The organization focuses particularly on supporting managers to develop an inclusive approach.

“... We believe that to build an inclusive culture, solid leadership commitment is required, a working group should be set up to work on the operational aspects - organizing awareness raising and training, supporting disabled employees and their teams, building accessible workplaces and communication tools - and finally, the company should actively participate in practice sharing networks and communities.”

Accenture Latin America

\textsuperscript{63} See Brazil country profile
\textsuperscript{64} Ibid.
\textsuperscript{65} Rede Empresarial de Inclusão Social, Global Network for Business and Disability in Brazil
\textsuperscript{66} See China country profile
\textsuperscript{67} See Egypt country profile
B - Services supporting the recruitment of people with disabilities

Businesses often find it difficult to recruit people with disabilities when a job vacancy arises. This step can be frustrating due to the many communication barriers between businesses and people with disabilities, who are generally further from the labor market and do not have access to traditional networks in which vacancies are advertised. Certain specialized platforms centralize the résumés of people with disabilities or advertise vacancies specifically to this target group via DPOs or other organizations. These platforms often offer additional services to reinforce the employability of candidates with disabilities and to support companies in their integration. The platform incluyeme.com\footnote{See Peru country profile} in Latin America, for example, provides a pre-selection service for the different job vacancies. These initiatives can facilitate recruitment, but they have a certain number of limitations. The service providers often have to go out and find candidates and ensure a personalized follow-up. Although Internet access has become more democratic, people with disabilities still face digital accessibility and attitudinal barriers and have limited access to social media. Some actors organize specific events such as job fairs and skills experience-sharing events that bring together potential candidates and businesses. In Tunisia, for example, the National Agency for Employment and Self-Employment (ANETI)\footnote{See Tunisia country profile} organizes awareness days at the national and regional level to bring together people with disabilities, employers and stakeholders working to support people with disabilities. In 2018 in India, Société Générale organized a “people with disabilities and careers in technology” workshop with V-Shesh\footnote{See India country profile} that allowed for in-depth exchanges between participants, businesses and people with disabilities.

"Today, I have made a commitment to build on this experience, share it with my community, and reassure potential business leaders who are still hesitant about recruiting people with disabilities. I had the same apprehension, but having worked with two disabled colleagues, I have learned to overcome this fear."
Racha, Head of a dental prosthesis manufacturing company in Gabes, who recruited two disabled people in a company with a total of four people.\footnote{Capitalisation d’expérience, projet Emploi et Handicap, Retours sur les leçons apprises et les bonnes pratiques d’insertion professionnelle des personnes handicapées dans les entreprises tunisiennes, Humanity & Inclusion, mars 2018}
Beyond the recruitment process itself, organizations support businesses to create an inclusive work environment and ensure that newcomers are welcomed. The APAE in Sao Paolo\(^{72}\) provides tutors who support recruited candidates as they take up their posts, and then gradually step back as they gain autonomy. The tutor’s role is also to raise awareness among colleagues and managers in order to facilitate the integration of the new recruits.

Organizations, public services and businesses offer services to identify, design and implement the required reasonable accommodation. Among them are the APAE Sao Paolo tutors in Brazil, the Productivity Pact in Colombia\(^{73}\), the Youth 4 jobs foundation in India\(^{74}\) and the Ministry of Labor and Employment Promotion through the Trabajo Contigo - Empleo con Apoyo [I work with you – Supported employment] initiative in Peru\(^{75}\).

The Mövenpick Hotels & Resorts group is present in 24 countries. The Mövenpick Resort and Spa - El Gouna in Egypt has taken initiatives to hire people with disabilities and make the hotel more user-friendly for guests with disabilities. The recruitment and induction of employees with disabilities is intense, with a professional development program for disabled employees. The hotel invites the parents of employees with disabilities to see their children’s working conditions. These recruitment efforts are supported by partner organizations, including the Ebtessema Foundation and others. The hotel also provides mobility assistance and other equipment for the elderly or people with reduced mobility\(^{76}\).

C – Emerging technologies to support accessibility

Many initiatives mobilize technology to promote the inclusion of people with disabilities in professional life. In Colombia, Tecnoayudas specializes in creating technical solutions such as specialized software, visual equipment and magnifying glasses and office equipment to improve the inclusion of people with disabilities in their social, academic and professional lives. In Egypt, the NGO Helm has set up the Entaleq project, supported by the mobile operator Vodafone, which is a mobile application and website that maps accessible venues and services in Egypt.

\(^{72}\) See Brazil country profile
\(^{73}\) See Colombia country profile
\(^{74}\) See India country profile
\(^{75}\) See Peru country profile
\(^{76}\) Disability in the Workplace: Companies Practices from Egypt, ILO, 2017
Vodafone Egypt is one of the largest mobile operators in Egypt and serves more than 36 million customers. Since 2001, Vodafone Egypt has recruited people with disabilities in different departments and some have moved into supervisory and managerial positions. Vodafone Egypt works in partnership with the Helm Foundation and other organizations to promote the inclusion of people with disabilities in employment and society. Vodafone supports the Entaleq project implemented by Helm. Vodafone’s own buildings are accessible to people with disabilities and it helps other organizations to do the same. In addition, through the project, it provides people with disabilities with information on accessible buildings. Vodafone Egypt recently launched the E3rafli application which helps visually-impaired people detect colors and use paper money.

D – Training and employability development

Among the actors and companies interviewed, the lack of adequate training and interpersonal skills are identified as one of the main barriers to employment. This barrier can be overcome by strengthening access to vocational training. A number of projects also work to develop interpersonal and life skills for people with disabilities through established business networks. In India, the Youth 4 Jobs Foundation offers a 45-day training course for young people with speech, hearing and vision impairments living in rural areas. The course offers basic modules on English, life skills, computer skills as well as industry-specific modules according to the requirements and needs of companies. Training is followed by internships and job placements. Candidates are sent as interns to companies including McDonald, Hyper City and Samsung. This on-the-job training gives managers the opportunity to observe candidates, understand their needs and consider how to accommodate them.

In Egypt, SETI Caritas has established a partnership with Carrefour to train people with disabilities in the retail professions. Job placements are organized by the SETI Caritas center.

Some of these training and job placement projects provide post recruitment follow-up for candidates to ensure that they are integrated into the company.

While it is important to promote training in an open environment, specialized institutes are sometimes necessary. They can provide specific expertise or a reference for supported employment, for example. It is essential to ensure that training delivered by these centers is not disconnected from the realities of the labor market and to build bridges with mainstream employment.

77 Ibid
78 See India country profile
79 See Egypt country profile
3 – Dedicated forums for continued improvement

A – Peer-to-peer experience sharing networks and events

The last essential component for successful and innovative inclusion is the sharing of ideas and experience. There are many dedicated forums. Networks of stakeholders and employers meet in a more or less formal capacity to discuss the difficulties they may experience and the solutions they have identified. Some stakeholder networks also share good practices or publish reference documents. For example, NASSCOM\textsuperscript{80} - an industry association for IT, technology and business process management in India - offers members a space to share practices and studies on inclusion. The ILO Global Business and Disability Network regularly shares analyses, reports and practical advice with its members on inclusion policies and recruiting people with disabilities. Since the network was launched in 2010, it has supported the establishment of national networks in Bangladesh, Indonesia, Egypt and recently in China and India. Certain discussion forums, such as the Brazilian human resources association\textsuperscript{81}, cover broader topics such as corporate social responsibility and human resources.

The Harkin Summit

The first three Harkin International Disability Employment Summits met in 2016, 2017 and 2018, in Washington, D.C. These international events were initiated by United States Senator Tom Harkin (Retired), a member of the Democratic Party who represented the state of Iowa in Congress from 1985 to 2015, who was also the driving force behind the Americans with Disabilities Act (ADA) of 1990. The Harkin Summit aims to bring together employment stakeholders, share good practices and propose innovations. The 2019 Summit will be held in Paris, and is co-organized with Humanity & Inclusion.

About the Harkin Summit

"It provided insight into others’ experiences in disability-inclusive employment. It gave me many ideas on how to integrate people with disabilities into our activities and how to take an inclusive approach to our operations and project. Recognizing the challenges faced by people with disabilities and drawing on the work of others helps move forward on the issue of inclusion."

Federation of Egyptian Industries

\textsuperscript{80} See India country profile
\textsuperscript{81} See Brazil country profile
B – Public recognition, certification and awards

Increasing numbers of private or public initiatives are delivering awards or certification to recompense the efforts made by employers to improve inclusion. Innovative practices are shared, good practices and exemplary companies given visibility and other stakeholders encouraged to adopt similar practices. In Morocco, the CGEM has developed a CSR label which is subject to an annual audit. Businesses are able to implement the actions required to achieve the targets in function of the date of the audit. These regular audits enable businesses to improve their practices and measure the benefits of diversity and inclusion.

Also in Morocco, the Incorpora Award, promoted by the Spanish banking Caixa Foundation with the support of the CGEM, is awarded each year to companies that excel in equal opportunities and inclusion. The Kenyan Employers’ Network for Equality and Inclusion delivers awards in several individual categories: Inclusive Culture, Inclusive Procurement, the Equality & Inclusion Champion, etc. There are also a number of similar government-led initiatives. In India, the Department of Empowerment of Persons with Disabilities of the Ministry of Social Justice delivers annual national awards for the empowerment of people with disabilities, which recognize the achievements and initiatives of people with disabilities themselves as well as public organizations, businesses and stakeholders working to promote inclusive practices.

IBM Karnataka received the Indian National Award for the Empowerment of People with Disabilities in 2018 for its efforts in accessibility: IBM ensured that all its offices in India, including the parking lots, cafeteria, etc., were accessible to people with disabilities. Call points are provided in all buildings at an accessible height for emergency calls. All signage is in Braille and elevators have visual and auditory signals to enable everyone to use them.

The country profiles in the following chapter provide a list of national initiatives that, while not intended to be exhaustive, may help to actors, organizations or companies looking to develop activities to support the inclusive employment of people with disabilities. For each initiative, references are available and each country profile provides contacts for those who would like more information.

---

82 See Morocco country profile
83 Rse.cgem.ma (French-language website on corporate social responsibility)
84 See Kenya country profile
85 See India country profile
86 Citations, National Awards for the Empowerment of Persons with Disabilities, Department of Empowerment of People with Disabilities, 2018
IV – Country profiles

Brazil ........................................................................................................................................... 48
China ........................................................................................................................................... 50
Colombia .................................................................................................................................... 52
Egypt ........................................................................................................................................... 55
India.......................................................................................................................................... 58
Indonesia .................................................................................................................................... 61
Kenya .......................................................................................................................................... 63
Peru ............................................................................................................................................. 66
Phillippines .................................................................................................................................. 69
Tunisia .......................................................................................................................................... 71

The information on the employment of people with disabilities for these country profiles was provided by HI field staff, with the support of their partners and other stakeholders interviewed, and supplemented by information available in various documents and websites. These country profiles should, under no circumstances, be considered exhaustive or complete. They only provide an overview of disability-inclusive employment in each country as of April 2019.

If you have additional or updated information, please email Celine Trublin at c.trublin@hi.org
Brazil

Key figures

<table>
<thead>
<tr>
<th>Total Population:</th>
<th>208 million[^7]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity rate in the general population[^8]:</td>
<td>63.24%</td>
</tr>
<tr>
<td>Unemployment rate (unemployed workers):</td>
<td>12.4%</td>
</tr>
<tr>
<td>Disability prevalence:</td>
<td>23.9% (45.6 million)[^9]</td>
</tr>
<tr>
<td>Activity rate (people with disabilities):</td>
<td>ND</td>
</tr>
<tr>
<td>Unemployment rate (people with disabilities):</td>
<td>ND</td>
</tr>
</tbody>
</table>

Definition of disability

The Law No. 13.146 on the Inclusion of Persons with Disabilities of 2015 states that “Persons with disabilities include those with long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”.

Legal framework - Measures relating to disability-inclusive employment

Quotas: Law 8213/91 (revised in 2015) imposes quotas according to the size of the workforce: for companies with 100 to 200 employees: 2%; from 201 to 500 employees: 3%; from 501 to 1000 employees: 4%; above 1000 employees: 5%. The quota must be met through direct employment which excludes apprenticeships, and failure to comply results in a financial penalty. According to Law 8213/91, a disabled worker may only be dismissed once a person in a comparable situation has been identified as a replacement. The same applies at the end of a fixed-term contract of more than 90 days. Imposing conditions on dismissal indirectly guarantees a certain number of positions for people with disabilities.

Employment and disability stakeholders and service providers


Main initiatives:

- The MTE regulates the labor market, provides services to employees and businesses, manages unemployment insurance and coordinates the Decent Work Day.
- The states of Minas-Gerais, Bahia, Sao Paulo and Rio de Janeiro have programs for the inclusive employment of people with disabilities.
- SINE ([www.sine.com.br](http://www.sine.com.br)) provides a recruitment portal on which employers can specify that certain positions are open to people with disabilities.
- Under the Project U+20, Uberaba city organizes the Regional Congress for People with Disabilities[^1]. The theme in 2017 was progress and prospects for the social inclusion of people with disabilities.

[^7]: <https://www.populationdata.net/pays/bresil/>
[^8]: For ages 15-64
[^9]: 2010 Census, Instituto Brasileiro de Geografia e Estatística - IBGE

---

[^1]: The census by the Brazilian Institute of Geography and Statistics (IBGE) already states in 2000 that there were 24 million people with partial disabilities in Brazil, i.e., 14.5% of the country’s population, including nine million people of working age.
Private sector & civil society: i.social, National Confederation of Industry (CNI), CATHO, Brazilian Human Resources Association (ABRH), FENAPAES (National Federation of APAE92, intellectual disabilities), REIS (Entrepreneurial Network for Social Inclusion)

Main initiatives:

- The ABRH (http://premioserhumano.com.br/) promotes human resources as a key driver of human development, promotes CSR initiatives and presents the annual "Ser Humano" (Human Being) awards.
- The Ethos Institute93 (https://www.ethos.org.br/) in Brazil was created by businesses and businesspeople. Its aims to mobilize, raise awareness and support businesses in socially responsible conduct. The institute provides training and advice on a wide range of topics, including inclusion.
- I.social (http://isocial.com.br/) provides technical support to businesses for developing disability inclusion programs, promotes CSR initiatives and produces publications related to inclusion.
- FENAPAES (http://congresso.apaebrasil.org.br/page/fenapaes) is a network of associations with a presence in nearly 2000 municipalities. It offers different services including advocacy, health and education and supports various initiatives to promote disability-inclusive employment. In particular, it organizes the "intellectual and multiple disabilities week" which aims to raise awareness among stakeholders (including businesses). The São Paulo APAE has a program under which tutors support newly recruited disabled workers to settle in their positions and ensure their inclusion within the company.
- The National Service of Industrial Training (SENAI) (http://www.sp.senai.br/), part of the National Confederation of Brazilian Industry (Confederação Nacional da Indústria - CNI) provides vocational training - some of which is open to people with disabilities - and supports companies to promote innovation and technological developments.
- REIS: Entrepreneurial Network for Social Inclusion (Rede Empresarial de Inclusão Social) (http://www.redeempresarialdeinclusao.com.br/) aims to bring together and mobilize Brazilian companies to promote the inclusion of people with disabilities in the labor market by sharing knowledge and identifying good practices, networking, developing partnerships and projects to create qualifying services and hiring and retaining people with disabilities.

Key contacts and resources

i.social – Soluções em Inclusão Social
http://isocial.com.br/
Andrea Schwarz, President
Tél : +55 11 3891 2511
andrea@isocial.com.br

Rede Empresarial de Inclusão Social
http://www.redeempresarialdeinclusao.com.br/
Ivone Santana, Executive secretary
Tel: +55 11 97179 4812/+55 11 2337 6031
ivonesantana@modoparites.com.br

91 http://www.uberaba.mg.gov.br/portal/conteudo.40421
92 The association of parents and friends of people with disabilities
93 https://www.ethos.org.br
China

**Key figures**

<table>
<thead>
<tr>
<th>Total Population:</th>
<th>1.34 billion</th>
<th>Disability prevalence:</th>
<th>6.3% (85 million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity rate in the general population</td>
<td>60%</td>
<td>Activity rate (people with disabilities)</td>
<td>37.7% (32 million)</td>
</tr>
<tr>
<td>Unemployment rate (unemployed workers):</td>
<td>ND</td>
<td>Unemployment rate (people with disabilities):</td>
<td>8.6% (urban areas)</td>
</tr>
</tbody>
</table>

**Definition of disability**

The Law on the Protection of Disabled Persons promulgated in 1991 and amended in 2008 states that “a disabled person refers to one who suffers from abnormalities or loss of a certain organ or function, psychologically or physiologically, or in anatomical structure and has lost wholly or in part the ability to perform an activity in the way considered normal.”

**Legal framework - Measures relating to disability-inclusive employment**

**Quotas:** The Law on the Protection of Disabled Persons and its implementing regulations require companies to have a minimum of 1.5% of people with disabilities in the workforce. Failure to comply is penalized by a tax paid into the employment promotion fund. The Employment Promotion Law, passed in 2007 and in force since 2008, contains a provision on promoting employment and protecting the rights of persons with disabilities.

**Incentive measures:** Businesses can benefit from tax incentives, and those that "contribute to the social well-being of people with disabilities" are given priority in public procurement.

**Employment and disability stakeholders and service providers**

**Public sector:** China Disabled Persons’ Federation (CDPF), ILO.

**Main initiatives:**

- The CDPF ([http://www.cdpf.org.cn/english/](http://www.cdpf.org.cn/english/)) supports the interests of people with disabilities, and is charged by the Government with overseeing disability-related issues. The organization carries out analysis and research, and supports government authorities in drafting laws and regulations for people with disabilities. The CDPF operates nationwide and also provides services to people with disabilities.
- The Zhejiang provincial government launched a project aiming to help 10,000 people with disabilities to start their own e-commerce business ([http://www.cdpf.org.cn/english/Initiatives/employment/201612/t20161222_578447.shtml](http://www.cdpf.org.cn/english/Initiatives/employment/201612/t20161222_578447.shtml)) and to create 20,000 jobs in e-commerce, as well as to train 50,000 people in e-commerce by end 2020. The project objective is to encourage...

---

94 ComDPH report, 2010
95 Ages 15-60 years
96 Ibid.
people with disabilities to create their own online businesses to improve their quality of life and enable them to contribute to society.

**Private sector & civil society:** Easy Inclusion; One Plus One (OPO); Global Business Disability Network-China Chapter

**Main initiatives:**

- **Easy Inclusion** ([http://www.easyinclusion.cn/](http://www.easyinclusion.cn/)) supports and guides businesses in becoming more inclusive through awareness-raising programs, recruitment training, assistance in designing inclusive policies and strategies and advice on implementation.

- **OPO** ([http://www.yijiayi.org](http://www.yijiayi.org)) is a DPO dedicated to changing mentalities and challenging stereotypes about people with disabilities. It works to change regulations, improve information for and about people with disabilities, promote inclusion in education and boost innovation that facilitates access to employment. It leads awareness campaigns aimed at different groups. OPO is particularly known as an independent accessible media and works with other actors on disability issues, training and information (universities, media, etc.). In 2016, OPO expanded to become a public interest group with 5 NGOs and 3 social enterprises.

- **The ILO Global Business Disability Network - China Chapter** is a national business network that aims to scale-up inclusive business practices through exchange and collaboration. The network was launched in July 2018 by 15 founding member businesses, eager to share experiences, resources and solutions for hiring and retaining people with disabilities in employment. The initiative is endorsed by the CDPF and Easy Inclusion ([https://www.ilo.org/beijing/information-resources/public-information/press-releases/WCMS_645499/lang--en/index.htm](https://www.ilo.org/beijing/information-resources/public-information/press-releases/WCMS_645499/lang--en/index.htm)).

**Key contacts and resources**

**Humanity & Inclusion - China**

[https://www.handicapinternational.be/fr/chine](https://www.handicapinternational.be/fr/chine)

Mr. Cyril Poulopoulos, China Country Director

Tel: +86 13701381815

c.poulopoulos@hi.org

**Easy Inclusion**

[www.easyinclusion.cn](http://www.easyinclusion.cn)

Mr. Zhou Haibin, Director

Tel: +86 13545359705

haibin.zhou@easyinclusion.cn
Colombia

Key figures

<table>
<thead>
<tr>
<th>Total Population:</th>
<th>46 million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity rate in the general population:</td>
<td>61.5%</td>
</tr>
<tr>
<td>Unemployment rate (unemployed workers):</td>
<td>11%</td>
</tr>
</tbody>
</table>

Disability prevalence: 6.3%
Activity rate (people with disabilities): 19.5%
Unemployment rate (people with disabilities): 22.1%

Definition of disability

According to Law 1618 of 2013 on the full guarantee of rights for people with disabilities, "Persons with disabilities include those with long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others".

Legal framework - Measures relating to disability-inclusive employment

While the government has not established quotas, it has implemented a number of positive discrimination measures such as:

- Reduced charges and taxes for employers of people with disabilities.
- Priority for public procurement for businesses that employ more than 10% of people with disabilities.
- Halving of the mandatory apprentice quota for employers that hire at least one person with a disability.
- Prohibition of dismissal on the grounds of disability without prior approval from the Ministry of Labor (enhanced work protection).

Teleworking is encouraged by both the Ministry of Labor and the Ministry of Information Technology and Communications. The "Pact for Telework" in particular, provides a safe legal environment and shares expertise and advice with employers and employees that wish to benefit.

97 DANE (Departamento Administrativo Nacional de Estadística):
Medidas para la promoción del empleo de personas con discapacidad en Iberoamérica, Organización Iberoamericana de Seguridad Social (OISS), 2014
98 Ages 15-64 years
99 Ibid
100 Law 361 of 1997 on integrating people with disabilities
101 Ibid
102 Law 1221 of 2008 on telework promotion and its regulation n°884 of 2012
103 www.teletrabajo.gov.com et Libro Blanco: El ABC del teletrabajo en Colombia Version 3.0 (MinTic)
Employment and disability stakeholders and service providers

**Public sector:** Ministry of Labor (MinTrabajo); Ministry of Social Protection (MinSalud); National Council on Disability (CND); Ministry of Information Technology and Communications (MinTic), (responsible for strategy); local Disability Committees (satellites of the CND and Minsalud); SENA (National Learning Service); OISS (international organization promoting excellence in social security administration); Public Employment Service (SPE), (responsible for implementation).

**Main initiatives:**
- The Public Employment Service (SPE) ([http://serviciodeempleo.gov.co/aide](http://serviciodeempleo.gov.co/aide)) advises businesses on hiring people from vulnerable groups, such as people with disabilities.
- The SENA ([http://www.sena.edu.co](http://www.sena.edu.co)) is a vocational training service that aims to strengthen the skills of the labor force to increase the competitiveness of Colombian businesses. The SENA elaborates strategies and programs for inclusion, employment and entrepreneurship.

**Private sector & civil society:** Corona Foundation, National Association of Entrepreneurs (ANDI), Disability Corporation Colombia (CDC), Tecnoayudas Ltd., Disnnet (Media agency), Saldarriaga Concha Foundation, Inter-American development Bank and the Multi-Lateral Investment Fund (IDB-FOMIN), Chamber of Commerce of Bogotá (Camara de Comercio de Bogota).

**Main initiatives:**
- The NGO CDC ([http://discapacidadcolombia.com/](http://discapacidadcolombia.com/)) heads the Alliance for Inclusion project which supports businesses in their inclusion strategies and provides services and technical solutions to adapt workstations. This initiative is supported by the Productivity Pact.
- Incluyeme.com ([https://www.incluyeme.com.co/](https://www.incluyeme.com.co/)) was launched in 2013 and provides a networking platform for people with disabilities and businesses. It also offers services to businesses, including awareness-raising campaigns, HR support for recruitment, training for employees with disabilities and post-recruitment monitoring.
- The Productivity Pact is a public and private multi-stakeholder initiative[^104] ([www.pactodeproductividad.com](http://www.pactodeproductividad.com)), that aims to promote an inclusive employment model by supporting organizations working in employment and disability. It communicates and shares good practices; supports businesses to improve inclusion policies (from assessment to monitoring) and publishes analyses and recommendations.

[^104]: MinTrabajo, SENA, Agencia Presidencial de Cooperación Internacional de Colombia - APC et des entreprises Banco Interamericano de Desarrollo - BID; Fundación Corona; Fundación Saldarriaga Concha; Cafam - Bogotá; Comfenalco Antioquia - Medellín; Comfandi - Cali; Comfamiliar Risaralda - Pereira
Recent developments

Many actors, including members of the Productivity Pact, question the Constitutional Court’s interpretation of Article 26 of Law 361 on "enhanced work protection", as it turns the protection measure into a considerable obstacle for employing people with disabilities\(^{105}\).

Key contacts and resources

**Humanity & Inclusion – Colombia**
humanityandinclusioncolombia.com
Grégory Le Blanc, Director
Tel: +57 (4) 5897753
g.le-blanc@hi.org

**Productivity Pact**
www.pactodeproductividad.com
Alejandra León, Program Director
Tel: +57 (1) 347 9762
aleon@pactodeproductividad.com

\(^{105}\) See page 18
http://www.pactodeproductividad.com/pdf/informenarrativopercepcionesproblemasyrecomendacionescompleto.pdf (pp 49s) Consultation coordinated by Andrea Parra, Pacto de Productividad
**Egypt**

### Key figures

<table>
<thead>
<tr>
<th>Total Population: 97.553 million</th>
<th>Disability prevalence: 13%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity rate in the general population: 46.7%</td>
<td>(10.6% – national census 2017)</td>
</tr>
<tr>
<td>Unemployment rate (unemployed workers): 11.5%</td>
<td>Activity rate (people with disabilities): 24.9%</td>
</tr>
<tr>
<td>Unemployment rate (people with disabilities): ND</td>
<td></td>
</tr>
</tbody>
</table>

### Definition of disability

According to Article 2 of the Disability Act No.10 (2018), a person with a disability is “a person with a long-term total or partial physical, mental, intellectual or sensory impairment, which, in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.”

### Legal framework - Measures relating to disability-inclusive employment

**Quotas:** According to the Disability Act No.10 (2018), private and public businesses with more than 20 employees must have a proportion of at least 5% of employees with disabilities on the workforce. Failure to comply with the quota results in a financial penalty, and discrimination is punishable by fines and imprisonment for up to one year. To be eligible for the quota, people with disabilities must be registered with the Ministry of Social Solidarity, which issues an aptitude certificate that specifies the jobs the person may perform.

### Employment and disability stakeholders and service providers

**Public sector:** Ministry of Social Solidarity (MoSS), Ministry of Manpower, National Council for Persons with Disabilities (NCDA), Ministry of Communications and Information Technology (MCIT).

**Main initiatives:**

- The MoSS provides rehabilitation services and runs various social protection programs for people with disabilities. In 2017, it launched a four-year strategy (2017-2020) for the Protection, Rehabilitation and Empowerment of People with Disabilities.
- Between 2014 and 2017, the United Nations Development Programme (UNDP), in partnership with the ILO and MCIT, rolled out the Jobs and Skills for People with Disabilities with a focus on ICT-based solutions project. One particularly beneficial outcome of the project was the publishing of the good practices of certain businesses in Egypt. The second phase of the project is underway and aims to create a referral

---

107 Ages 15-64 years
108 Previously known as National Council on Disability
network to help people with disabilities access rehabilitation and employment services.

- The NCDA plays a role in ensuring disability legislation is applied. It coordinates governmental and non-governmental actors.
- In partnership with the NGO Misr El Kheir, the MCIT has developed a training program to improve the employability of people with disabilities in close collaboration with 16 technology companies. The initiative won the recognition of the ZeroProject (https://zeroproject.org/).
- The MCIT created the "Tamkeen" portal ("empowerment" in Arabic) which supports innovation through an annual inclusive mobile software competition, and provides technological training tools and inclusive education in public education centers and through NGOs such as the Development Association for Empowering Special Needs (DAESN).

Private sector & civil society: Caritas, DAESN, Helm ("Dream" in Arabic), Himmetna, HI, Jobzella, Professional Development Foundation (PDF), Vodafone.

Main initiatives:
- The DAESN is an NGO that promotes the rights of people with visual impairments through social and economic empowerment. It provides vocational training and builds partnerships with businesses to support them to develop inclusion, particularly through training.
- "Erafny Te’balny" ("Know me, accept me" in Arabic) is an initiative launched by the NGO Caritas (https://caritas-egypt.org/en/project/disability/) and part of its Support to Inclusive Education and Training (SETI) Centre, which trains people with disabilities in the AlFuttaim group's Carrefour supermarket chain to be employed by the group or by other companies in the sector.
- With the "Idmag" ("Inclusion" in Arabic) project launched in Cairo in 2015, HI is promoting the professional inclusion of people with disabilities through a dual approach. Project activities include training employers and creating a multi-stakeholder working group, including chambers of commerce and industry, to expand the network of inclusive service providers. The project also provides support for young people and has created an information and referral centre managed by a local DPO, Nour El Sabah to connect them with potential employers or services.
- Helm (http://www.helmegypt.org/) is an NGO in Greater Cairo that supports businesses in their inclusion strategies by providing internal training and awareness campaigns as well as advice on creating inclusive and accessible working environments. The NGO also supports people with disabilities in their search for jobs and training, and to identify accessible structures. With support from the mobile operator Vodafone Egypt, Helm set up the Êntaleq project, which offers a mobile application and website to identify accessible workplaces in Egypt.
- Himmetna and Jobzella (https://www.jobzella.com/en) are employment portals offering professional development and placement services for all job seekers, including those with disabilities. In partnership with the PDF, Himmetna and Jobzella have also created Ne2dar ("we can" in Arabic) (https://www.facebook.com/Ne2adar/), the employment and vocational training fair for people with disabilities, which takes place in Cairo and Alexandria.
Key contacts and resources

Humanity & Inclusion - Egypt
https://www.hi-us.org/egypt
Nahed Al-Khlouf, Head of mission
n.al-khlouf@hi.org/
Tel: +20 10 9987 8588

Nour El Sabah Association
Mr. Mahmoud Farrag, member of the Executive Board
mahmoudfarrag111.mf@gmail.com
Tel: +20 1223739156
Key figures

Total population: 1.231 million
Activity rate in the general population: 67.38%
Unemployment rate (unemployed workers): 4%
Disability prevalence: 2.21% (26.8 million)
Activity rate (people with disabilities): 50%
Unemployment rate (people with disabilities): 47%

Definition of disability

According to the Rights of Persons with Disabilities (RPWD) Act, 2016, Person with a disability means “a person with long term physical, mental, intellectual or sensory impairment which, in interaction with barriers, hinders his full and effective participation in society equally with others.”

Person with benchmark disability means “a person with not less than forty per cent of a specified disability where specified disability has not been defined in measurable terms and includes a person with disability where specified disability has been defined in measurable terms, as certified by the certifying authority.”

Legal framework - Measures relating to disability-inclusive employment

The RPWD ensures that people with disabilities enjoy equal opportunities, rights protection and full participation. The employment of people with disabilities is included, and the following is stipulated:

- No establishment may discriminate against any person with a disability in any employment-related matter.
- Every establishment must conform to accessibility standards for the physical environment, transport and information & communication.
- Every establishment shall maintain employment records of persons with disabilities.
- All discrimination is prohibited and punishable by law.

Quotas and incentives: under the RPWD Act, the public sector is required to employ a minimum of 4% of persons with benchmark disabilities. While there is no mandatory quota for private sector employers, they have a legal obligation to ensure equal opportunities when hiring. Public authorities, within the limit of their economic capacity and development, are to provide incentives to private sector employers to ensure that at least 5% of their workforce is composed of people with benchmark disabilities.

---

110 2010 census
111 India in figures 2018, Ministry of statistics and programme implementation, 2018
112 Persons with Disability & the Indian Labor Market: Challenges and Opportunities, ILO, 2011
113 Disabled persons in India a Statistical Profile, Ministry of statistics and program implementation, 2016
114 Ibid.
115 Specified Disability: The RPWD Act 2016 identifies 21 types of disabilities.
Employment and disability stakeholders and service providers

**Public Sector:** The Department of Empowerment of Persons with Disabilities\(^{117}\) in the Ministry of Social Justice & Empowerment is responsible for planning and implementing all programs for people with disabilities. It is composed of eight statutory bodies, including the Office of The Chief Commissioner for Persons with Disabilities; the Rehabilitation Council of India (RCI) and National Trust for the Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities, and several National Institutes.

**Main initiatives:**
- The Department of Empowerment of Persons with Disabilities presents annual national awards for the empowerment of people with disabilities that recognize the achievements and initiatives of persons with disabilities themselves, and organizations, businesses and public stakeholders working to promote inclusive practices.
- The Department of Empowerment of Persons with Disabilities, and their satellites at the regional and local levels, regularly forms alliances with the private sector in order to promote vocational training.
- The Government of India has created a portal for job seekers with disabilities (www.disabilityjobs.gov.in).

**Private sector & civil society:** American India Foundation (AIF), The Banyan, Disability Rights Promotion International (DRPI), Enable India, Leonard Cheshire Disability (LCD), Nasscom foundation, Samarthanam Trust for the Disabled, Sarthak Educational Trust, V-Shesh, Youth4Jobs (Y4J).

**Main initiatives:**
- ABLE is an AIF program (https://aif.org/our-work/) that supports the employability of people with disabilities through training, and conducts employer awareness and training campaigns.
- AWARE is a project led by the DRPI (http://drpi.research.yorku.ca/asia-pacific/drpi-india/) to raise awareness among employers and support them in recruiting people with disabilities, who are in turn able to find a suitable position for their profile.
- Since 1993 the Banyan (http://thebanyan.org/) has developed a variety of holistic mental health solutions to provide support to vulnerable people. This includes emergency and short-term medical, psychiatric and psychological care offered through street-based care, hospitals, shelter-based services, community outpatient care or inclusive long-term care options for people with high support needs.
- Enable India (http://www.enableindia.org/) is a national award-winning NGO working in disability livelihoods for nearly two decades. Enable India provides a range of services to people with disabilities, organizations and communities.
- The NGO LCD has developed Jobability, a recruitment portal that assists people with disabilities in their search for employment and provides information and resources for employers and service providers to be more inclusive. It is based in Mumbai and supports different actors in employment and disability, including employers (https://www.leonardcheshire.org/international/work-and-employment/mumbai-india).

\(^{117}\) http://disabilityaffairs.gov.in/content/
• The Nasscom Foundation (www.nasscomfoundation.org) was created in 2001 in response to the software industry’s desire to contribute to the agenda for inclusive development. The foundation’s aim is to consolidate the industry’s efforts by conducting research on Information and Communication Technologies for Development (ICT4D). The foundation and its partners are committed to capacity-building and facilitating employment for people with disabilities.

• The Samarthanam Trust for the Disabled is a national award-winning NGO created in 1997 that works to empower people with disabilities. It offers a wide range of services to respond to the needs of its beneficiaries including quality education, accommodation, dietary nutrition, vocational training and sports.

• The Sarthak Educational Trust was founded by Dr Agarwal in 2008, initially with one center in Delhi. It has gradually become nationwide operation with support from the National Skill Development Corporation, the Tech Mahindra Foundation, Capgemini India Private Limited, Mahindra Finance and other organizations.

• V-shesh (www.v-shesh.com) is a young award-winning enterprise that assists people with disabilities to access education, training and professional inclusion. V-Shesh also supports organizations in designing and implementing inclusive policies and recruiting people with disabilities. V-Shesh’s services are delivered from Bangalore, Chennai, Delhi and Mumbai by a team of 35 members, including 16 women and 14 people with disabilities.

• The Y4J Foundation (http://www.youth4jobs.org/) aims to support people with disabilities to develop technical and life skills and find employment. The foundation prepares young people with limited education from rural areas for entry level jobs in businesses. College Connect, a new program, assesses training programs and places engineers and graduates with disabilities in multinational and large IT companies. The foundation collaborates with a network of 500 businesses and had established 21 vocational training centers by 2016.

Recent developments

In 2017, the Department of Empowerment of Persons with Disabilities notified the Rights of Persons with Disabilities Rules to support the Rights of Persons with Disabilities Act, 2016.

Key contacts and resources

Humanity & Inclusion - India
Annie Hans, Rehabilitation and Inclusion Coordinator
Tel: +91 9937002230
ahans@hi.org

V-shesh - Learning Services Private Limited
www.v-shesh.com
P. Rajasekharan, Director
Tél : +91 96000 30311
raja@v-shesh.com

Indonesia

**Key figures**

<table>
<thead>
<tr>
<th>Total Population:</th>
<th>263.991 million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation rate in the general population:</td>
<td>70%</td>
</tr>
<tr>
<td>Unemployment rate (unemployed workers):</td>
<td>ND</td>
</tr>
<tr>
<td>Disability prevalence:</td>
<td>12.15% among people over 15 years</td>
</tr>
<tr>
<td>Participation rate (people with disabilities):</td>
<td>51%</td>
</tr>
<tr>
<td>Unemployment rate (people with disabilities):</td>
<td>ND</td>
</tr>
</tbody>
</table>

**Definition of disability**

Act No. 8/2016 on persons with disabilities specifies: "Persons with disabilities are defined as persons with long-term physical, mental, intellectual or sensory disabilities whose interaction with various barriers may hinder their full and effective participation in society on an equal basis with others". This law marks an important turning point in the consideration of disability in Indonesia with the shift from a social approach definition to a rights approach definition.

**Legal framework - Measures relating to disability-inclusive employment**

**Quotas:** While Act No. 8/2016 provides for a 1% quota of people with disabilities for companies with more than 100 employees, no sanctions are imposed. Employers who meet the quota receive government recognition. The public sector is obliged to respect a quota of 2% of people with disabilities among staff.

**Employment and disability stakeholders and service providers**

**Public sector:** APEKSI (Association of Indonesian Municipalities), City of Mojokerto, United Nations agencies (including ILO).

**Main initiatives:**

- 14 cities (http://apeksi.net/index.php/tentang-kotainklusif) have signed the Charter of Inclusive Cities. The aim of the charter is to strengthen the participation and empowerment of people with disabilities in cities, in particular by encouraging cities to take measures to improve their accessibility. This initiative also contributes to fighting poverty and achieving the Sustainable Development Goals.
- The city of Mojokerto was the first city in the country to organize a recruitment forum for people with disabilities. It is committed to promoting equal employment opportunities for people with disabilities.
- The PROPEL project was set up between 2012 and 2016 as part of a partnership between the ILO and Irish Aid to support the Indonesian government and other stakeholders in removing barriers to equal employment opportunities and promoting the inclusion of people with disabilities.

---

120 Among those aged over 15
121 Ibid.
122 Charter Of The Network Of Indonesian Mayors For Inclusive Cities (31/10/2017)
123 Promoting Rights and Opportunities for People with Disabilities in Employment through Legislation
Six United Nations agencies have been deploying the regional United Nations Partnership for the Rights of Persons with Disabilities since 2011. In Indonesia, the initiative concentrated in 2013 and 2014 on building capacity for public actors and NGOs/DPOs and in 2016 and 2017 on obtaining data on disability.

**Private sector & civil society:** Diffago, Dnetwork, IBDN (Indonesian Business & Disability Network), Kota Kita (NGO based in Central Java), Puspadi Bali, Saujana (Social Enterprise based in Yogyakarta).

**Main initiatives:**

- The IBDN, the Indonesian affiliate of the Global Business & Disability Network, was created in 2016 (http://www.businessanddisability.org/members/#indonesia-business-and-disability-network). It supports members to develop inclusive employment policies and shares good practices.

- Saujana (www.Kerjabilitas.com), a social enterprise based in Yogyakarta, has created a portal for the recruitment of people with disabilities. Saujana also offers training for job seekers with disabilities.

- Diffago (www.diffago.com) is a platform that offers a wide variety of services for the inclusion of people with disabilities (rehabilitation, training, work placement, accessibility).

- DNetwork (www.DNetWork.net) is a Bali-based NGO that advertises job vacancies for people with disabilities, provides a directory of entrepreneurs with disabilities for companies’ outsourcing needs and centralizes information on training available to improve skills and employability.

- Puspadi Bali (http://www.puspadibali.org) is an NGO working in Bali and eastern Indonesia. It provides rehabilitation, education and vocational training services for people with disabilities, enabling them to acquire technical and interpersonal skills and job placements, particularly in partnership with DNetWork.

- Kota Kita (A City for All) (http://www.kotakita.org) is a nonprofit based in the city of Solo, specializing in urban planning and participative urban design and development. Kota Kita facilitates participative and collective action, and works with governments to enhance communication between government departments and voters. The association supports municipalities to develop inclusive policies.

**Key contacts and resources**

**Humanity & Inclusion – Indonesia**

http://www.hi-idtl.org

Swetika Eko Saptyno, Country Coordinator
Tel: +62 (0)274 414 574
Email: se.saptyno@hi.org

**International Labor Organization**


Tendy Gunawan, Program Officer
Tel: +62 (0)21 391 3112 ext. 116
Email: gunawan@ilo.org

---

124 ILO, WHO, UNDP, HCDH, UNICEF and DAES
Kenya

Key figures

Total population: 38.6 million
Activity rate in the general population: 73% ⑱
Unemployment rate (unemployed workers): 20%
Disability prevalence: 3.5%
Activity rate (people with disabilities): ND
Unemployment rate (people with disabilities): ND

Definition of disability

According to the 2010 Constitution and the 2003 Persons with Disabilities Act, which was revised in 2012, "disability refers to any physical, sensory, mental, psychological or other disability, condition or disease that has or is believed by significant sectors of the community to have a substantial or long-term effect on the person's ability to engage in daily activities". According to the Employment Act of 2007: "Disability is defined as any physical, sensory, mental or other impairment, including any visual, auditory, physical or learning disability, that impedes participation in social and economic life."

Legal framework - Measures relating to disability-inclusive employment

Quotas: The Persons with Disabilities Act (PWD Act) of 2003 and the Employment Act of 2007 protect and promote the right to work. The Employment Act contains provisions aimed at protecting people with disabilities from discrimination. The PWD Act provides incentives to employers in the form of deductions from the net taxable income equivalent to 25% of salary, and 50% of the direct costs of upgrading or modifying physical facilities or providing special services for the reasonable accommodation of employees with disabilities. Companies employing people with disabilities are also given priority in public procurement. For people with disabilities, the PWD Act provides a tax exemption on employment income. The PWD Act stipulates that 5% of positions in private and public institutions are reserved for people with disabilities.

Employment and disability stakeholders and service providers

Public sector & civil society: National Council for Disabled Persons (NCPWD); Ministry of Labor and Social Protection (MTPS).
Main initiatives:

- The NCPWD (http://ncpwd.go.ke) is responsible for implementing the PWD Act and for obtaining accurate figures on numbers of people with disabilities and DPOs. It provides services to improve the employability of people with disabilities by partnering with companies to set up training and internship programs. The NCPWD also provides tools to scale up inclusive services.
- The MTPS (http://labour.go.ke) provides labor market information to help companies develop human resources policies.

---

**Private sector:** Agency for Disability and Development in Africa (ADDA), Cheshire Disability Services Kenya (CDSK), Federation of Kenya Employers (FKE), Light for the World, Kenya Association of Manufacturers (KAM), Kenya Private Sector Alliance (KEPSA) Action for the Disabled Network Kenya (ADNK), Employers’ Network for Equality and Inclusion (ENEI), St Kizito Training Institute, Generation.

**Main initiatives:**

- **This Ability** ([http://this-ability.org/index.php](http://this-ability.org/index.php)) is a social enterprise that promotes the rights of people with disabilities and inclusion in Kenya. It seeks innovative and market-driven solutions to the problems faced by women and girls with disabilities and offers consulting services (awareness raising, support for the inclusion of people with disabilities, improving accessibility, etc.) to start-ups for girls and women with disabilities and businesses seeking to become more inclusive.

- The EmployAble II project is led by the ADDA and CDSK, with financial support from Light for the World and the Liliane Foundation. The project facilitates young people’s access to vocational training centers, supports centers to enhance inclusivity and connects trainers with companies to improve the employability of young people with disabilities. Emphasis is placed on action learning and stakeholder dialogue to promote good practices.

- **Innovative Pathways for Employment Inclusion (IPEI)** is a recent program with a timeframe of almost four years led by Leonard Cheshire Disability. The consortium of implementing partners includes ADNK, the Bangladesh Business and Disability Network, Benetech, CBM, the European Disability Forum, the London School of Hygiene and Tropical Medicine, Plan International UK, the ILO, the World Bank and the Global Disability and Innovation Hub. The program will adopt a dual approach to implement actions to close the disability employment gap with a focus on the private sector in Kenya. The program will target mainstream policies, programs and services as well as empowering people with disabilities to access skills development and job opportunities. Concurrently, the program will work with the private sector and decision-makers on targeted interventions to remove the various barriers to employment encountered by people with disabilities.

- The Kenyan Employers’ Network for Equality and Inclusion ([http://kenei.gddckenya.org/](http://kenei.gddckenya.org/)) is a network of employers promoting equality and inclusion in the workplace. The network supports its members to become more inclusive by providing support and advice on inclusive policies, training, information, publications. Each year, the network present awards that give particular recognition to the members most active in fighting discrimination and promoting inclusion.

- The FKE ([http://www.fke-kenya.org/site/](http://www.fke-kenya.org/site/)) presents Employer of the Year Awards, which include the Inclusion and Diversity category, to recognize and encourage good practices.

- **St Kizito** ([http://www.stkizito.com/index.php](http://www.stkizito.com/index.php)) is a training center that prepares students for the open labor market. With half of training delivered in house, students start out with a foot in the door. The center is endorsed by the EmployAble project.
Humanity & Inclusion - Kenya
https://www.hi.org/
Margaret Nguhi, Operations coordinator
m.nguhi@hi.org

Leonard Cheshire
www.leonardcheschire.org
Mapa Sakunthala, Head of Consortium
sakunthala.mapa@leornardcheschire.org
**Peru**

### Key figures

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total population</td>
<td>30.1 million</td>
</tr>
<tr>
<td>Activity rate in the general population</td>
<td><strong>85.56%</strong></td>
</tr>
<tr>
<td>Unemployment rate (unemployed workers)</td>
<td><strong>6.2%</strong></td>
</tr>
</tbody>
</table>

### Disability prevalence

- **Disability prevalence**: 5.3%
- **Activity rate (people with disabilities)**: 21.7%
- **Unemployment rate (people with disabilities)**: 12%

### Definition of disability

According to the 2012 General Law on Persons with Disabilities No. 29973: “Persons with disabilities have one or more long-term physical, sensory, mental or intellectual impairments which in interaction with various attitudinal and environmental barriers, may hinder or limit their full exercise of rights or full and effective inclusion in society, on an equal basis with others”.

### Legal framework - Measures relating to disability-inclusive employment

**Quotas:** Law No. 29973 of 2012 imposes an obligatory quota of 3% of people with disabilities on businesses with over 50 employees. The public sector has an obligatory quota of 5%. Should adequate recruitment measures not have been taken, failure to comply is sanctioned financially. If no vacant positions had arisen during the year in question, or inclusive job offers received no candidates with disabilities, the sanction does not apply.

### Employment and disability stakeholders and service providers

**Public sector:** Ministerio de Trabajo y Promoción des Empleo (MTPE, Ministry of Labor and Employment Promotion), Dirección General del Servicio Nacional del Empleo (SENEP, Ministry of Health, National Employment Service of Peru, accountable to the MTPE), Dirección de promoción laboral para personas con discapacidad (DPLPD, Department for the Promotion of Work for People with Disabilities, accountable to the MTPE), Ministerio de la Mujer y Poblaciones Vulnerables (MIMP, Ministry of Women and Vulnerable Populations), Ministerio de Desarrollo e Inclusión Social (MidIS, Ministry of Development and Social Inclusion), Consejo Nacional para la Igualdad de Discapacidades (CONADIS, National Council for the Integration of Persons with Disabilities, accountable to the MIMP)

**Main initiatives:**
- The SENEP provides various services such as labor exchanges, business contacts, labor market information, technical and specific training programs, etc. ([http://senep.trabajo.gob.pe:8080/empleoperu/portal/quienessomos.jsp](http://senep.trabajo.gob.pe:8080/empleoperu/portal/quienessomos.jsp)).

---

127 Responses from the Peruvian Government to questions from the Committee on the Rights of Persons with Disabilities for the State Party evaluation - UN document CRPD/C/PER/Q/1, 2012

128 15 years and above


130 15 years and above

131 Ley General de la persona con discapacidad
• The DPLPD (https://www.trabajo.gob.pe/mostrarContenido.php?id=119&tip=9) provides personalized services to public and private institutions working in the fields of vocational training and rehabilitation, vocational inclusion and the defense of the rights of people with disabilities. The DPLPD supports and coordinates seminars, workshops and events that promote labor rights and access to employment for people with disabilities at the national level.

• The CONADIS Soy Capaz [I can] program collaborates with private and public businesses and proposes a consultancy service for drafting job vacancies, awareness raising and training sessions, accessibility assessments and tutorship (https://www.conadisperu.gob.pe/emprendimientos/62609).

• Trabajo Contigo - Empleo con Apoyo [I work with you – supported employment] is a pilot initiative launched and endorsed by the MTPE in 2013 to accompany people with mental or intellectual disabilities in their search for employment and collaborate with businesses to help them provide reasonable accommodation.

• POETA is an inter-American initiative created by The Trust for the Americas (affiliated to the Organization of American States). It facilitates access to employment for people at risk of social exclusion through learning and the use of technology. Centers offer NICT and job-readiness training to people with disabilities (http://fsp.trustfortheamericas.org/es/actores/The-Trust-for-the-Americas).

• The 2009–2018 Equal Opportunities Plan for Persons with Disabilities is an inter-sector action plan to reinforce the government’s commitment to people with disabilities. Incentive, compensatory and positive measures are mobilized to ensure people with disabilities have access and can exercise their rights to equal opportunities (http://bibliotecavirtual.insnsb.gob.pe/plan-de-igualdad-de-oportunidades-para-las-personas-con-discapacidad-2009-2018/).

Private sector & civil society: Disiswork, incluyeme.com

Main initiatives

• Disiswork (https://disiswork.com/) is a social enterprise that works to improve the employment situation of people with disabilities in Peru. Disiswork provides an employment platform to enhance the professional profile of a person with a disability and help them find work. The company also supports businesses in drafting job profiles and recruitment.

• Incluyeme.com (https://incluyeme.com.pe/) was launched in 2013 and provides a platform connecting people with disabilities to businesses and services. These services include awareness campaigns, support to human resources in recruitment, training of employees with disabilities and post-recruitment support.

Recent developments

• 2017: entry into force of Law 29973 of 2012.

• Quota compliance data: in 2015, 47 companies fulfilled the 3% quota. In 2016, 632 businesses increased the number of people with disabilities in the workforce, but still fell short of the 3% quota. Among these, 447 businesses had not hired a single person with a disability in 2015.
Humanity & Inclusion – Programme pays andins
https://handicap-international.fr/fr/pays/bolivie-et-pays-andins
Valérie Beauchemin, Program Director
Tel: +59 12423342
v.beauchemin@hi.org

CONADIS
www.conadisperu.gob.pe
Luis Edgardo Vásquez Sánchez, Director of Disability Policies
Tel: +51 987 499 898
lvasquez@conadisperu.gob.pe
**Philippines**

### Key figures

- **Total population:** 104.92 million
- **Disability prevalence:** 1.6%
- **Activity rate in the general population** 133: 64.4%
- **Activity rate (people with disabilities)/general population:** 1.1%
- **Unemployment rate (unemployed workers):** 6.8%

### Definition of disability

According to the Republic Act No. 7277, Magna Carta for People with Disabilities (1992, revised in 2007, 2013, 2016), the Department of Health (DOH) specifies that: "disability means the interaction between persons with impairments and attitudinal and environmental barriers that hinder their full and active participation in society on an equal basis with others" 134. The DOH and the National Council on Disability Affairs (NCDA) 135 classify disabilities as follows: Communication, Chronic illness, Learning disability, Intellectual, Mental, Psychosocial, Visual and Physical.

### Legal framework - Measures relating to disability-inclusive employment

Several employment provisions are included in the Magna Carta.

**Prohibition of discrimination:** People with disabilities must have access to employment opportunities on an equal footing with people without disabilities. Discrimination may be sanctioned by financial penalties and imprisonment. Foreign companies may also have their registration certificates withdrawn. **Quotas:** The public sector is subject to a mandatory 1% quota for people with disabilities. Private companies with more than 100 employees are encouraged to comply with the same quota. **Incentives:** Employers of people with disabilities can deduct a share of wage costs when calculating certain taxes, as well as half of reasonable accommodation costs.

### Employment and disability stakeholders and service providers

**Public sector:** National Council on Disability Affairs (NCDA); Institute for Labor Studies (ILS); Public Employment Service Office (PESO); Ministry of Labor (DOLE)

**Main initiatives:**


---

132 Philippine Employment Trends, 2015, ILO; Building Disability-inclusive Societies in Asia and the Pacific, Assessing Progress of the Incheon strategy, UNESCAP, 2017

133 15 years and over

134 “Guidelines to Implement the Provisions of Republic Act 9442”

135 Executive Board Resolution No. 1, 2016 Series
Private sector & civil society: ANZ, CBM, Leonard Cheshire Disability (LCD), FWD, Unilab Foundation

Main initiatives:

- The NGO CBM Philippines has worked with local partners to create a Livelihood Cluster to ensure equal access to employment for persons with disabilities. The Livelihood Cluster is composed of four partner organizations: Adaptive Technology for the Rehabilitation, Integration and Empowerment of the Visually Impaired (ATRIEV), the Foundation for These-abled Persons, Inc. (FTI), the De La Salle - College of St. Benilde - Saint Brother Jaime Hilario Institute (DLS-SBJHI) and the Leonard Cheshire Disability Philippines Foundation, Inc. (LCDPFI).

- The NGO LCD has opened Resource Centers for Livelihoods, which are one of the only places where people with disabilities can receive counseling and support with their career plans, whether they wish to work in wage employment or self-employment. The NGO also supports and builds partnerships with businesses to develop inclusive strategies.

- The Unilab Foundation (https://www.unilabfoundation.org/) is leading the "Do you have the 1%?" campaign that aims to improve quota fulfillment by employers. It shares success stories and employers' good practices through various networks and encourages them to exceed the quota.

- The ANZ has been committed for many years to ensuring that the bank’s products, services, workplaces and culture are welcoming and supportive of persons with disabilities. In the Philippines, ANZ Manila Service Center hires candidates from different backgrounds, earning them the Apolinario Mabini Award as an inclusive employer in 2015 and again in 2017, with a special mention for the talent retention and development of employees with disabilities (http://www.anz.com/about-us/corporate-sustainability/employees/diversity-inclusion/accessibility/).

- In 2018, HI launched a project with the support of the FWD, an insurance company based notably in Hong Kong and the Philippines, to support people with disabilities to achieve their career goals, both in wage employment and as entrepreneurs. HI trains employers to recruit and retain people with disabilities and supports the FWD in implementing its inclusive policy. The project will be replicated in Indonesia (https://www.fwd.com.ph/en/news-press/press/2018/fwd-and-humanity-and-inclusions-help-hundreds-of-employees-with-disabilities/).

Recent developments

Since the adoption of the Republic Act No. 10524 in 2013, the government has endorsed the Unilab Foundation's awareness campaign which aims to improve quota compliance in the private sector.

Key contacts and resources

Humanity & Inclusion – Philippines
http://handicapinternational.ph/
Reiza Dejito, Program Director
Tel: +63 (0)927 944 9677
r.dejito@hi.org
**Tunisia**

### Key figures

<table>
<thead>
<tr>
<th>Total population:</th>
<th>10.983 million in 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity rate in the general population(^{137}):</td>
<td>46.5%</td>
</tr>
<tr>
<td>Unemployment rate (unemployed workers):</td>
<td>14.8%</td>
</tr>
<tr>
<td>Disability prevalence:</td>
<td>2.2%</td>
</tr>
<tr>
<td>Activity rate (people with disabilities)(^{138}):</td>
<td>18.3%</td>
</tr>
<tr>
<td>Unemployment rate (people with disabilities):</td>
<td>ND</td>
</tr>
</tbody>
</table>

### Definition of disability

According to the 2005-83 Framework Law on the promotion and protection people with disabilities, which was amended by the 2016-41 Law in 2016: “Persons with a disability include any person with a long-term congenital or acquired physical, mental, intellectual or sensory impairment which limits their capacity to accomplish one or several basic, personal or social everyday activities and which reduces their chances of integrating into society.”

Since Tunisia ratified the CRPD in 2008, both the definition of disability and all the Convention’s provisions apply to full effect in national law without the need for transposition.

### Legal framework – Measures related to disability-inclusive employment

**Quotas**: The 2005 law, amended in 2016, obliges the public sector and employers with a workforce of 50 or more (public or private) to respect a mandatory quota of disabled workers of at least 2%. If a company is unable to respect the quota, they may engage with workers with disabilities in other ways such as remote working, outsourcing and procurement from own-account disabled workers or organizations working in the field of disability. If a company fails to comply with the obligatory quota it must make a financial contribution to the fund for disability-inclusive programs and is fined double the amount for repeated non-compliance.

The 2005 law also stipulates that:

- Employers are partially or entirely exonerated from employee charges for workers with disabilities (social security contributions and tax on salaries)
- The Government has an obligation to ensure equal opportunities, particularly in terms of training, and imposes a quota of 3% on public training establishments.

### Employment and disability stakeholders and service providers

**Public sector**: Ministère des Affaires Sociales (MAS, Ministry of Social Affairs), Direction Générale de Promotion Sociale (DGPS, Social promotion division of the MAS), Ministère de la Formation Professionnelle et de l’Emploi (MFPE, Ministry of vocational training and employment), Agence Nationale pour l’Emploi et le Travail Indépendant (ANETI, National

---


137 15 years and above

138 Ibid.
agency for employment and self-employment), Conseil supérieur de la protection des personnes handicapées (CSPPH, Superior council for the protection of people with disabilities)

Main initiatives:

- The CSPPH is responsible for studying and issuing opinions on national policy for the protection and inclusion of people with disabilities, disability-prevention strategies and research and studies into disability-related issues. It is composed of various ministries and civil society organizations.
- The MAS (http://www.social.gov.tn/index.php?id=3&L=0) implements disability laws and oversees training and rehabilitation centers for people with disabilities. It works through the DGPS and its local agencies.
- The MFPE (http://www.emploi.gov.tn/fr/) supervises the vocational training programs proposed by the Agence Tunisienne de la Formation Professionnelle (ATFP, Tunisian agency for vocational training), the Office National du Tourisme Tunisien (ONTT, Tunisian Tourist Office), the Agence de Vulgarisation et de Formation Agricole (AVFA, Agricultural training and extension agency), the National defense ministry, the Ministry of health and private training organizations.
- The ANETI (http://www.emploi.nat.tn/fo/Fr/global.php) works under the supervision of the Ministry of vocational training and employment (MFPE). Its role is to stimulate the labor market through support programs for people seeking employment or training and employers, and by supporting entrepreneurship. It has a specialized department at the central level that works to place people with disabilities and is developing this same service in its regional offices. These services aim to support people with disabilities to join the mainstream workforce. ANETI proposes several types of supported contracts and internships and connects companies with job seekers.

Private sector & civil society: Confédération des Entreprises Citoyennes de Tunisie (CONECT, confederation of socially-responsible companies), Fédération des Associations Tunisiennes œuvrant dans le domaine du Handicap (FATH, Federation of Tunisian Disability Associations), HI, Organisation Tunisienne de Défense des Droits des Personnes Handicapées (OTDDPH, Tunisian Organization for the Defense of the Rights of People with Disabilities), Union tunisienne de l'industrie, de commerce et de l’artisanat (UTICA, employers union).

Main initiatives:

- UTICA is the main employers association; it regroups professional organizations from a range of non-agricultural sectors (industry, trade, services, the craft industry and micro activities)
- CONECT (http://www.conect.org.tn/) is a confederation of companies, which offers services including CSR and recruitment to its members.
- HI has been working in Tunisia since 1992 and has implemented several projects in inclusive employment. Under the current Employment and Disability program that was launched in 2014, HI is working with the FATH, ANETI and with businesses to improve the coordination between social services, employment and training and support companies to develop inclusion. HI supported the implementation of a national multi-stakeholder working group on CSR and disability.
- The FATH coordinates and represents specialized associations for people with disabilities in Tunisia, particularly in the CSR and Disability working group, and plays a role in coordinating the stakeholders working on employment and disability in the country.
- The role of the OTDDPH (http://www.otddph.org/) and disabled person’s organizations is to promote the human-rights approach to disability, moving away from the charity or medical models by mobilizing a range of stakeholders.

**Key contacts and resources**

Humanité & Inclusion – Programme
Tunisie-Maroc
https://hi.org/
Irene MANTEROLLA, Program director
Tel: +216 71 844 283
i.manterola@hi.org

ANETI
www.emploi.nat.tn
Tel: +216 71 782 458
aneti@emploi.nat.tn
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADB</td>
<td>Asian Development Bank</td>
</tr>
<tr>
<td>AfDB</td>
<td>African Development Bank</td>
</tr>
<tr>
<td>CRPD</td>
<td>Convention on the Rights of Persons with Disabilities</td>
</tr>
<tr>
<td>CSO</td>
<td>Civil Society Organization</td>
</tr>
<tr>
<td>CSR</td>
<td>Corporate social responsibility</td>
</tr>
<tr>
<td>DFID</td>
<td>Department for International Development</td>
</tr>
<tr>
<td>DPO</td>
<td>Disabled People’s Organisation</td>
</tr>
<tr>
<td>EPR</td>
<td>Employment-to population ratio</td>
</tr>
<tr>
<td>ESCAP</td>
<td>Economic and Social Commission for Asia and the Pacific</td>
</tr>
<tr>
<td>GDP</td>
<td>Gross Domestic Product</td>
</tr>
<tr>
<td>HI</td>
<td>Humanity &amp; Inclusion</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
</tr>
<tr>
<td>ILO</td>
<td>International Labour Office (Permanent Secretariat of the International Labour Organization)</td>
</tr>
<tr>
<td>ND</td>
<td>Non-defined</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-governmental organization</td>
</tr>
<tr>
<td>OECD</td>
<td>Organisation for Economic Co-operation and Development</td>
</tr>
<tr>
<td>OHCHR</td>
<td>Office of the High Commissioner for Human Rights</td>
</tr>
<tr>
<td>SDG</td>
<td>Sustainable Development Goal</td>
</tr>
<tr>
<td>SME</td>
<td>Small and medium-sized enterprises</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>UN DESA</td>
<td>United Nations Department of Economic and Social Affairs</td>
</tr>
<tr>
<td>UNDP</td>
<td>United Nations Development Programme</td>
</tr>
<tr>
<td>UNICEF</td>
<td>United Nations International Children’s Emergency Fund</td>
</tr>
<tr>
<td>WHO</td>
<td>World Health Organization</td>
</tr>
</tbody>
</table>
Towards Inclusive Globalization: 
Policies and practices to promote the employment of people with disabilities

This report is the third in a series of white papers on employment and inclusion published by Humanity & Inclusion for the Harkin International Disability Employment Summits, the first of which was held in the United States in 2017.

This white paper aims to explore the evolution of employment policies, highlight existing initiatives, share good practices and suggest ways forward for stakeholders wishing to engage in an inclusive approach.

The first part reiterates a number of key concepts surrounding disability and the labor market.

The second part gives a detailed analysis of the different elements on which employment policies are based, and focuses in particular on two approaches that have often been opposed: the quota system and anti-discrimination laws.

The third part provides an overview of the policies, initiatives and stakeholders facilitating the inclusive employment of people with disabilities.

Lastly, the fourth part comprises the country profiles (Brazil, China, Colombia, Egypt, India, Indonesia, Kenya, Peru, the Philippines and Tunisia). The country profiles will enable locally-based stakeholders to identify key actors and resources to enhance the implementation of inclusive policies.