

BUSINESS & DISABILITY

European case studies

BUSINESS  
&  
DISABILITY

A EUROPEAN NETWORK

## ACCESSIBILITY

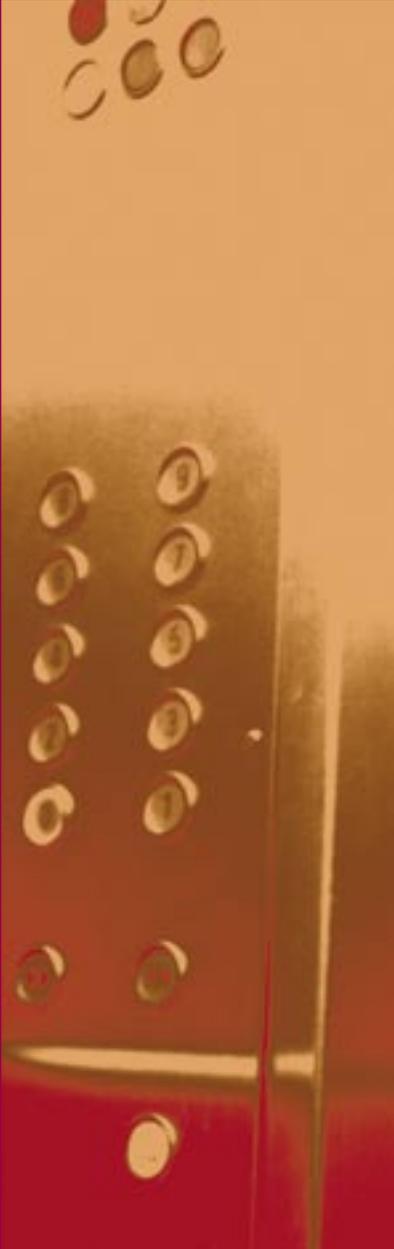
Towards an integrated and accessible built environment

## e-ACCESSIBILITY

Towards an enabling environment, Design for All and Assistive Technology

## EMPLOYMENT

Towards the inclusion of people with disabilities in the workforce



## Foreword: Mr. Vladimír Špidla

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### Ladies and Gentlemen

As European Commissioner for Employment, Social Affairs and Equal Opportunities, working to improve the situation of people with disabilities on several fronts is an important part of my responsibilities. My work in this area covers many issues, including the promotion and protection of the rights of people with disabilities, the fight against discrimination on the ground of disability and the provision of equal opportunities for all persons, irrespective of their physical or mental condition.

There are different ways of improving the situation of people with disabilities and the European Commission is actively exploring the possibilities within its area of responsibility. I believe that raising awareness and changing attitudes towards people with disabilities as well as actively supporting the employment of disabled people is the most important one. The latest Communication on the situation of disabled people in the enlarged EU and the EU Disability Action Plan, which is an integral part of the Communication, provides clear evidence that employment for people with disabilities is a priority area and I consider this to be of crucial importance.



A handwritten signature in black ink, which appears to be 'V. Špidla', written in a cursive style.



Promoting diversity in the workplace creates a win-win situation for both the labour market and for society as a whole. As well as ensuring a more inclusive and cohesive society, diversity in the workforce means that labour markets can better meet the demands of increased global competition. The economic benefits are not only for business and employers – there are clear advantages for all of us. Active labour market policies that encourage and facilitate employment reduce the need for income-replacement cash benefits. Benefits will always be important for those who cannot work because of a disability, but the choice to work must be available – and achievable – for people with a disability who have the capacity, the desire and the skills to do so.

The level of importance given to the employment of people with disabilities is reflected in the fact that it is the very first area that EU legislation directly relating to people with disabilities covers, namely the Directive on equal treatment in employment. This Directive obliges all employers to accommodate reasonably the needs of disabled people in employment and occupation.

The 2003 European Year of People with Disabilities saw the development of the European Network: “Business & Disability” an initiative which was fully supported by European Commission. The aims of the network are fully in line with the overall objectives of the EU Disability

Strategy and, in particular, with the objective to create conditions where all individuals, whether employees, customers, suppliers or investors, are able to channel their skills and experience into a successful and responsible business and contribute to economic growth.

For the very same reasons, the European Commission decided in 2004 to co-finance the trans-national pilot project “Promoting the economic case for the integration of people with disabilities into business and society throughout Europe”. The involvement of major global companies in the network, as well as the involvement of the major disability NGO, the European Disability Forum, ensures that the positive results achieved through this project are translated into a reality on the ground and are widely disseminated across the European business community.

I am confident that this compendium, which presents good practices on Accessibility, e-Accessibility and the integration of people with disabilities into private businesses and municipalities, will serve as an inspiration for others, for Member States, for candidate and acceding countries alike. Examples from France, Hungary, Spain, Czech Republic, Netherlands and other countries show that real progress goes hand-in-hand with serious commitment and a strong will to bring about lasting change.

Mr. Vladimír Špidla  
Commissioner,  
European  
Commission  
Directorate General  
for Employment,  
Social Affairs  
and Equal  
Opportunities



Yannis Vardakastanis, President  
European Disability Forum

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Promoting the rights of people with disabilities through

ACCESSIBILITY  
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EMPLOYMENT

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## Yannis Vardakastanis President European Disability Forum

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### Introduction EDF

On behalf of the European Disability Forum, the voice of 50 million disabled people in Europe, I am very pleased to introduce the present collection of best practices, aiming for a better integration of disabled people in the business sector. Employing disabled people in your labour force, making your products and services accessible for all consumers, including disabled people, and guaranteeing the accessibility of your premises and information clearly makes business sense. The companies and associations presented in this collection have made the experience and are ready to demonstrate it to their business partners.

Not so long ago, some could think that including women in the business sector was costly and would not bring significant benefit to it. Today, dynamic women drive the European business force and have revealed that their active participation

EDF was created in 1996 to defend issues of common concern to all disability groups. Its mission is to promote equal opportunities for disabled people and to protect their human rights

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[www.edf-feeph.org](http://www.edf-feeph.org)

and involvement as leaders, workers, consumers and allies, greatly contributes to economic growth. Disabled people are men and women like anybody else. Open the door of your business and trust those companies who have already taken a step forward.

I am confident that the best practices presented in this book will contribute to the paradigm shift that it is already taking place in the business world.

European  
Disability  
Forum



## Business & Disability

### A European Network

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### Introduction

Business & Disability is a voluntary partnership of companies which has grown out of the group of Corporate Partners formed during the European Year of People with Disabilities 2003 (EYPD).

In 2004, Adecco, Hewlett-Packard, IBM, Manpower, Microsoft and Schindler, together with the European Disability Forum (EDF), the voice of disabled people in Europe, founded Business & Disability. Business & Disability is a unique European network whose aim is to establish and foster continuous communication with organisations representative of people with disabilities, as well as European Union and Member State policy makers and other stakeholders, and to promote the inclusion of people with disabilities in all aspects of society.

The Business & Disability network brings together for the first time business organisations and the EDF, in a commitment to work at the forefront of industry engagement on disability issues, specifically those related to:

Business & Disability is a voluntary partnership of companies who are committed to promoting the integration of people with disabilities into all areas of business

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[www.businessanddisability.org](http://www.businessanddisability.org)

- Accessibility of the built environment
- e-Accessibility of products and services
- Employment.

In so doing, the aim is to raise awareness of the business case for disability, promote initiatives on the inclusion of people with disabilities and encourage the exchange of information, ideas and best practices among business, political actors and people with disabilities, to allow the latter to fully contribute to and benefit from an active involvement in society.

Those involved in Business & Disability believe that Europe has come to the point where the business community can no longer continue to ignore people with disabilities. They believe that including people with disabilities in business is a source of sustained profitability for everybody and that the Business & Disability network acts as a proactive catalyst in the promotion of this belief.

Business  
& Disability



# Accessibility for all A key for autonomy, inclusion and sustainable development

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## Accessibility foreword

Mandated by the European Commission to provide the Commission with a knowledge of current accessibility legislation in the Member States, together with insights and recommendations that could help in identifying new initiatives to improve access to the built environment within the framework of the European Year of People with Disabilities, an Expert Group made of 16 individual members produced this recommendation in November 2003.

### THE OBJECTIVE

An accessible built environment is a key for a society based on equal rights and provides its citizens with autonomy and the means to pursue an active social and economic life.

For an individual to enjoy his/her rights as a citizen, he/she should be able to access buildings, premises and other facilities: an accessible environment means that a person will be able to seek employment, receive education and training and pursue an active social and economic life.

### THE “RED THREAD”

The “red thread” of the experts’ report is that promoting accessibility for all will contribute

Report from the Group of Experts  
set up by the European Commission (an extract)

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October 2003

to the success of the European strategy of “economic and social renewal” launched three years ago at the Lisbon European Council. The European Union committed itself to modernising and reinforcing social cohesion and social protection as a key to deliver more and better growth by 2010, and to make Europe a better place to live. It is thus a unique opportunity to address disability issues as key elements of the “Lisbon Strategy” which is based on four strategic goals: raising competitiveness, achieving full employment, strengthening social cohesion and promoting sustainable development.

#### THE PRINCIPLES

The Experts Group has endorsed four principles which underpin this report:

- Accessibility is a concern for everyone, not only for a minority with physical disabilities. With an increasingly diverse society and against a backdrop of an ageing population, accessibility should be taken into account across a wider range of policies than it used to be

A  
Society  
that  
shuts out

a number  
of its  
members

is an  
impoverished  
society

a few years ago, when it was perceived as the remit of disabilities policy alone. Accessibility policies should now focus on the “real” people who are using the built environment on a daily basis, and not imaginary individuals created from statistical averages. They should cater to their rights and for the diversity of their needs

- Accessibility should be dealt with in a global and integrated way, cutting across all policy areas (construction, health and safety in the workplace, information and communication technologies, public procurement, education). It should no longer be the domain of building or transport experts alone. It should be achieved by a coordination of all actors involved, from the areas of social policy, physical planning, information and communication technologies, construction, transport and others
- Accessibility policies can only be designed and implemented with the participation of the people and of the NGOs which represent them
- Accessibility is a key to sustainable development, because it enhances the quality of life and makes the urban environment more liveable.

## CONCLUSION

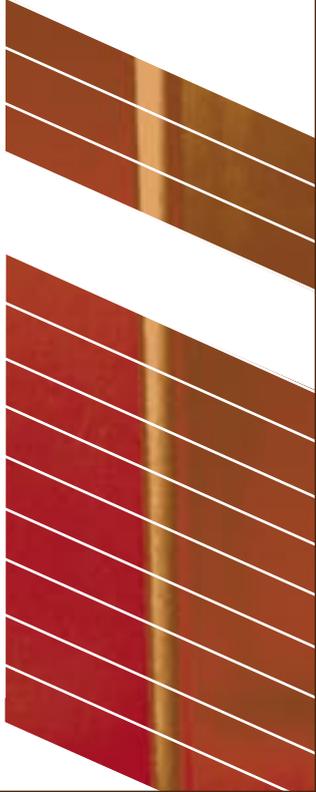
An accessible built environment is a key element for the realisation of a society based on equal rights and provides its citizens with autonomy and the means to pursue an active social and economic life. It is a cornerstone of an inclusive society, based on non-discrimination.

Our society is based on diversity. We need to build an inclusive barrier-free environment, irrespective of disabilities. Accessibility concerns us all, not only a minority with special needs. In an increasingly diverse and ageing society, the objective should be to promote accessibility for all.

Accessibility is thus an intrinsic part of the strategy launched at the Lisbon Summit, in March 2000 that aims to foster growth, employment and social cohesion. As accessibility benefits everybody, it strengthens inclusion and promotes an active participation of people with disabilities in economic and social life.

The accessibility agenda of this report should be implemented by 2010. By this date, all new constructions, public space (pavement, bus stops) and information (signage, electronic devices), should be accessible for all. Strong political commitment is necessary by all those concerned, to create real progress across a broad range of policies, from transport to information technologies, from spatial planning to construction.

Accessibility  
for all





# EICTA is the voice of the Information and Communications Technology and Consumer Electronics Industry in Europe

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## e-Accessibility foreword

EICTA is composed of 54 major multinational companies and 35 national associations from 26 European countries. In all, EICTA represents more than 10 000 companies all over Europe with more than 2 million employees and over €1 000 billion in revenues.

EICTA believes that the accessibility of technology is an important issue that is growing in significance and relevance in many business domains. EICTA support the spirit and intent of emerging regulatory activity that requires or encourages technological products and services to be accessible to people with disabilities. However, it is believed that regulations must be objective, attainable and standards-based to provide a common set of base requirements that all vendors can work toward.

EICTA believes that the use of regulation to improve technological accessibility will be most effective when it is globally “harmonised” and embodies a consistent set of expectations and objectives.

For more information please refer to [www.eicta.org](http://www.eicta.org)

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If multiple, conflicting regulations emerge it would become technically and economically difficult for vendors and their clients to support them and could create a disincentive to participate in certain markets. The end result is that the user does not benefit, may have less choice and significantly increased costs.

Provision of accessible products and services is important to everyone:

- It enables the estimated 500 million disabled people around the world to access technology and the services it increasingly delivers
- It enables the disabled to enter the workforce (approx 14% of Europeans have a disability and half of those are not working)
- A recent study in the USA\* found out that 60% of working-age adults can benefit from the use of accessible technologies because they experience mild impairments or difficulties when using current technologies.

14%  
of

Europeans  
live with a  
disability

source: EICTA 2006



EICTA's general position on e-Accessibility can be summarised as:

- The market for accessible and useable products is a growing one and that governments need to nurture it by taking steps that lead to market coherence
- The use of Public Procurement policy to influence market changes, enhance competition and foster mainstream adoption
- Self-declaration as the means of confirming conformance to accessibility guidelines and requirements; self-declaration, using a Supplier's Declaration, has been shown to encourage conformance while not stifling innovation
- Certification and accessibility labelling are not reasonable, have few advantages, and limit innovation as vendors concentrate on acquiring certifications as opposed to creating solutions
- In order to avoid market fragmentation and increased consumer cost the development of specific national or regional requirements is opposed
- Accessibility requirements expressed in terms of functional outcome rather than requiring specific implementations
- Objective rather than subjective standards as a means to reach a conclusion on conformance
- The adoption of globally-harmonised open standards for the internet provided

that they are able to accommodate technological advances and that they efficiently place responsibilities on all the interested parties, including the web developer, the browser, Assistive Technology manufacturers, end users and government

- The adoption of WCAG 2.0 as soon as it is finalised, or a mandate that is flexible enough to provide for the latest version approved by W3C/WAI
- Standards should be forward-looking and facilitate direct access to all technologies, supporting the adoption of standards but not mandated standards, that limit innovation and future flexibility.

EICTA  
represents  
more than  
10 000  
companies  
all over  
Europe

<sup>1</sup> The Wide Range of Abilities and Its Impact on Computer Technology – Forrester Research Inc. 2003

# The Employment Market for People with Disabilities in Europe

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## Employment foreword

The degree to which people with disabilities can be considered integrated into society is largely determined by their level of access to the employment market. However, it is difficult to form an accurate picture of the situation at international level, since each country has distinct legislation and a distinct approach to the concept of disability, while the amount of information available varies from country to country.

### **DISABLED PEOPLE OF WORKING AGE**

According to the World Health Organisation, there are 37 million people with disabilities in Europe (10% of the total population, or 14% of the population aged between 16 and 64 years).

The latest European research shows that 44.6 million people between the ages of 16 and 64 (16% of the working age population) claim to suffer from a long-term health problem or disability. In 2003, the level of employment

- Disabled people of working age
  - National policies
  - Disabled people and employment
- 

A summary of the principal factors influencing the employment of people with disabilities across Europe

among people with disabilities was 40%, compared with 64.2% for non-disabled people (50% for those with a minor disability).

These figures clearly demonstrate that disabled people are not an insignificant minority, and that their inclusion in the labour market should be considered a matter of general interest.

People with disabilities constitute a diverse group within society, often distinguished according to the type of disability (congenital disorders or those which develop later on), the degree of disability and whether the disability is intellectual or physical, temporary or permanent.

It is also important to note the correlation between age and disability. In fact, 63% of disabled people are aged over 45, a percentage that is set to increase, given that many disabilities only appear later on in life. 20% of people aged between 60

Disabled  
people of  
working age



and 64 have a serious disability, while 17.1% of people in the same age group claim to have a moderate disability. Overall, only 6.3% declare that they have no disability.

Given the ageing of European populations and improvements in healthcare services that result in greater life expectancy for disabled adults, a continuous increase in the number of disabled people within the European Union can be expected.

### NATIONAL POLICIES

Differences in legislation and in national labour markets partly explain why the relationship between disabled people and the employment market varies from country to country.

Member States have begun to take more active measures to address those affected by unemployment and under-employment, including people with disabilities. Efforts are concentrated in several areas, notably:

- Capacity for professional inclusion
- Education and training
- Professional experience
- Assistance in the search for employment and the application procedure
- Different types of transitional employment.

Tenure of office and inclusion are important elements of disability legislation in the majority of European countries, along with inclusion in the labour market, anti-discrimination measures and a reduction of dependency on the state welfare system.

There are currently 2 different ways of employing people with disabilities: integration by means of supported (or protected) employment, or integration via ordinary (or mainstream) employment. The current tendency among Member States is to encourage integration via ordinary employment.

Supported employment is most common in the Netherlands and in Poland, followed by Sweden, Norway, Austria, Belgium, France and Germany.

Intermediate structures exist in the UK, Germany, Ireland and Italy.

In 2002, in the original 15 EU member states, of those people facing limitations in the workplace, only 15.7% obtained assistance enabling them to work. For the 10 new member states, the figure is 11.4%.

It is difficult to compile and contrast figures on disability and employment in the 25 EU countries as each country has its own definition of disability and, in addition, statistics are not available for all member states.

## National policies



A Member State's definition of a disabled worker can be based on the individual's level of impairment (60% in Portugal and Germany, 50% in Austria, 45% in Italy, 33% in Spain, 25% or 15% in the Netherlands) or on other, less precise criteria. In the UK, a disability is defined as a substantial and enduring impairment, while in Poland disability is evaluated with a view to devising appropriate measures to be taken. In Denmark, focus is placed on the extent to which the disability prevents the individual from finding work.

#### DISABLED PEOPLE AND EMPLOYMENT

- In 2001, 52% of disabled people were registered unemployed, compared to just 28% of non-disabled people
- Disability has a negative effect on levels of participation rather than on levels of unemployment
- Inactivity among disabled people is two times higher than among non-disabled people. Depending on the country, this can be explained by lower levels of general training and professional experience, generous welfare payments (in relation to salary levels), and the cost to employers of adapting workstations for disabled employees

- Disabled people tend to be unemployed for twice as long as non-disabled people. 42% of disabled jobseekers have been registered unemployed for more than a year and 27% for more than two years.

The “discouraged worker effect”, where the difficulties in finding work prevent disabled people from looking for work, can also explain the low level of employment among disabled people. It is also important to point out that, according to European studies, 43.7% of unemployed disabled people consider that with appropriate assistance they would be able to work.

People with disabilities also tend to be employed in agriculture, public works, the healthcare industry and the services sector. Sectors such as distribution, business services, finance, education and manufacturing have a comparatively low number of disabled employees.

Regarding education, only 9% of people with a severe disability and 14% of people with a moderate disability have studied at university level.

The highest percentage of disabled people who have not studied beyond primary school can be found in France, Italy, Spain and the UK. However, at a European level generally this situation is evolving positively.

## Disabled people and employment



## IN CONCLUSION

Current EU strategy aims to increase general employment rates from 61% to 71%. Raising levels of employment among people with disabilities is seen as an important step towards achieving this goal. It is estimated that between 2 and 3.5 million disabled people could benefit from inclusion in the labour market.

Even though direct comparisons across the 25 EU member states are difficult, the multitude of policies and actions undertaken by member states generally follow one or more of three main principles:

- **QUOTA POLICY** This approach generally gives rise to a system whereby companies must employ a certain quota of people with disabilities
- **LIBERALISM** The company decides whether or not to employ people with disabilities. The system is regulated by the market and by incentives (ie, investment, bonuses)
- **NON-DISCRIMINATION** This is a policy of providing the necessary adjustments in order to ensure equal opportunities. Non-discrimination is often presented as the third way, the way of the future.

Disabled  
people and  
employment



	AT • AUSTRIA	BE • BELGIUM
General principle	—	—
Reference text	State level: Employment Service Act, General Social Insurance Codes, Disabled Employment Act (2006). Provincial level: Social Aid Acts and Disability Aid Acts.	Mahoux Act (25/02/2003): General Anti-discrimination Act. Different decrees at regional level.
Obligatory measures	Quota system (1 disabled person for every 25 employees). Compensation allowance taxes.	Employment obligation mainly for public administration or companies at federal level, but never applied. Employment obligation for public administration at regional level.
Incentives	—	Wage subsidies.
Tenure of office, and adaptation of workstation	—	—
Vocational rehabilitation measures	—	—
Other measures	Clearing: Individual development plans provided on completion of studies and prior to employment, to increase candidate's capacity for professional integration.	—
Support structure	—	Centre for Equal Opportunities and Fight Against Racism.
Intermediaries	—	—
Sheltered/supported employment	Sheltered Workshop based on Upperaustrian Disability Act.	—

CY • CYPRUS	CZ • CZECH REPUBLIC	
Equal rights, equal opportunities.	Equal opportunities.	General principle
<p>Law for persons with disabilities (2000).</p> <p>Law (amendment) for disabled persons 57(I)/2004 which harmonised the existing disability law with Directive 2000/43/EC.</p>	<p>Employment Act n° 1/1991.</p> <p>Coll Decree n° 115/1992 (vocational rehabilitation for disabled people).</p> <p>National plan for Equalisation of Opportunities for Persons with Disabilities.</p> <p>Act concerning the employment of disabled people (01/05/2004).</p>	Reference text
—	Quota: 4% for employers having at least 25 employees or ordering of products from companies whose workforce includes more than 50% disabled persons or paying a levy.	Obligatory measures
Scheme to reimburse employers for ergonomic and other arrangements for the employment of severely disabled persons.	Financial support.	Incentives
—	—	Tenure of office, and adaptation of workstation
Supported Employment Scheme.	—	Vocational rehabilitation measures
<p>Grants and subsidies for disabled persons setting up their own business.</p> <p>Programmes of supported employment (job coaches) to facilitate placement and employment.</p>	—	Other measures
<p>Service for the Care and Rehabilitation of the Disabled (1990).</p> <p>Pancyprrian Council for Persons with Disabilities.</p>	—	Support structure
—	Vocational rehabilitation by Labour Office.	Intermediaries
—	Yes	Sheltered/supported employment

DE • GERMANY	
General principle	Employment obligation.
Reference text	Employment obligation law (1974). Vocational Rehabilitation for Severely Disabled Persons Act (1986 and 1990). Ninth Book of the Social Code (2001). New Equal Opportunities Law (2002). Act on the Equality of Disabled Persons (2002).
Obligatory measures	Quotas for employers with 20 or more employees: 6% then 5% then 6% since 2003. Non-fulfilment of quota, employers pay a levy. Adaptation of workstations.
Incentives	Integration services to support employers and employment services in problem cases. Special provisions for severely disabled persons: “50 000 jobs for severely disabled people” campaign. Compensatory levy rates vary with quota fulfilment 6% to 5% quota reduction for employment of severely disabled persons. Hiring subsidy, maximum 90% salary over 3 years. Compensation up to €350 for decreased productivity.
Tenure of office, and adaptation of workstation	Grants for adapting workstations or facilitating disabled person’s job, financing training, etc.
Vocational rehabilitation measures	—
Other measures	Special regulations promoting working life participation of severely disabled persons (Part 2 Social code book). Special provisions for severely disabled persons. Disabled employee dismissals examined by public administration. JOB (Jobs Ohne Barrieren) Jobs without barriers: National initiative, following “50 000 jobs for severely disabled people” campaign.
Support structure	Regional Integration Service.
Intermediaries	—
Sheltered/supported employment	Yes

DK • DENMARK	EE • ESTONIA	
Affirmative action, compensatory measures.	Equal opportunities, non-discrimination.	General principle
Act of Parliament n° 55 (2001): compensation for employed disabled people. Bill n° 577 (2003): integration of disabled persons into the job market.	Estonian Constitution National disability policy (1995). Law on Employment Contract (2004).	Reference text
Employment priority in public sector, no obligation.	–	Obligatory measures
Grants for employers recruiting disabled persons without experience. Partial reimbursment of assistant or disabled persons salaries.	The state must provide employer incentives and active employment measures to support labour market integration of disabled people. Wage subsidies for employers for 12 months, no employment obligation post subsidy period. Tax relief.	Incentives
Finance for minor adaptation of workstations.	–	Tenure of office, and adaptation of workstation
–	Decree of the government of the republic on the conditions and procedure of education of disabled persons in vocational training establishments.	Vocational rehabilitation measures
Employment strategy, “disability and employment”.	–	Other measures
–	–	Support structure
–	–	Intermediaries
Rehabilitation workshops. Special centres for severely disabled persons.	–	Sheltered/ supported employment

	ES • SPAIN	FI • FINLAND
General principle	Employment obligation.	Non-discrimination, equal opportunities.
Reference text	Spanish Constitution of 6/12/1978. Law 13/1982 on Social Integration of disabled persons. Law 51/2003: Law of equal opportunities, non-discrimination and universal access for persons with a disability. Law 62/2003 of fiscal, administrative and social order.	Constitution Act. Penal Code. Non-discrimination Act (21/2004) amended by act 50/2006.
Obligatory measures	Quotas: public and private employers with 50 or more employees, disabled persons over 33% incapacity. Unfulfilment: compensation allowance taxes. Workstation adaptation (reasonable accommodation).	Employment duties of municipalities: 30% quota for social enterprises (any enterprise in any field registered in Trade Register, producing goods and services for open labour market).
Incentives	Grants for recruiting disabled persons. Tax relief.	Grants for recruiting disabled persons.
Tenure of office, and adaptation of workstation	Workstation adaptation grants.	—
Vocational rehabilitation measures	—	—
Other measures	—	Reasonable accommodation measures must be taken to promote equal treatment of disabled people.
Support structure	National Disability Council (2004).	—
Intermediaries	—	—
Sheltered/ supported employment	Special employment centres. Assisted employment in companies under sub-contract agreements.	—

FR • FRANCE	GR • GREECE	
Equality, non-discrimination.	–	General principle
Disabled Persons Outline Act (1975). Disabled Persons Employment Act (1987). Anti-discrimination Act (2001). Social modernisation Act (2002). Disability Act (11/02/2005).	Law 2643/1998: legislation on employment of disabled persons. Law on the Application of the Principle of Equal Treatment (2005).	Reference text
Employment obligation: 6% for public and private companies over 20 employees. If not, large increase of employer contribution to AGEFIPH. Annual collective bargaining for professional integration of disabled people, branch bargaining every 3 years.	Quota system: employers of more than 50 employees must hire disabled workers placed by the public authority (3-4% of the total workforce), restrictions limit the number of disabled persons placed.	Obligatory measures
Deduction of some expenses linked to the integration of disabled people. Grants according to the degree of disability.	Wage subsidies for hiring disabled persons, maximum 3-year period.	Incentives
Grants for adapting workstations or facilitating the disabled person's job (work accessibility).	–	Tenure of office, and adaptation of workstation
–	–	Vocational rehabilitation measures
Appropriate measures must be taken to promote equal treatment of disabled people.	–	Other measures
AGEFIPH	Work inspectorate.	Support structure
–	–	Intermediaries
Yes	–	Sheltered/supported employment

	HU • HUNGARY	IE • IRELAND
General principle	Equal opportunities, anti-discrimination.	Anti-discrimination law.
Reference text	Act XXVI on rights and equal opportunities for disabled persons (1998). Equal Treatment Act (2003).	Employment Equality Acts 1998 and 2004. Equal Status Act (2000 to 2004).
Obligatory measures	5% employment level of disabled people. Employers must adapt working environment to suit disabled employees needs.	Employment obligation public administrations only. Reasonable accommodation: premises and equipment adaptations, patterns of working time.
Incentives	—	—
Tenure of office, and adaptation of workstation	—	—
Vocational rehabilitation measures	—	—
Other measures	—	Code of Conduct. Positive about Disability label. Job coaches: help and advice tailored to individual needs.
Support structure	Public Foundation for Disabled People (1999). Governmental Office of Equal Opportunities (2003).	Equality Authority. National Disability Authority (2000).
Intermediaries	—	—
Sheltered/supported employment	Yes	—

## IT • ITALY

Employment obligation.	General principle
The Constitution recognises that disabled people have a right to work. Outline legislation on assistance, social integration and the rights of people with disabilities (1992). The 1999 law on the working rights of disabled persons made alterations to the quota system.	Reference text
Quotas: > 45% of 7% in public-sector companies, and private sector companies over 50 employees. Quotas: 36-50 employees, 2 people 15-35 employees, 1 person. Compensatory contribution if activity is incompatible with the employment of disabled persons. Reservation of some posts for blind people.	Obligatory measures
Exoneration from regional social security charges (up to 100% over 8 years, according to the degree of disability).	Incentives
Assistance for adaptation of workstations.	Tenure of office, and adaptation of workstation
—	Vocational rehabilitation measures
—	Other measures
—	Support structure
—	Intermediaries
Rehabilitation workshops (no work contract, no remuneration). Social cooperatives receive sub-contracts.	Sheltered/ supported employment

## LT • LITHUANIA

General principle	Equal rights and opportunities.
Reference text	Regulation-Recommendations for Provision of Equal Opportunities for the Disabled, adopted by the General Assembly of the United Nations. Vocational Rehabilitation and Employment Convention (1994). Social Integration of the Disabled Act (1991) with an amended Act Labour Code (2002). Vocational Education and Training Act (1997). 4 decrees regarding integration, vocational rehabilitation, promotion of employment, establishment of disability status from 1992 to 2002. Law on Equal Opportunities (2005).
Obligatory measures	Quotas for employers with over 50 employees.
Incentives	Tax relief, subsidies.
Tenure of office, and adaptation of workstation	Disabled employee dismissals examined by social welfare office.
Vocational rehabilitation measures	National Programme for the Social Integration of People with Disabilities 2003-2012: creation of a vocational rehabilitation system.
Other measures	—
Support structure	4 main rehabilitation centres.
Intermediaries	—
Sheltered/ supported employment	—

LU • LUXEMBURG	LV • LATVIA	MT • MALTA
Equal rights and employment obligation.	Anti-discrimination.	Equal opportunities, anti-discrimination measures.
Act repealed (12/11/1991). Act relating to disabled persons (12/09/2003).	Medical and Social Protection of Disabled Persons Act (1992) which regulates the social security of disabled persons. Concept of “Equal opportunities for all” (1998). Labour law (2004).	Equal Opportunities Act of 2000.
Employment obligation for public administration or companies (5%). Quota for employers: up to 4% according to the number of employees. Unfulfilment: compensation allowance tax payment (50% of minimum wage for each unrecruited disabled employee).	–	–
Grants for companies exceeding the quota of disabled employees. Wage subsidies	–	–
Finance for adaptation of workstations.	–	–
–	Subsidised employment programmes.	–
–	–	Test of reasonableness: law distinguishes between discrimination that can be avoided, and discrimination that, for valid reason, cannot be avoided.
Disabled worker service, part of the National Employment Commission, in charge of measures concerning disabled persons.	Alsviki Vocational Training and Rehabilitation Centre. RRC College.	National Commission for Persons with Disabilities.
–	–	–
Yes	–	–

	NL • NETHERLANDS	PL • POLAND
General principle	Employment obligation, equal opportunities, anti-discrimination act.	Non-discrimination, integration, equal opportunities.
Reference text	Disabled persons job security law (1986) limiting social assistance and encouraging employment. 1998 law on professional reintegration for disabled people, including employment incentives. Equal Treatment on the Grounds of Disability or Chronic Illness Act (12/2003).	Constitution of the Republic of Poland (1997), Art 32. Anti-discrimination provision inserted into Labour Code of 1974 (1996), updated in 2002. Act on Vocational and Social Rehabilitation and Employment of Disabled Persons (1991, updated in 1997 and 2003). Act on Employment and Counteracting Unemployment (1994).
Obligatory measures	—	Quota-levy system for employers failing to employ disabled people (payment to PFRON).
Incentives	—	—
Tenure of office, and adaptation of workstation	Statutory compensation options to help employers with workstation adaptation costs.	Reimbursement of workstation adaptation costs. State co-finances remuneration of disabled people for 1 year.
Vocational rehabilitation measures	—	Provision of vocational guidance, training and job placement (ability to work evaluation, qualification recognition, vocational guidance).
Other measures	—	—
Support structure	Equal treatment committee.	State Fund for Rehabilitation of Disabled Persons (PFRON).
Intermediaries	—	—
Sheltered/supported employment	Social employment centers.	Special sheltered employment systems.

PT • PORTUGAL	SE • SWEDEN	
Anti-discrimination, equal treatment.	Anti-discrimination.	General principle
The Portuguese Constitution Art 23, Art 73 to 78 of the Labour Code (2003). Law 38/2004 defines the general basis of the judicial regime on the prevention of disabilities and the qualification, rehabilitation and participation of disabled persons in the professional sphere.	Act Prohibiting Discrimination in Working Life against Persons with Functional Disabilities (1999), amended in 2003. Act prohibiting discrimination amended in 2004. From patient to citizen: a national action plan for disability policy.	Reference text
Positive action by employers enabling disabled people access to employment.	Adaptation of workstations.	Obligatory measures
Grants for recruiting disabled persons.	For persons with vocational disabilities: wage subsidies paid to employers recruiting jobseekers with physical, emotional and intellectual or socio-medical disabilities.	Incentives
—	Working Life Services.	Tenure of office, and adaptation of workstation
—	The Activity Guarantee umbrella programme.	Vocational rehabilitation measures
National Action Plan for Employment 2003-2006 to improve employability and social-professional integration of disabled people and those with chronic diseases. Disability Day: prizes awarded to companies that recruit disabled people.	—	Other measures
—	—	Support structure
—	Employment Rehabilitation Service. Special Initial and Follow-Up Support (SIUS) for severely disabled people.	Intermediaries
—	Public company Samhall (1980). Yes	Sheltered/supported employment

	SI • SLOVENIA	SK • SLOVAKIA
General principle	Equality, anti-discrimination law.	Anti-discrimination.
Reference text	Disability care development strategy (1991). Training and Employment of Disabled Persons Act. Employment of Blind Persons Act Labour Relationship Act (2002). Strategy for Training and Employment of disabled persons (2003-2006). Vocational Rehabilitation and Employment of Disabled Persons Act (2004). Employment Relations Act (2003).	The Constitution of Slovakia (art. 38). Services for Employment Act (2004). Anti-discrimination Act (2004).
Obligatory measures	Quota system (2005).	Quota-levy: 3% for over 20 employees (of which 0,2% should be people with severe disabilities) or orders can be placed with sheltered workshop. Obligation to adapt workstations.
Incentives	Wage subsidies	Financial support for employment of disabled people.
Tenure of office, and adaptation of workstation	Workstation adaptation grants.	Workplace adaptation grants
Vocational rehabilitation measures	—	Vocational guidance, occupational qualifications guidance, training, job preparation.
Other measures	The Working Relations Acts protects disabled persons against dismissal.	—
Support structure	—	—
Intermediaries	—	—
Sheltered/supported employment	Yes	—

**UK • UNITED KINGDOM**

Employment obligation (not respected), anti-discrimination law.	General principle
The Disability Discrimination Act (1995). Article 13 from the Employment Directive in July 2003 which deletes exclusions such as exemption of small employers, occupations such as police officers, prison officers, etc. Disabled Persons Act (1994) for sheltered work.	Reference text
Reasonable workstation adjustment obligation.	Obligatory measures
–	Incentives
Job Retention and Rehabilitation Pilots (JRRP) (2003-2005). Employers Recognition Awards.	Tenure of office, and adaptation of workstation
Pathways to Work.	Vocational rehabilitation measures
Guide with examples of good practice. New Deal for Disabled People. Pathways to work. Permitted work.	Other measures
Disability Rights Commission (2000): to work towards the elimination of discrimination against disabled people.	Support structure
Jobcentre Plus programmes. Job Brokers. Access to Work. WorkStep.	Intermediaries
Special publicly-funded employment centres. The company “Remploy”, founded in 1946. Subsidised placement programme.	Sheltered/ supported employment

# Business & Disability

## MEMBERS

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**ADECCO**

[www.adecco.com](http://www.adecco.com)

**HEWLETT-PACKARD**

[www.hp.com](http://www.hp.com)

**IBM**

[www.ibm.com](http://www.ibm.com)

**MANPOWER**

[www.manpower.com](http://www.manpower.com)

**SCHINDLER**

[www.schindler.com](http://www.schindler.com)

**EUROPEAN DISABILITY FORUM**

[www.edf-feph.org](http://www.edf-feph.org)

## ASSOCIATE MEMBER

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**WORKABILITY EUROPE**

[www.workability-international.org](http://www.workability-international.org)

For further information on Business & Disability please see our website at [www.businessanddisability.org](http://www.businessanddisability.org) or e-mail [info@businessanddisability.org](mailto:info@businessanddisability.org)

# Useful addresses

## BUSINESSES

### **ACTi**

[www.acti.fr](http://www.acti.fr)

### **ADECCO**

[www.adecco.com](http://www.adecco.com)

Adecco France

[www.adecco.fr](http://www.adecco.fr)

Fondazione Adecco (Italy)

[www.fondazioneadecco.it](http://www.fondazioneadecco.it)

### **BANK OF IRELAND GROUP**

[www.bankofireland.ie](http://www.bankofireland.ie)

### **CAPGEMINI**

[www.capgemini.com](http://www.capgemini.com)

### **CEPA MOBILITY**

[www.cepa.dk](http://www.cepa.dk)

### **CODE FACTORY**

[www.codefactory.es](http://www.codefactory.es)

### **DASSAULT SYSTÈMES (DS)**

[www.3ds.com](http://www.3ds.com)

### **DESARROLLOS VIALIBRE**

[www.vialibre.es](http://www.vialibre.es)

### **DOLPHIN COMPUTER ACCESS**

[www.dolphinuk.co.uk](http://www.dolphinuk.co.uk)

### **ELECTRICITÉ DE FRANCE**

[www.edf.com](http://www.edf.com)

### **EWORX**

[www.eworx.gr](http://www.eworx.gr)

### **HP**

[www.hp.com](http://www.hp.com)

### **IBM**

[www.ibm.com](http://www.ibm.com)

IBM Germany

[www.ibm.de](http://www.ibm.de)

### **INTERESOURCE GROUP**

[www.interesourcegroup.com](http://www.interesourcegroup.com)

### **LYONNAISE DES EAUX**

[www.lyonnaise-des-eaux.fr](http://www.lyonnaise-des-eaux.fr)

### **MANPOWER**

[www.manpower.com](http://www.manpower.com)

Manpower France

[www.manpower.fr](http://www.manpower.fr)

Manpower Spain

[www.manpower.es](http://www.manpower.es)

### **MODULAR LOGÍSTICA**

#### **VALENCIANA**

A joint venture between:

Grupo Fundosa

[www.fundaciononce.es](http://www.fundaciononce.es)

Ford Spain

[www.ford.es](http://www.ford.es)

Generalitat Valenciana

[www.gva.es](http://www.gva.es)

### **OMNITOR AB**

[www.omnitor.se](http://www.omnitor.se)

BUSINESSES CONTINUED

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**PROMOTOURS**

[www.promotours.com](http://www.promotours.com)

**RANDSTAD**

[www.randstad.com](http://www.randstad.com)

Randstad Belgium

[www.randstad.be](http://www.randstad.be)

**SCHINDLER**

[www.schindler.com](http://www.schindler.com)

**SHELL**

[www.shell.com](http://www.shell.com)

**SOFTWARE EXPRESS**

[www.swexpress.com](http://www.swexpress.com)

**SPARK SPACE**

[www.spark-space.com](http://www.spark-space.com)

**SUEZ**

[www.suez.com](http://www.suez.com)

**TREEMA CAR INNOVATIONS**

[www.tci.be](http://www.tci.be)

**WORKING LINKS**

[www.workinglinks.co.uk](http://www.workinglinks.co.uk)

## OTHER ORGANISATIONS

### ACCESSIBLE ACCOMMODATION

[www.accessible-accommodation.eu](http://www.accessible-accommodation.eu)

### ACCESSIBLE VAN RENTAL

[www.accessible-van-rental.eu](http://www.accessible-van-rental.eu)

### ASSOCIAZIONE ITALIANA PERSONE DOWN

[www.aipd.it](http://www.aipd.it)

### CHARTA 77 FOUNDATION

[www.bariery.cz](http://www.bariery.cz)

### DISCAPNET

[www.discapnet.es](http://www.discapnet.es)

### DUNDEE CITY COUNCIL

[www.dundecity.gov.uk](http://www.dundecity.gov.uk)

### EICTA

[www.eicta.org](http://www.eicta.org)

### EMPLOYERS' FORUM ON DISABILITY

[www.employers-forum.co.uk](http://www.employers-forum.co.uk)

### EUROCENTRO

[www.eurocentro.it](http://www.eurocentro.it)

### FUNDACIÓN GENERAL DE LA UNIVERSIDAD AUTÓNOMA DE MADRID (FGUAM)

[www.fg.uam.es](http://www.fg.uam.es)

### FUNDACIÓN ONCE

[www.fundaciononce.es](http://www.fundaciononce.es)

### HANDICAP ZÉRO

[www.handicapzero.org](http://www.handicapzero.org)

### HANPLOI

[www.hanploi.com](http://www.hanploi.com)

### HOP SKIP JUMP PROJECT

[www.equal-project.org](http://www.equal-project.org)

### ICC

[www.icc-camp.info](http://www.icc-camp.info)

### JOBCENTRE PLUS

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### MASARYK UNIVERSITY

[www.muni.cz](http://www.muni.cz)

Teiresias Centre

[www.teiresias.muni.cz](http://www.teiresias.muni.cz)

### PLUG IN GAPS

[www.pluggingaps.be](http://www.pluggingaps.be)

### PREVENT

[www.prevent.be](http://www.prevent.be)

### SDNET

[www.socialdialogue.net](http://www.socialdialogue.net)

### SURDIMOBIL

[www.surdimobil.org](http://www.surdimobil.org)

### THE DANISH CENTRE FOR TECHNICAL AIDS

[www.hmi.dk](http://www.hmi.dk)

# Glossary

**ACCESSIBILITY** Towards an integrated and accessible built environment

**ASSISTIVE TECHNOLOGIES (AT)** Technology which enables people with disabilities to fully participate in work and leisure activities

**BENCHMARKING** A comparison of environmental and social management processes, performance and reporting

**BUSINESS CASE** This is the outcome of cost benefit analysis weighing up commercial gains against the losses incurred by a course of action. It is commonly adopted to refer to the positive business rationale for working in the public interest

**CODE OF ETHICS** A management tool for establishing and articulating the corporate values, responsibilities, obligations, and ethical ambitions of an organisation and the way it functions

**COGNITIVE IMPAIRMENTS** Can include: learning disabilities, dyslexia, language comprehension and production difficulties, memory loss

**COMMUNITY** The interface between business and society, which can be both positively and negatively affected by its activities, contributing to social inclusion or exclusion on a local and global level

**COMMUNITY STRATEGY** A strategy to strengthen the company's reputation and standing in the local community by building relationships with key stakeholders

**CORPORATE CITIZENSHIP** The management of the totality of relationships between a company and its host communities, locally, nationally and globally

**CORPORATE REPUTATION** Corporate reputation impacts on a company's performance and its value. A good Corporate Reputation has to be earned by the tangible things the organisation does – higher quality products, better customer service

**CORPORATE SOCIAL RESPONSIBILITY (CSR) AND CORPORATE RESPONSIBILITY (CR)** Used interchangeably, CSR and CR refer to a company's positive impact on society and the environment through its operations, products or services and through its interaction with key stakeholders such as employees, customers, investors, communities and suppliers

**CORPORATE VALUES** The purpose of the organisation's existence and against which it wants its activities to be judged by employees, customers, suppliers, investors, communities and governments

**CULTURAL AWARENESS AND DIVERSITY TRAINING** Training programmes devised to raise awareness among employees of potential cultural and other diversity differences in both the workplace and marketplace

**DECENT WORK** Productive work in which rights are protected, which generates an adequate income, with adequate social protection. It also means sufficient work, in the sense that all should have full access to income-earning opportunities

**DISABILITY/DISABLED PERSONS** Disabled persons are people of any age who have a permanent and substantial physical, mental or emotional impairment in an area of social relationship important to their everyday life including: education, employment, other occupations, communications, childrearing, living and leisure activities

**DISCRIMINATION** Unequal treatment based on ethnicity, gender, sexual orientation, religion, disability or age in the workplace

**DIVERSITY** Diversity recognises that people from different backgrounds can bring fresh ideas and perceptions which can make the way work is done more efficient and products and services more valued

**DIVERSITY PROFILE** A company record of the age, ethnic composition, gender and number of people with disabilities in its workforce

**e-ACCESSIBILITY** Towards an enabling environment, Design for All and Assistive Technology

**EQUAL** Equal is a European Social Fund (ESF) Community Initiative, providing funds to projects which test and promote new means of combating discrimination and inequalities in the labour market

**EQUAL OPPORTUNITIES** Creating a climate where everyone is treated equally regardless of gender, race, ethnicity, age, sexual orientation or disability

**ETHNICITY** The cultural characteristics that connect a particular group or groups of people to each other. Sometimes used as a synonym for minority groups

**HEARING IMPAIRMENTS** Can include deafness and being hard of hearing

**HUMAN RIGHTS** Those individual freedoms, defined in international standards such as the UN Universal Declaration of Human Rights (UNUDHR), that allow people to lead a dignified and independent life free from abuse and violations and which can be directly and indirectly affected by a company's operations, products and services

**INTERNATIONAL LABOUR ORGANISATION (ILO)** The specialised UN agency that seeks the promotion of social justice and internationally recognised human and labour rights

**KEY PERFORMANCE INDICATOR (KPI)** A Key Performance Indicator reflects the performance and progress of a business. It is measurable and can be compared to a standard, such as a budget, or last year's figures, and acted upon

**LIFELONG LEARNING** All learning activity undertaken throughout life, with the aim of improving knowledge, skills and competence, within a personal, civic, social and/or employment-related perspective

**MOTOR IMPAIRMENTS** Can include: mobility impairments, difficulty using hands, muscular dystrophy, arthritis, paralysis, some speech difficulties, repetitive stress injuries (carpal tunnel syndrome)

**NGO** Non-Governmental Organisation

**OHS** Occupational Health and Safety

**SBU** Strategic Business Unit

**SEE** Social, Environmental and Ethical – an alternative term for CSR

**SME** Small and medium-sized enterprises (SMEs) are defined by the European Commission as independent enterprises that have fewer than 250 employees, and an annual turnover not exceeding €40 million

**SOCIAL EXCLUSION** Often suffered by people or areas that suffer from a combination of linked problems such as unemployment, poor skills, low incomes, poor housing, high crime environments, bad health and family breakdown

**SOCIAL INCLUSION** The proactive enabling of access to employment, education and training for people who are disadvantaged in some respect

**SOCIAL PERFORMANCE INDICATOR (SPI)** Social performance indicators include human rights, labour practices and decent work, managing the impact of activities on the affected communities and product responsibility

**STAKEHOLDER** Stakeholders are those who either affect, or are affected by, the activities of a company

**STAKEHOLDER ENGAGEMENT** Communicating with and obtaining feedback from stakeholders

**STRANDS OF DIVERSITY** Separating diversity into its various elements ie, ethnic origin, gender, sexual orientation, age, disability

**SUSTAINABILITY** Sustainability is a business approach that creates long-term shareholder value by embracing opportunities and managing risks deriving from economic, environmental and social developments

**TRANSPARENCY** Being honest and open in all communications about an organisations' activities

**TRIPLE BOTTOM LINE** Measuring company performance based on its combined contribution to economic prosperity, environmental quality and social capital

**UNITED NATIONS UNIVERSAL DECLARATION OF HUMAN RIGHTS (UNUDHR)** Its aim is to set basic standards for the protection of the rights and freedoms of the individual. It prohibits any distinction in the enjoyment of human rights on grounds of ethnic origin, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or status (1948)

**UNIVERSAL ACCESSIBILITY** The requirement to develop websites so that they are accessible to all ie, with large print and facilities for those who are colour blind

**VISUAL IMPAIRMENTS** Can include blindness, low vision and colour blindness

**VULNERABLE GROUPS** Human rights law has long recognised that certain groups need special protection

**WORK-LIFE BALANCE** A concept which recognises the benefits of policies to allow flexible working patterns

**WORKPLACE** The total working environment into which people are recruited



“Promoting the economic case  
for the integration of people  
with disabilities into business  
and society throughout Europe”

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Ref: VS/2004/0561 • 1 December 2004



The following case studies have been collected during Business & Disability's 2-year awareness raising programme (2005 and 2006) entitled "Promoting the economic case for the integration of people with disabilities into business and society throughout Europe" that has been co-sponsored by the European Commission.

They are representative of the many initiatives currently being carried out by companies, organisations and associations that are committed to the inclusion of people with disabilities in all aspects of society.

The case studies demonstrate good practice in three key areas:

- Accessibility of the built environment
- e-Accessibility of products and services
- Employment.

For further information on the activities outlined in the following pages, please refer to the useful addresses and glossary of terms provided.



## Introducing European case studies

## TITLE

Practical guide for disabled clients

## THEME

Accessibility

## ORGANISATION

Eléctricité de France (EDF)

## WEBSITE

[www.edf.com](http://www.edf.com)

## COUNTRY

France

## TIMEFRAME

Ongoing

## The project description

As part of an initiative to make customer service branches accessible, EDF created a practical guide for EDF and Gaz de France branch staff showing them how, with the necessary adaptations and above all good practices, it is possible to cater for the needs of people with disabilities. The guide illustrates the correct practice for contacts with disabled customers, also showing what is incorrect practice and therefore not acceptable.

The guide explores two main areas, the practicalities of disability and the behaviours that are appropriate and covers a range of disabilities including:

- Physical disability
- Visual impairment
- Learning disability.

The guide is also partly produced in Braille.



## The project benefits

The guide enables EDF personnel to be more aware of the issues faced by people with disabilities and to feel comfortable interacting with disabled customers. This in turn allows for a better understanding of the requirements and expectations of disabled customers.



FRANCE • CASE STUDY

Practical guide  
for disabled  
clients

## TITLE

Elimination of barriers

## THEME

Accessibility

## ORGANISATION

Desarrollos Via Libre, SL (Fundosa Accesibilidad)

## WEBSITE

[www.vialibre.es](http://www.vialibre.es)

## COUNTRY

Spain

## TIMEFRAME

Ongoing, since 1997

## The project description

Desarrollos Via Libre, one of the companies of the Fundosa Grupo (the business division of ONCE Foundation), was created in 1997 with the aim to develop and implement solutions to make fully accessible the different areas of life of people with disabilities. Its services are addressed both to individuals and to public and private enterprises and bodies all over Spain. Its turnover in 2005 was €15 422 643.

Its areas of activity are the following:

- Orthopaedics
- Technical support
- Rehabilitation
- Adaptation of vehicles
- Access to communication
- Public health units
- Socio-sanitary units and resources
- Removal of architectural and urban barriers.

*The project description continues on page 52*



## The project benefits

Via Libre is the leading company in the elimination of urban and architectural barriers. It tries to find the most suitable solutions to all accessibility problems based on the needs and concerns of people with disabilities and by working with different stakeholders. It tries to meet the needs of its client, putting an accent on the employment of people with disabilities.



SPAIN • CASE STUDY

## Elimination of barriers

*Continued from page 50*

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It is the leading Spanish company in the removal of architectural and urban barriers and its activities include the following:

- **ORTHOPAEDICS** The main activity is the assessment and commercialisation of all types of technical supports, rehabilitation and tailor-made products, as well as other elements that facilitate mobility and daily-life activities: housework, cleanliness, feeding and communication. These products are addressed to people with special needs (ie, people with disabilities, elderly, left-handed people). In addition, all types of equipment are provided to private and public centres
- **VEHICLES** Although the initial objective was to design accessible taxis via the Eurotaxi project, it currently develops solutions for almost all types of vehicles (ie, buses, minibuses, vans, cars) to make them accessible to people with disabilities as well as to allow people with disabilities to drive them

- **REMOVAL OF BARRIERS** It works to remove barriers based on the principle of Design for All, all architectural and urban barriers as well as those related to transport and sensory communication.

This activity is mainly addressed to public administrations but also to private organisations and to individuals.

Several tools are used including:

- The development of Special Plans of Global Accessibility for organisations and individuals
- The assessment of specific projects, works, general plans
- The design and planning of new constructions and renovations
- Proposals to authorities of how to avoid and eliminate urban and architectural barriers.

CONTINUED  
Elimination  
of barriers

*The project description continues on page 54*

*Continued from page 53*

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The company's work has been recognised with the attribution of several awards.

In addition to the current areas of work, the company is starting to work in relation to the accessibility of information society and new technologies.

#### **SIGMA PROJECT**

SIGMA is one of the projects that the company is currently developing. It is a system of geographical information that allows the drafting, checking and publication of Accessibility Plans.

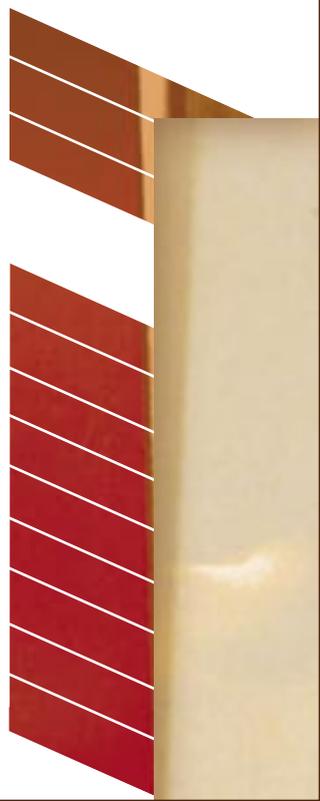
SIGMA provides support and facilitates each phase of the drafting of the plan by providing tools for its control and management. The user can access, use and manage the following information:

- General information
- Documents
- Legislation
- Bad practices
- Street fixtures and paving
- Current location
- Checking itineraries (accessible or not)
- Calculate budget
- Visualise proposals.

The user only needs a web browser and an internet connection.



CONTINUED  
Elimination  
of barriers



## TITLE

Global Building Accessibility Assessment

## THEME

Accessibility

## ORGANISATION

IBM

## WEBSITE

[www.ibm.com](http://www.ibm.com)

## COUNTRY

EU

## TIMEFRAME

Ongoing, since 2000

## The project description

Since the end of 2002, a worldwide building accessibility team has been systemically assessing IBM buildings (both leased and owned) based on use and occupancy. The team has developed a standardised checklist, based on the Americans with Disabilities Act, which it uses to rank buildings as a critical, high or medium priority. Assessments cover all aspects of building accessibility.

All headquarters buildings and high customer profile buildings in EMEA are now complete, as well as nearly all larger locations with more than 300 employees. At the end of 2004, EMEA decided to go one step further. The final inspection of each building includes an additional review by an employee with a disability.



## The project benefits

Access for all is an essential component of a successful work experience.



EU • CASE STUDY

## Global Building Accessibility Assessment

TITLE

Accessible Europe

THEME

Accessibility

ORGANISATION

Promotours

WEBSITE

[www.promotours.com](http://www.promotours.com)

COUNTRY

EU

TIMEFRAME

Ongoing, since 2005

## The project description

Promotours is an incoming tour operator based in Germany and Switzerland, providing information and assistance to all incoming travellers who have special travel needs.

Promotours organises tours for groups and individual wheelchair users in adapted vans, as well as guided tours for visually impaired travellers.

Since 2005, Promotours has been providing specifically adapted vans or minibuses for independent travel throughout Austria, France, Germany, Italy, Spain, Switzerland and the new European countries of Estonia, Latvia, Lithuania and Poland.

Information regarding the accessibility of accommodation throughout Europe is also available.



## The project benefits

The Promotours initiative allows disabled travellers to benefit from the same level of mobility and accessibility to services as non-disabled travellers.



EU • CASE STUDY

Accessible  
Europe

TITLE

Amsterdam Arena

THEME

Accessibility

ORGANISATION

Schindler

WEBSITE

[www.schindler.com](http://www.schindler.com)

COUNTRY

Netherlands

TIMEFRAME

From 2003 to 2008

## The project description

In 2003, the Dutch football stadium Amsterdam Arena, initiated its so-called Masterplan project. The aim of the project was to improve the stadium's accessibility before, after and during events, not only for disabled people, but also for the elderly. The eventual goal of the Amsterdam Arena is to become Europe's most accessible stadium. The project will be finished in 2008.

In order to improve physical accessibility, a total of 23 escalators will be placed around the stadium.

In phase 1 of the project, 8 escalators were placed on the outside to reach the second ring. This means that visitors now only have to climb 9 meters of stairs instead of the previous 26. After completion of all 4 phases, both the first and the second rings can be reached without climbing any stairs.

The escalators are covered by a transparent roof, so that visitors are protected against rain and wind. In order to obtain the best accessibility at all times, all escalators are programmed in an upward direction before an event and in a downward direction after an event.



**Schindler**

## The project benefits

Access for all is essential so everybody can enjoy the show regardless of mobility factors.



NETHERLANDS • CASE STUDY

**Amsterdam  
Arena**

TITLE

Bus and subway accessibility

THEME

Accessibility

ORGANISATION

Schindler

WEBSITE

[www.schindler.com](http://www.schindler.com)

COUNTRY

France

TIMEFRAME

Ongoing

## The project description

The 15 subway stations of line A in the French city of Rennes are equipped with elevators allowing mobility impaired people to get to the platform straight from above ground. In the event that users need to validate their tickets, automatic systems are available next to the elevator.

The subway's coach is at exactly the same level as the platform without any gap, to facilitate access.

A map with the accessible connections is available in the elevators.

Also in Rennes, three bus connections are fully accessible for mobility impaired people (n° 1, 3, 16). All buses are equipped with automatic ramps and a reserved space in the bus, for total safety. All bus stops on these three lines are also accessible.



**Schindler**

## The project benefits

Facilitating transportation of mobility impaired people is one of the most efficient ways to promote social and business activities for everyone, including disabled people.



FRANCE • CASE STUDY

## Bus and subway accessibility

## TITLE

L'eau en Braille: accessible information

## THEME

Accessibility

## ORGANISATION

L'eau en Braille at Lyonnaise des Eaux

## WEBSITE

www.suez.com

## COUNTRY

France

## TIMEFRAME

Ongoing

## The project description

The main objective of this initiative is to enable everyone to access all useful information on the quality of water, on consumption and on prices.

The water bill and the 6-monthly consumer Magazine “L'eau et vous” are now available in Braille. The original conventional bill is also included. The bill features the following information:

- Details of the “Lyonnaise des Eaux” branch and the telephone numbers
- Customer references
- Last index and the statement date
- Personal consumption and its change since the last statement
- Amount payable
- Details of the price in m<sup>3</sup>
- Date the bill was sent out and the payment date.

All the documents are transcribed in integral Braille. The system used consists of numbers preceded by the numeric sign. All the documents are printed on both sides in 6 point Braille in A4 format.

The Suez logo is displayed in a stylized, lowercase, black font within a thin brown rectangular border.

## The project benefits

“Lyonnaise des Eaux” is extending water bills in Braille to all its blind or partially sighted customers. Throughout France, the blind customers of “Lyonnaise des Eaux” can now get their water bill in Braille upon simple request, by calling the following number: n° Azur 0810 472 472. This new, free of charge service has been developed in partnership with the Handicap Zéro association.

While sending bills takes an extra 72 hours, information on water is now accessible to everyone in the community. This system also constitutes a new communication media for monitoring customers.



FRANCE • CASE STUDY

L'eau en Braille:  
accessible  
information

TITLE

Surdimobil show

THEME

Accessibility

ORGANISATION

Surdimobil

WEBSITE

[www.surdimobil.org](http://www.surdimobil.org)

COUNTRY

Belgium

TIMEFRAME

Ongoing

## The project description

Deafness is an invisible disability, so the majority of the population is unaware of what this disability means to the everyday life of a person who is deaf or hard of hearing. The unknown leads to fear which, in turn, leads to rejection and non-communication for people with hearing impairments.

Surdimobil is a discovery-show of the world of silence which was imagined and created with the SUR'Cit  (Heart of the deaf persons of Li ge). Encouraged by the very positive reaction of visitors, Asbl Surdimobil was born with the aim of making this initiative into a road show. It is a unique experience that helps the hearing world discover the silence of the world that deaf people live in.



## The project benefits

The project is local, regional, national and sometimes international. The success of the project is measured by the increasing number of requests for the show.

It is hoped that once the public's level of awareness is raised, there will be a continued demand to learn more about the world of a deaf person and that the show inspires more initiatives that will result in the inclusion of deaf persons into the hearing world.



BELGIUM • CASE STUDY

## Surdimobil show

TITLE

Vehicle adaptation

THEME

Accessibility

ORGANISATION

Treema Car Innovations sprl

WEBSITE

www.tci.be

COUNTRY

Belgium

TIMEFRAME

Ongoing

## The project description

Each type of physical disability requires specific vehicle modifications. In addition, people with the same type of disability do not necessarily have the same requirements as these are also dependent on a number of other factors including age and physical condition.

TCI provides an individual, tailor-made service using products chosen from the complete range available, such as:

- Accelerator and brake on the steering wheel
- Manipulation arm for electric wheelchairs
- Inverse pedals (accelerator pedal on the left)
- Lifting system
- Collapsible access ramp
- Global system for accessible driving.



## The project benefits

The adaptations provided by TCI enable people with various types of physical disability the freedom to drive a car and benefit from increased mobility.



BELGIUM • CASE STUDY

## Vehicle adaptation

TITLE
THEME
ORGANISATION
WEBSITE
COUNTRY
TIMEFRAME

e-Accessibility web development

e-Accessibility

ACTi

[www.acti.fr](http://www.acti.fr)

France

Ongoing

## The project description

ACTi has trained its team to be able to develop and to deliver e-Accessible websites. A continuous benchmarking against e-Accessibility requirements is carried out by consultants, technical and design staff.

ACTi uses the W3C\* standards and in particular the WAI\* recommendations, on a daily basis and works regularly with a blind consultant to test new websites.

ACTi made the decision to develop all clients' websites in accordance with an e-Accessibility approach and since 2005, all websites developed for its clients have been e-Accessible.

Two examples include:

- [www.edf.fr/esourds](http://www.edf.fr/esourds)
- [www.businessanddisability.org](http://www.businessanddisability.org)



## The project benefits

In taking this decision, ACTi has gained valuable experience and expertise in the field of e-Accessible websites and its clients have benefited from this inclusive technology.



FRANCE • CASE STUDY

## e-Accessibility web development

- \* W3C: World Wide Web is a consortium developing standards, protocols and guidelines to lead the web to its full potential.
- \* WAI: Web Accessibility Initiative part of W3C, strategies, guidelines, resources to make the web accessible to people with disabilities.

TITLE	PCs against Barriers
THEME	e-Accessibility
ORGANISATION	Charta 77 Foundation
WEBSITE	www.bariery.cz
COUNTRY	Czech Republic
TIMEFRAME	Ongoing, since 1999



## PCs against Barriers

e-Accessibility

Charta 77 Foundation

www.bariery.cz

Czech Republic

Ongoing, since 1999

### The project description

In 1999 following the Velvet revolution, the Charta 77 Foundation was transformed into a charity organisation focused on supporting disabled people. Since that time, the Foundation has supported thousands of disabled citizens and hundreds of other charity organisations in removing both the physical and mental barriers to disability.

The project Barriers Account focuses on the issue of physical barriers, with over 40 000 regular donations per month.

The project PCs against Barriers, another main project of Charta, is based on providing the opportunity for disabled people to integrate into society.

*The project description continues on page 74*



## The project benefits

The Foundation projects use e-Learning methods in order to decrease the cost of providing training and to break down any remaining barriers.

Since 1996, the Foundation has trained 2 977 trainees and has successfully placed many in the job market. Between January and March 2006, 25 trainees were employed.

The PC centres serve not only as educational centres, but also as contact points where people meet, make new friends, share information and socialise.

The Foundation has received an award for the best company regarding the inclusion of disabled people in the Czech Republic.



CZECH REPUBLIC  
CASE STUDY

## PCs against Barriers

*Continued from page 72*

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Main activities include:

- **EDUCATION AND RE-SKILLING**

Since 1996, 14 PC centres providing IT-based training courses at all levels have been established across the Czech Republic. Courses range from basic to advanced level and include Microsoft Office, as well as special courses of Java, PHP. Successful trainees receive a certificate of competence. Certification is provided by local universities or educational organisations. In 2006, two more centres will be established.

- **USED AND REFURBISHED PCS**

The Foundation equips sheltered workplaces with used PCs and donates used PCs to disabled children or adults

- **NEW PROJECTS** The Foundation is preparing new specialised projects, co-financed by EU funds (University 4G or Art Language Factory – ALF).

University 4G aims to train 20 disabled people as IT specialists for recruitment in the IT sector. An obligatory part of the



University is to pass ECDL certification and to attend a 12-week English course followed by the Cambridge ESOL exam (KET, PET, FCE, and CAE).

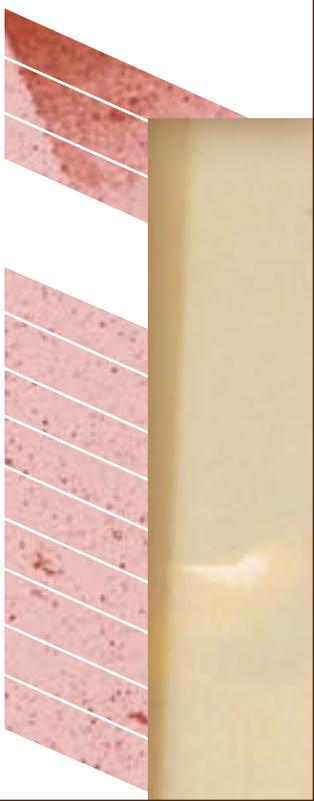
Students then chose one of four specialisations:

- Web administrator
- Database administrator
- Server administrator
- Graphic designer.

In the project ALF, the Foundation will be training between 60 and 80 people as desk-top publishers and IT administrators.

A further project involves a course based on “e-re-skilling teleworking” which is being run in cooperation with the Czech technical university. This project is being co-financed from EU funds.

CONTINUED  
PCs against  
Barriers



TITLE

Promoting accessibility

THEME

e-Accessibility

ORGANISATION

Fundación ONCE

WEBSITE

[www.discapnet.es](http://www.discapnet.es)

COUNTRY

Spain

TIMEFRAME

From 2000 until 2008

## The project description

Discapnet is a disability-related portal that aims to improve the social and employment integration of disabled people. Created in 2000, it is an initiative co-funded by Fundación ONCE and the European Regional Development Fund (ERDF) and managed by Technosite, the company in the field of technologies of the business branch of Fundación ONCE (Fundosa Grupo).

It integrates a wide range of information and assessment services for disabled people, their organisations and public at large as well as a platform for the development of actions aimed to promote the labour inclusion and employability of people with disabilities. It also offers tools (chat, forums, groups) to promote meetings and the exchange of ideas.

Discapnet includes specific sections regarding news (updated daily), employment, training, health, legislation, accessibility and an association sector.

*The project description continues on page 78*

## The project benefits

Discapnet, which has become the most important disability-specialised portal in Spanish-speaking countries, contributes to the creation and dissemination of relevant information, as well as the provision of services regarding accessibility. All information is free of charge and accessible to all users. It has become a key tool for the full social and labour integration of people with disabilities in society.

The project has been recently selected as an example of good practice in the framework of the Operational Programme for the Fight Against Discrimination.

The project was created in the framework of the current programming period of the Structural Funds (2000-2006) but the initiative will be undertaken until December 2008. It is regularly updated to meet the users' needs. It is hoped that the initiative can continue within the framework of the next generation of EU funding programmes and that the experience can be expanded to other countries.



SPAIN • CASE STUDY

## Promoting accessibility



*Continued from page 76*

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One of the key goals of Discapnet is to promote accessibility for people with disabilities by developing and disseminating a wide range of information. In the accessibility section of the website, the user can find relevant information, resources and services about accessibility and adaptations regarding websites, housing (accessibility and security), quality of life, language and transport.

Other initiatives and services developed are the following:

- Drafting of studies and practical guides on the accessibility of public places such as beaches, museums, theatres
- Infoaccessibility Observatory. This initiative, launched in 2004, aims to create and disseminate information about the degree of accessibility of the internet and the services provided by this means. This will be done by analysing specific sectors, doing comparisons between the sectors and monitoring the evolution

- Accessible system on geographic information (GIS). In addition to information about the physical location of the different elements (virtual street directory), it also provides information about the existing routes to arrive at the chosen location (accessible itineraries, identification of the accessible means of transport and their stops or terminals) and the accessibility of certain locations of public use (public offices, hotels, restaurants, shops)
- Interactive assistant. It is an application that will act as a virtual “friend” and will answer the questions of users and will guide them through Discapnet to find the relevant information.

Discapnet is planning to launch other interactive services such as teleconference, videostreaming, that allow full accessibility to services provided in all areas.



CONTINUED  
Promoting  
accessibility

TITLE

Assistive Technology partnerships

THEME

e-Accessibility

ORGANISATION

Hewlett-Packard

WEBSITE

www.hp.com

COUNTRY

EU

TIMEFRAME

Ongoing

## The project description

HP is committed to incorporating accessibility features into all the technology it develops and also wants to ensure that its IT products are compatible with more specialised Assistive Technology devices and applications, such as screen readers for the visually impaired. HP provides employees with the training needed to design, produce, market and deliver accessible products and services. However, to meet the needs of all individuals with disabilities or age-related limitations, there is a need for specialised Assistive Technology companies, who in turn face constraints because of a lack of resources.

Using free membership to the HP Developer and Solution Partner Programme (DSPP) and the HPATP, Assistive Technology companies can use HP technologies, platforms and operating systems to create their own innovative solutions.

*The project description continues on page 82*



## The project benefits

Through its HP Assistive Technology Partnership Programme (HPATP), HP builds relationships with leading-edge Assistive Technology companies to promote the development of innovative products that can be effectively used by everybody, including people with disabilities, more quickly and at a lower cost.

Though the partnership HP helps European Assistive Technology companies adapt their products to HP platforms, on the one hand, and on the other, it helps people with disabilities or age-related limitations access the products they need by helping Assistive Technology companies make their products available on the European market.

Assistive Technology partnerships are part of HP's commitment to fulfilling its promise of connecting people to the power of technology. They help HP create products that are accessible and in turn also help Assistive Technology companies create products that are adaptable to HP platforms.



EU • CASE STUDY

## Assistive Technology partnerships



*Continued from page 80*

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There are currently more than 50 HP Assistive Technology Partner programme participants world-wide who are developing an array of products ranging from screen readers and magnifiers, to speech synthesisers and alternative keyboard/mouse input devices.

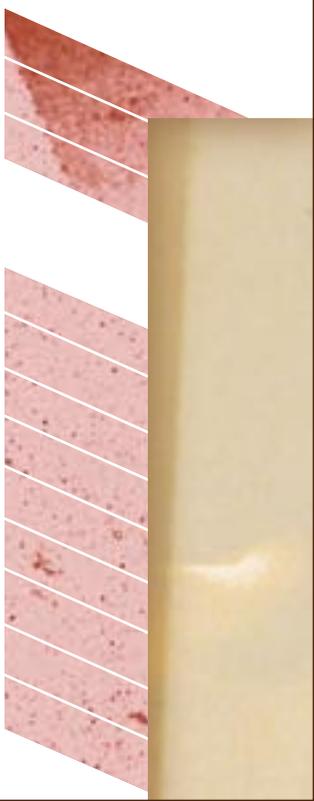
Some of HP's Assistive Technology partners in the EU include:

- **CEPA MOBILITY (Denmark)** creator of communication solutions for people with mobility impairments
- **CODE FACTORY (Spain)** developed the Mobile Speak Pocket, a screen reader for HP iPAQ Pocket PCs
- **DOLPHIN COMPUTER ACCESS (UK)** developer of a wide range of information technology access products for people with visual impairments, such as the Pocket Hal screen reader for HP iPAQ Pocket PC, the SuperNova screen reader and magnifier, the Cicero text reader, Cipher Braille translator

- **OMNITOR AB** (Sweden) products include Allan eC and all Language Electronic Conversation that offers the possibility to use text, voice and video simultaneously in a conversation and SignForum – a web discussion forum supporting sign language through video contributions
- **SOFTWARE EXPRESS** (UK) who have developed a screen reader/magnifier for desktop and notebook PCs
- **SPARK-SPACE**® (UK) who created software that allows you to connect ideas, documents, web pages and graphics within one map, giving you control over the big picture.



CONTINUED  
Assistive  
Technology  
partnerships



TITLE
THEME
ORGANISATION
WEBSITE
COUNTRY
TIMEFRAME

Promoting accessible social dialogue

e-Accessibility

Eworx SA

[www.eworx.gr](http://www.eworx.gr)

Greece

From 2001 to 2003

## The project description

This project (SDV-NetJob), was coordinated by The Danish Centre for Technical Aids ([www.hmi.dk](http://www.hmi.dk)) running from November 2001 to December 2003. The project was supported with a grant from the European Social Funds Article 6. Innovative Measures budget and involved 11 partners in Denmark, Greece and Ireland.

An online portal was developed at [www.socialdialogue.net](http://www.socialdialogue.net) (known as SDnet), providing content on themes addressed by the ESF Innovative Measures programme and focusing especially on disability and employment issues in EC member states. An online e-Learning programme Disability for Managers was designed, written and established on SDnet.

An international Conference IntoWork2003 was held under the Greek Presidency of the European Union in the European Year of Disabled People 2003. Over 200 participants attended this conference, including social partners, representatives of the European Parliament, Greek government, Ombudsman and other public authorities, NGOs and professional organisations.



## The project benefits

The project successfully transferred a best practice Information Technology vocational training and support system for disabled people, from Denmark to Greece.

The results of the project, including the IntoWork2003 Conference declaration and other documents, are available as downloadable reports from the project website at [www.socialdialogue.net](http://www.socialdialogue.net)



GREECE • CASE STUDY

## Promoting accessible social dialogue

TITLE
THEME
ORGANISATION
WEBSITE
COUNTRY
TIMEFRAME

<b>Internet Driver's License</b>
e-Accessibility
IBM
<a href="http://www.ibm.com">www.ibm.com</a>
Germany
Ongoing



## The project description

IBM has developed a basic course for people with visual impairments. This 2-day training allows a quick and easy entry into the internet with all its various offerings by using the IBM Home Page Reader.

With practical exercises, the course participants learn how to read online newspapers or train timetables and how internet pages can be searched for specific terms and how to fill out online forms.

Upon successful completion of the course, the participants receive an IBM training certificate.



## The project benefits

The course has been specially designed for people with visual impairments who are beginners when it comes to using the internet and offers both an overview of internet uses and fundamentals and also training with the Home Page Reader. The talking web browser makes it possible for people with visual impairments to surf the internet and communicate electronically by e-mail.



GERMANY • CASE STUDY

## Internet Driver's License

TITLE

International Camp on ICT

THEME

e-Accessibility

ORGANISATION

Johannes Kepler University, Linz

WEBSITE

[www.icc-camp.info](http://www.icc-camp.info)

COUNTRY

Austria

TIMEFRAME

Annually

## The project description

ICC\* 2006 is a very special opportunity to learn how Information and Communication Technology (ICT) and Assistive Technologies (AT) enrich the lives of blind and partially sighted people. More than 1 000 students aged 14 – 20 from more than 35 countries have been taking part in the camps over the last 14 years in different European locations.

The camps take place annually and besides the ICT and AT orientation, offer participants numerous possibilities to get to know peers from other countries, to learn about other countries and cultures, to learn about studying and employment opportunities and to have fun in an attractive leisure, social and cultural programme.

Workshops lasting 3 or 6 hours are offered and the students can select according to their preferences. The camp workshops are supervised and counselling provided by experienced staff from all the countries.



Johannes Kepler University, Linz

## The project benefits

ICC's mission is to support the individual training of young blind and visually impaired people and to show them the possibilities and opportunities that are available to help them overcome their disabilities. The aim is that starting from a national level, an international group of people sharing the same interests will be formed.

Benefits derived from the initiative include:

- Increased ICT and AT knowledge
- New educational and vocational perspectives
- Social skills training
- International and intercultural exchange
- Independent living
- Bridge to employment.

\* International Camp on Communication and Computers



AUSTRIA • CASE STUDY

## International Camp on ICT

TITLE
THEME
ORGANISATION
WEBSITE
COUNTRY
TIMEFRAME

Teiresias Support Centre for students

e-Accessibility

Masaryk University

[www.muni.cz](http://www.muni.cz) and [www.teiresias.muni.cz](http://www.teiresias.muni.cz)

Czech Republic

Ongoing

## The project description

The primary task of the Teiresias Centre is to work for the academic community of Masaryk University (MU) in the broadest sense and not for individual students with disabilities.

The following services are provided to both teachers and students:

- A library and the publishing of electronic academic texts in a format accessible to the visually disabled. A library database has been created and it includes all texts written at MU after the year 2002 (in accordance with Directive 3/02, issued by the Rector) and other academic texts, both Czech and foreign, based on requirements from lecturers in programmes involving disabled students





## The project benefits

The basic concept of the Teiresias Centre is the assumption that disabilities are a natural and inevitable feature of each human community and, therefore, the academic community as a whole is interested in the integration of applicants with disabilities. The authors of the concept firmly believe that contact with more workforce diversity will benefit the school in the areas of education and academic research.

65 blind or visually impaired persons, 33 deaf or hearing impaired persons and 16 motor impaired students are fully integrated in accredited programmes on Bachelor's, Master's and Doctor's degrees. In addition, 60 disabled persons participate in special lifelong education courses that aim to improve the employment opportunities of people with disabilities.



CZECH REPUBLIC  
CASE STUDY

## Teiresias Support Centre for students



*Continued from page 90*

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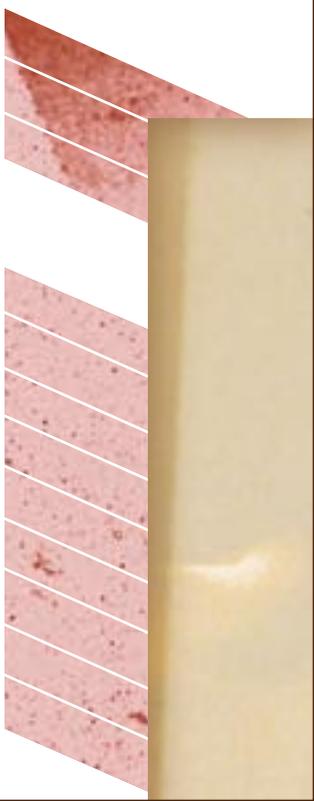
- A library and the publishing of tactile academic texts and graphics maps, atlases, graphs and charts for educational purposes as well as for the day-to-day operations of the university (tactile signs on buildings and the plans of buildings)
- A library and the publishing of acoustic and hybrid academic text
- A special software library for people with special needs and their communication with the general public (accessible software for screen and printed texts and graphics scanning, voice and tactile PCs and other information technology outputs, electronic image enlarging and visual adaptation, synthesis and analysis of natural voice)
- Special hardware, electronic and mechanical equipment laboratory for people with special needs and their communication with the general public (personal schedulers for the blind, electronic magnifiers, special typewriters,



special equipment for manual tactile writing and drawing, electronic tactile printers, fusers and vacuum sheets for tactile graphics, navigation voice equipment for the visually disabled, visual signalling and telecommunication equipment for people with hearing disabilities, equipment for the visualization of speech parameters)

- The breaking down of communication barriers, the accessibility of texts and graphics for the visually disabled for their studies and exams, the accessibility of the internet for the blind, text adaptation for the deaf, sign language interpreting and translation for studies and exams, the eliminating of architectural barriers on all university premises and public points of entry.

CONTINUED  
Teiresias  
Support Centre  
for students



*The project description continues on page 94*



*Continued from page 93*

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### **CONSULTING SERVICES**

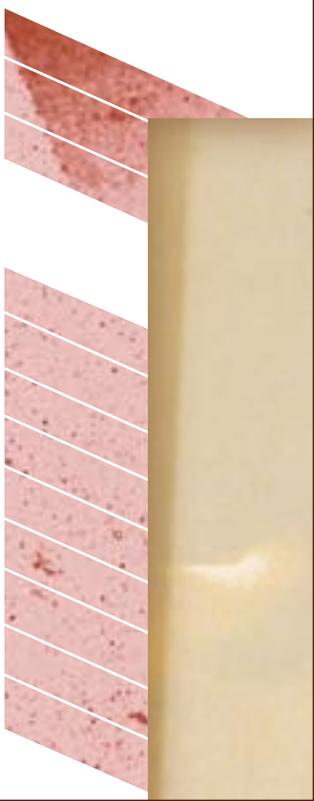
The Teiresias Centre provides the following special services:

- Consultations on the possibilities of studying at MU for disabled students
- Consultations on entrance examination procedures and the organisation of studies for disabled students
- Organisation of exams, registration, enrolment, student's official documentation and printing
- Consultation and organisation of individual study plans and special lessons
- Use of a special study facility with a library and a printer
- Information technology courses with a focus on specific disabilities and specific kinds of academic work

- Loans of hardware and software for specific kinds of academic work by the disabled
- Training in spatial orientation for the visually disabled
- Arranging and supervising digital and printing services
- Arranging and supervising interpreting and translating services for people with hearing disabilities
- Arranging and supervising assistant services.



CONTINUED  
Teiresias  
Support Centre  
for students



## TITLE

Disability &amp; Skills principles training

## THEME

Employment

## ORGANISATION

Adecco

## WEBSITE

[www.adecco.fr](http://www.adecco.fr)

## COUNTRY

France

## TIMEFRAME

Ongoing

## The project description

It was found that Adecco's recruitment consultants were not particularly sure how to carry out an interview with a disabled candidate. There was a lack of information regarding recognition of disabilities and the rights of the disabled worker. In fact, consultants could send a disabled associate on an assignment without even knowing of his/her disability.

It was decided to organise a 1-day event to tackle the issue. This event was not regarded as training and was therefore not financed as such. It was in fact carried out using the Adecco branches' own budgets and on their own time.

The event comprised a presentation of the Disability & Skills department and simulated interviews with disabled people. An information sheet was put together by the Employment and Insertion service, which includes the Disability & Skills department.



Adecco

## The project benefits

After the event, branch staff felt more confident about recognising and assisting disabled candidates. Furthermore, the session allowed the information held on disabled temporary workers and on the status of their disability (ie, still registered disabled, newly registered) to be updated. It also helped Adecco to recruit more disabled associates in general.

Adecco recognised that there was a lack of information on this very important issue and took the initiative to provide corrective training, using company time and resources.



FRANCE • CASE STUDY

## Disability & Skills principles training

## TITLE

One Cent, One Opportunity

## THEME

Employment

## ORGANISATION

Adecco

## WEBSITE

[www.adecco.it](http://www.adecco.it)

## COUNTRY

Italy

## TIMEFRAME

2003

## The project description

The aim of the project was to finance the training and subsequent introduction into employment of individuals with Down's syndrome.

In Christmas 2002, with the 2003 European Year of People with Disabilities in mind, the Adecco Foundation and the Italian Association for Down's Syndrome Sufferers (AIPD) got together to promote the One Cent, One Opportunity project.

The following actions were taken:

- Activities to inform and raise awareness in companies with regards to Down's syndrome and the potential of people with Down's syndrome
- Activities to raise awareness among families and those concerned about legal rights and concessions for people with Down's syndrome

*The project description continues on page 100*

## The project benefits

One year on from the start of the project, the sum of €41 148 had been raised and assigned to AIPD by the Foundation. 83% was raised through the support of the Adecco Group, on the basis of the company donating one Euro cent for each hour of work of its permanent and temporary employees during December. The remaining portion was raised with the involvement of other private companies throughout Italy. During 2003, 12 people with Down's syndrome were involved in the professional induction courses, 5 of them were subsequently employed under permanent employment contracts and the other 7 on work experience training courses.

This was a large scale project covering all aspects of the training and insertion into employment of these candidates.

*The project benefits continue on page 101*



ITALY • CASE STUDY

## One Cent, One Opportunity

*Continued from page 98*

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- Families were helped to learn about what it means for their children to go out to work and how to encourage/ recognise their adult state
- Education courses with young people to help them understand the role of the worker, in preparation for employment interviews
- Creation of personal profiles and curricula for potential workers
- Identification of companies willing to take on the individuals, and presentation of candidates
- Accompaniment in the first stages to help define the employment relationship
- Possible AIPD tutoring during the first 6 months
- Monitoring of the AIPD Employment Induction Service during the first 2 years
- Worker support involving individual and group work during the initial induction period
- Unlimited availability of advisory services for companies, workers and families.

*Continued from page 99*

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This included sending out information to the candidates' families, provision of information to their future employers/colleagues to ensure an optimum working relationship and the production of a cd-rom to present the results of the initiative.

**CONTINUED**  
One Cent, One  
Opportunity

## TITLE

I Can programme

## THEME

Employment

## ORGANISATION

Bank of Ireland

## WEBSITE

[www.bankofireland.ie](http://www.bankofireland.ie)

## COUNTRY

Ireland

## TIMEFRAME

Ongoing, since 2004

## The project description

Bank of Ireland Group views taking positive action in the employment of people with a disability as a business imperative and part of our overall business strategy. Following the Bank of Ireland Group's highly successful sponsorship of the Special Olympics World games in 2003, the Group wanted to find credible ways to build on this commitment by enhancing the lives of people with disabilities.

In 2004, a disability action group was established made up of HR managers, line managers and employees with disabilities, to decide on initiatives to best resolve the issue. A strategic partnership with Access Ability, an external disability management consultancy, was developed.

25 employment entry level roles were identified and evaluated across a range of businesses. To educate and equip interviewers and line managers in disability awareness, a best practice guide to recruiting

*The project description continues on page 104*



Bank of  
Ireland

## The project benefits

Demographic changes in society mean that the characteristics of employees and customers are changing, which needs to be reflected in the types of products and services offered. Increased organisational diversity helps to secure future business success and will enable Bank of Ireland Group to achieve its aim of becoming an employer of choice. As an employer of choice, the Group will continue to attract high calibre employees who have the skills and ability to maintain the Group's reputation and contribute to its continued success.

Creating work environments that develop and utilise the many talents and perspectives of increasingly diverse employees will enhance decision making, innovation and problem-solving abilities. It will also enable more effective communication with and service to diverse customers.

*The project benefits continue on page 105*



IRELAND • CASE STUDY

## I Can programme

*Continued from page 102*

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and working with people with a disability was developed and communicated across the organisation. Disability awareness training was conducted with key HR representatives involved in the recruitment.

While the programme is still in its early stages in terms of the number of people with disabilities recruited, the level of accommodation required has been found to be minimal. Some examples of accommodation include part-time work and adjusting the start and end time where this suits the personal requirements of employees and also the needs of the business.

Physical accessibility and environmental requirements for people with a disability have also been considered. Working with Access Ability, Environmental Assessments have been carried out on some work locations allowing the process of implementing best practice in this area to begin.

*The project description continues on page 106*

*Continued from page 103*

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The employment of people with a disability should be seen as a normal practice in progressive companies and, as one of Ireland's leading employers, Bank of Ireland Group recognises the benefits of creating an inclusive culture which can be an example to shareholders and other organisations.

CONTINUED  
I Can  
programme



*Continued from page 104*

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These assessments involved an in-depth written report setting out priorities and procedures for carrying out recommended improvements. The buildings where the recently recruited people with disabilities work were already equipped with suitable lifts and a disabled accessible toilet so no significant capital outlay was required in making these buildings accessible.

To educate and equip interviewers and line managers in disability awareness, a booklet on recruiting people with a disability was produced.

This booklet provides a broad outline of practical guidance on the different stages in the recruitment process and how these may apply to people with a disability. Through Access Ability, Disability Awareness training with key HR representatives has also been carried out so that HR can support line management in the recruitment of people with a disability and include Disability Awareness in the induction of all new entrants.

CONTINUED  
I Can  
programme

TITLE

Integration &amp; employment

THEME

Employment

ORGANISATION

Dassault Systemes (DS)

WEBSITE

www.3ds.com

COUNTRY

France

TIMEFRAME

Ongoing

## The project description

DS, the leading provider of Product Lifecycle Management (PLM) software applications powered by 3D representation, has set up a project that enhances the employability of disabled people within DS and with DS partners in the domain of PLM.

In 2003, DS signed a formal, collective agreement (including labour unions) to actively promote the integration of disabled people in the workforce, both within DS and with DS business partners in the industrial domain of 3D design. The agreement is a challenge for DS since it binds the company to meeting specific recruitment targets. To meet this challenge, DS has set up innovative recruitment processes and professional training partnerships, which work at several levels.

*The project description continues on page 110*



## The project benefits

Internal awareness raising has been a key component of the success of the present programme, particularly in overcoming stereotypes regarding disabled employees. All employees, including managers and HR recruiters have participated in these activities. Innovative activities include audition and vision awareness raising and sign-language lessons for DS employees. In addition, the DS HQ site and individual workstations have been specially re-fitted to accommodate disabled people.

DS has recruited 6 people in 2005. The integration of disabled people into DS, either through training at DS or through recruitment, has been positive in terms of promoting diversity, team work and employee motivation.

In addition, increased awareness and contact with key players in services for disabled people has lead DS to explore new business opportunities in the development of software solutions.



FRANCE • CASE STUDY

## Integration & employment

*Continued from page 108*

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In terms of training, DS works on two levels:

- Providing internships at DS for disabled youths attending technical high-schools in the Paris area
- Working with specialised centres in providing software, materials and in-house training on the use of DS product lifecycle management 3D software solutions, for disabled jobseekers.

In terms of recruitment, specific networks have been established in order to recruit disabled professionals into DS (6 people were recruited in 2005). They have been recruited into existing DS posts, not posts specially created for them, and have gone through a normal recruitment process.

However, to support the recruitment of disabled people, a DS staff member has been specifically assigned to manage the incoming applications. In addition, DS has enabled other disabled jobseekers to find jobs with DS business partners and has participated in the creation of a website specialised in the recruitment of disabled people ([www.hanploi.com](http://www.hanploi.com)).

CONTINUED  
Integration  
& employment

## TITLE

Labour integration

## THEME

Employment

## ORGANISATION

Fundación ONCE

## WEBSITE

www.discapnet.es

## COUNTRY

Spain

## TIMEFRAME

Ongoing, until 2008

## The project description

Discapnet is a disability-related portal that aims to improve the social and employment integration of disabled people. Created in 2000, it is an initiative co-funded by Fundación ONCE and the European Regional Development Fund (ERDF) and managed by Technosite, the company in the field of technologies of the business branch of Fundación ONCE (Fundosa Grupo).

It integrates a wide range of information and assessment services for disabled people, their organisations and public at large as well as a platform for the development of actions aimed to promote the labour inclusion and employability of people with disabilities. It also offers tools (chat, forums, groups) to promote meetings and the exchange of ideas.

Discapnet includes specific sections regarding news (updated daily), employment, training, health, legislation, accessibility and an association sector.

*The project description continues on page 114*

## The project benefits

The portal, free and accessible to everybody, offers a wide range of information and services regarding the disability field and has become the most important disability-specialised portal in Spanish-speaking countries.

It is an essential tool for raising awareness about disability among the public at large and facilitating the access to disability information both for disabled and non-disabled users. It also provides a wide range of services and contents to improve the quality of life of disabled people, their personal autonomy and their participation in the economic, social and cultural life.

Regarding employment and training, it provides key tools that allow disabled people to have access to, and take advantage of, opportunities offered by the knowledge society regarding employment and employability.

*The project benefits continue on page 115*



SPAIN • CASE STUDY

## Labour integration

*Continued from page 112*

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Fostering employment and employability of people with disabilities by using all the opportunities that the knowledge society offers is one of the main objectives of Discapnet. It is an essential tool for complementing the training and employment actions undertaken in the framework of the Operational Programme for Fight Against Discrimination that Fundación ONCE manages.

For this purpose, the employment section includes services and information (general information, tips and guidelines, useful resources) regarding self-employment, sheltered employment centres, examples of good practice, incentives to employment of disabled people and teleworking addressed both to disabled people and to the companies interested in hiring them.

*The project description continues on page 116*

*Continued from page 113*

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In this sense, it has become a reference point regarding the promotion of employment and employability for people with disabilities. Moreover, it draws on the experience and support of Fundación ONCE in the field of employment and training.

The project has been recently selected as an example of good practice in the framework of the Operational Programme for Fight Against Discrimination.

**CONTINUED**  
**Labour**  
**integration**

*Continued from page 114*

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It also includes an online employment service (labour exchange), managed by Fundosa Social Consulting (FSC) (the company of Fundosa Grupo dealing with human resources and labour intermediation for disabled people). This system allows disabled jobseekers to search for jobs and companies to look for the appropriate disabled person for the position they are seeking to fill.

The training section includes information about courses, scholarships, teletraining and other resources to improve the employability of disabled people.

Another innovative application that is currently developed is the Application for the selection of Technical Aids for the Adaptation of the Workplace (APTRA). It allows the analysis of the functional capacities of workers and the functional requirements of the workplaces, in order to identify the appropriate technical aids for the optimal adaptation of the workplace.

CONTINUED  
Labour  
integration

## TITLE

Employment Disability Unit

## THEME

Employment

## ORGANISATION

Dundee City Council

## WEBSITE

[www.dundee.gov.uk](http://www.dundee.gov.uk)

## COUNTRY

UK

## TIMEFRAME

Ongoing, since 2004

## The project description

To combat the problem of disability and unemployment, the 3 local authorities in the Tayside region of North East Scotland agreed to create a unit to address the unmet employment needs of people in the community with disabilities or health problems.

The Employment Disability Unit is part-funded by Angus Council, Dundee City Council and Perth and Kinross Council and it has premises in Perth and Dundee.

The purpose of the Employment Disability Unit (EDU) is to create employment opportunities for disabled people and to assist people with disabilities to find, and maintain, work. Additional funding from the European Social Fund enabled the Unit to expand its provision of employment services for disabled people to access the open labour market, many for the first time. The EDU believes there is no one best way to assist a disabled person to secure employment.

*The project description continues on page 120*



## The project benefits

The results achieved by the Employment Disability Unit over the past several years have been consistent. For example, during 2004 the EDU provided employment advice and counselling to 386 people with disabilities. The EDU organised 123 Work Experience Placements and most importantly supported 119 disabled people into jobs in the open labour market.

The project is unique for a number of reasons:

- It is part of a Personnel Department of a Municipality and treats both disabled people and local employers as its customers
- It operates Job Clubs that are designed for disabled people only
- It has piloted and developed the concept of providing a supported employment service to both disabled people and employers

*The project benefits continue on page 121*



UK • CASE STUDY

## Employment Disability Unit

*Continued from page 118*

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Of prime importance to the EDU is its ability to provide a one-to-one service to a client and to enable individuals with disabilities to access a wide variety of services in order that they may receive the most appropriate means of support.

The Employment Disability Unit's target group is unemployed people with disabilities and health problems who reside in the Tayside area. People with all forms of disability are accepted including physical disabilities, mental illness, sensory impairments, people with brain injuries and learning difficulties.

During 2004, the main providers of funding to the UDU were the 3 Tayside Councils, European Social Fund (ESF), Objective 3 and the Jobcentre Plus Workstep Programme.

The EDU is part of the Personnel Department of Dundee City Council but has a high degree of autonomy and has a full-time team of 16 staff. The project is monitored against annual targets in relation to numbers of service users, numbers of work experience placements and numbers of disabled people accessing employment.

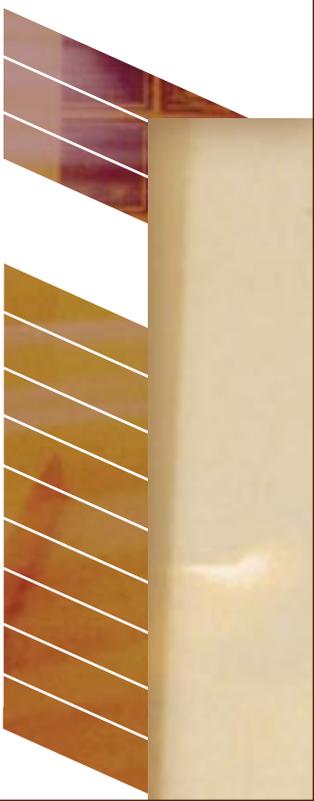
*Continued from page 119*

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- It has created a “one stop shop” approach to all aspects, issues and barriers relating to disability and employment
- It has become a leader in its field and regularly receives visits from Scottish, UK and European projects. Moreover, project staff have been requested to deliver workshops and keynote addresses at conferences and seminars throughout Europe
- The project leader has been elected as Vice President of the European Union of Supported Employment.



**CONTINUED**  
Employment  
Disability  
Unit



TITLE

Disability Standard

THEME

Employment

ORGANISATION

Employers' Forum on Disability

WEBSITE

[www.employers-forum.co.uk](http://www.employers-forum.co.uk)

COUNTRY

UK

TIMEFRAME

Bi-annually, since 2005

## The project description

The Disability Standard is the only management tool which enables organisations to accurately measure their performance on disability as it affects the business, and to put in place action plans which deliver real business improvement.

The Disability Standard:

- Provides a systematic approach to assessing disability-related risk and navigating the complexities of the law
- Drives business improvement
- Provides a practical framework for tracking, improving and communicating performance
- Helps performance comparisons with competitors and others.

The Disability Standard was developed as a result of member demand. 15 leading members of the Employers' Forum on Disability were involved in developing and piloting the Standard, addressing the economic and ethical case of responding to the UK's 10 million disabled people.



employers'  
forum on  
disability

## The project benefits

The Disability Standard ran for the first time in 2005 and included 80 participants – 39 private and 41 public organisations. The average score in 2005 was 57% with 18 organisations scoring above 75%.

Each organisation was required to self-score a survey of about 100 questions/statements and submit evidence to substantiate some responses.

All responses were scored and the scores validated through the submitted evidence and every participant received a diagnostic report outlining their performance on disability with recommendations for future action. Participants were able to see how they performed against the full participant group of 80 as well as against their own sector.

No individual results or positions were made public.



UK • CASE STUDY

## Disability Standard

TITLE

Investing in People

THEME

Employment

ORGANISATION

Provincia di Macerata EUROCENTRO

WEBSITE

[www.eurocentro.it](http://www.eurocentro.it)

COUNTRY

Italy

TIMEFRAME

2 years

## The project description

The main goal of the project Investing in People is to sustain employability of people with disabilities and also those people over the age of 45.

During the first year, testing of a model to validate prior learning was carried out together with assessment, opening of a file and creating a personal development plan.

During the second year, the model was extended to the local regional system, in partnership with public regional and local institutions, universities, companies and not-for-profit associations.



## The project benefits

Models were developed to analyse company structure and to work with companies in order to raise awareness about the employability of people with disabilities.

The project is funded in the frame of the European Programme EQUAL.



ITALY • CASE STUDY

## Investing in People

TITLE

Urban Observers (Urbanitas)

THEME

Employment

ORGANISATION

FGUAM\*

WEBSITE

[www.fg.uam.es](http://www.fg.uam.es)

COUNTRY

Spain

TIMEFRAME

Ongoing

## The project description

Urbanitas is a project for the employment of people with intellectual disabilities in city halls. The idea comes from a University Chair dealing with the Evaluation of Disability. It has been shown that the capacity of people with disabilities to observe can be better than that of non-disabled persons.

The FGUAM concludes agreements with city halls to employ people with intellectual disabilities to control the quality of street cleaning, street lighting, street fixtures and fittings and signposting in medium and large cities.

For 6 months of an 18 month period, teachers and students select and train the future urbanitas, who spend the next 6 months working in groups of two under supervision and the final 6 months, working in groups of two independently. FGUAM hires the Urbanitas during the training period.

The main task is to control the state of the streets and send first-hand information to the city hall which is then fed into the computer system.



## The project benefits

This project is a good example of the important role that local administrations can play to promote employment and foster the integration of groups that have more difficulties accessing the labour market.

Some 30 people with intellectual disabilities have been employed by city halls. The disabled workers benefit from a closeness to fellow citizens and show visibly in the local areas, the capacities of people with intellectual disabilities.

The city halls receive information on:

- Hygiene and cleanliness in the centre
- Lighting in public spaces
- Conditions and suitability of the street fixtures and fittings
- Signposting and paving
- Barriers to mobility
- Acts of vandalism
- Excessive noise.

\* Fundación General de la Universidad Autónoma de Madrid



SPAIN • CASE STUDY

## Urban Observers (Urbanitas)

## TITLE

Disability Mentoring Day (DMD)

## THEME

Employment

## ORGANISATION

Hewlett-Packard

## WEBSITE

www.hp.com

## COUNTRY

EU

## TIMEFRAME

Ongoing

## The project description

Across Europe, the unemployment rate for people with disabilities is much higher than for non-disabled people. HP understands the benefits of a diverse workforce and actively recruits people with disabilities. The company gains from the unique perspective, creativity and the problem-solving abilities that people with disabilities bring.

HP has a number of actions in place with the objective to recruit more people with disabilities into the company.

These include:

- Outreach efforts to promote HP as an employer of choice for people with disabilities
- Encouraging students with disabilities to participate in HP's internship programmes
- Country actions designed to promote and ensure inclusion of employees with disabilities

*The project description continues on page 130*



## The project benefits

DMDs continue to grow and evolve in HP EMEA. Some changes have occurred, such as this year's HP Denmark DMD being held jointly with another company to increase the participants' exposure to various workplaces. Another example of this evolution is in HP Spain, which has redesigned the 1-day DMD to a 4-month long Disability Mentoring Programme that provides weekly training to support working in a corporate environment and includes an internship in HP.

DMDs are a unique project in that not only do they allow disabled persons to become more aware of the opportunities that are open to them and break down any barriers that an employer may have with hiring people with disabilities, but they also create a real opportunity for dialogue and awareness raising around the issue of disability in general.

*The project benefits continue on page 131*



EU • CASE STUDY

## Disability Mentoring Day (DMD)

*Continued from page 128*

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- Disability Mentoring Days are the cornerstone of HP's drive to promote the employment of persons with disabilities in Europe, and in other regions.

During the Disability Mentoring Day, persons with disabilities (often recent university graduates or near completion of their university studies) are invited to spend a day with a mentor at an HP site to learn more about the company. The relationship is two-way, giving the student clear insight into what it is like to work at HP and possible career opportunities, while breaking down any potential concerns about hiring people with disabilities. DMD's also give potential jobseekers with disabilities a first-hand view of the benefits they can bring to the work environment, inspiring visions of how they can contribute in a corporate organisation.

*The project description continues on page 132*

*Continued from page 129*

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DMDs clearly tie-in with the business case for diversity and inclusion and disability diversity.

**CONTINUED**  
Disability  
Mentoring Day  
(DMD)

*Continued from page 130*

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HP country operations are responsible for organising and deciding on the exact format and timing of the DMDs in their countries but receive support and input from HP's network of diversity champions across Europe, from the Culture & Diversity team and from the HP Accessibility Programme Office.

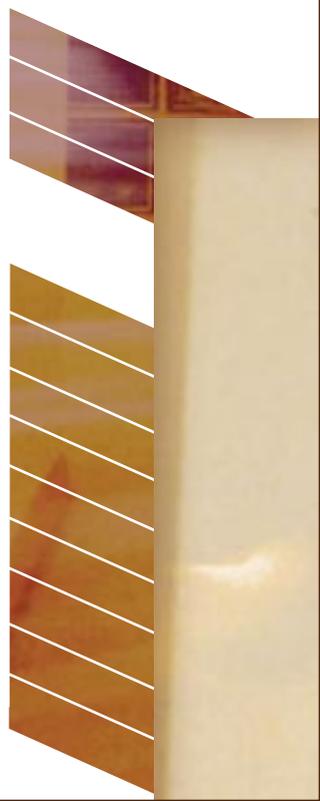
Since November 2004, 8 HP country operations in EMEA (UK, Germany, France, Denmark, Italy, Spain, Israel and Turkey) have run Disability Mentoring Days annually, reaching out to more than 25 000 employees. The response to DMDs from both people with disabilities and HP employees has been very enthusiastic and HP is proud to count several former participants among its current employees in EMEA.

For example, during one edition of the DMD that was held in Germany, over 60 employees volunteered to act as mentors for disabled students.

9 mentors spent 2 hours with 9 students and introduced them to their work and colleagues. The students experienced a selection of HP products and accessibility features at the HP Demo Centre and were also introduced to the German HP Student Programme and given guidance on how to apply for an internship. The day ended with discussion on how HP could support students with disabilities, how it could raise awareness within the company of the needs and skills of people with disabilities and how to dissipate fear of contact. Both mentors and “mentees” said they learned a lot from the experience.



CONTINUED  
Disability  
Mentoring Day  
(DMD)



TITLE

Academic Partnerships

THEME

Employment

ORGANISATION

IBM

WEBSITE

[www.ibm.com](http://www.ibm.com)

COUNTRY

EU

TIMEFRAME

Ongoing

## The project description

IBM wants to attract and retain people with suitable levels of scientific or IT skills, regardless of factors unrelated to job performance, such as religion or disability. However, in most European countries, people with disabilities experience major difficulties to reach the highest possible educational level because of issues related to the accessibility of buildings or access to course material for visual or hearing impaired people.

Therefore, IBM developed Academic Partnerships, a solution to lower the barrier for equal access to education and employment for people with disabilities.

IBM selects a university in Europe that is known to be very active in the area of access to education for students with disabilities and proposes a partnership agreement with this university.



## The project benefits

The aim of the agreement is to try and facilitate the professional integration of students with disabilities coming from a selected university by enabling them to reach the highest possible educational level in scientific and IT curricula. The partnership lasts 2 years. IBM offers its expertise in e-Accessibility services and provides ad hoc assistive technologies to be tested and used by teachers and students together.

As a result of the Academic Partnerships project, students with disabilities reach the highest possible educational level in scientific and IT curricula, giving IBM the possibility to hire disabled people with suitable levels of scientific and/or IT skills.



EU • CASE STUDY

## Academic Partnerships

## TITLE

FOSTER

## THEME

Employment

## ORGANISATION

Interesource Group Ltd

## WEBSITE

www.interesourcegroup.com

## COUNTRY

EU

## TIMEFRAME

Ongoing

## The project description

The project is part of the EU Leonardo da Vinci Programme, established to examine HR practices and social inclusion.

FOSTER provides an analysis of human resources (HR) strategies and provision of training and development in the SME (small and medium sized enterprises) sector across Europe.

FOSTER takes an in-depth look at Broader Social Inclusion (BSI) practices. This examines how organisations are developing strategies to recruit, train and re-train:

- The longer-term unemployed
- Women wishing to return to work
- Older workers
- Disabled workers
- Those based in primarily disadvantaged areas
- Members of the travelling community.

*The project description continues on page 138*

## The project benefits

FOSTER will identify best practice organisations and develop a training pack to influence and encourage organisational decision makers to formulate policies that favour the employment of these categories of workers. It will also aim to bring about greater social inclusion, encourage more employee-friendly oriented policies (ie, work/life balance, family-friendly practices, childcare provision, diverse working methods) and also provide equality in training and career development opportunities to workers.

FOSTER is pan-European and captures information across the EU in book form and on DVD. A training CD for employers is being developed together with a video documentary that includes interview excerpts from organisations and employees. Also available are summary information leaflets of results, a collection of best practice case studies and interactive multilingual websites with links to sources of useful information.



EU • CASE STUDY

FOSTER

*Continued from page 136*

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The FOSTER consortium comprises organisations from a range of sectors in Ireland, Greece, Spain, Poland and Romania.

Its aims are to:

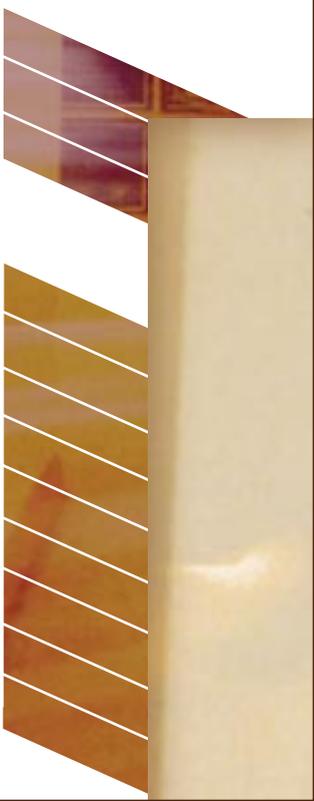
- Provide data on existing HR strategies and provision of training for present benchmarking exercises and collate data for future benchmarking
- Identify HR Champions who possess employee-friendly strategies and those that have developed strategies for broader social inclusion promoting greater equality, access to employment, training, career development and the promotion of lifelong learning
- Encourage SMEs to conform to the norms and provisions representing good practice employment methods, in line with European and national legislation.



This will have the net effect of:

- Reducing labour turnover and increasing longer-term employment relationships
- Providing employment and training opportunities for individuals from societal sectors not actively targeted in the past
- Encouraging organisations to achieve certification of national standards awards in employment (ie, Excellence Through People scheme, attainment of Excellence Ireland certified credits in the People Management module within Business Excellence Model)
- Providing case study evidence and examples from international organisations who can demonstrate their approach to friendly employee strategies has brought about improved quality of working life and improved addressing of individual needs.

CONTINUED  
FOSTER



TITLE

Professional development for students

THEME

Employment

ORGANISATION

Manpower

WEBSITE

[www.manpower.com](http://www.manpower.com)

COUNTRY

Spain

TIMEFRAME

3 years

## The project description

The aim of the project is to provide practical education and training to university students with disabilities, so that they can optimise their development and more easily gain employment within companies.

The project has a number of stages that include:

- Official notification of the project to the main universities in Barcelona and Madrid
- Pre-screening of candidates that is carried out by the Manpower Foundation and by the partner company
- At the beginning of the theory part of the training, a tutor from the partner company and from the Manpower Foundation is assigned.

*The project description continues on page 142*



## The project benefits

This 3-year programme enables university students with disabilities to overcome the barriers that prevent access to education and work. It provides educational theory together with the practical training necessary to access the world of work.



SPAIN • CASE STUDY

## Professional development for students

*Continued from page 140*

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- Once the theory part of the training is completed, a 3-month period of practical training at the partner company facilities starts. Candidates will have been assigned to a specific department within the company, depending on their professional preferences and company availability. A third tutor covering the specific area in which they are working is assigned
- At the end of the programme, candidates must submit a report explaining the benefits of the programme and suggesting ideas for improvement.

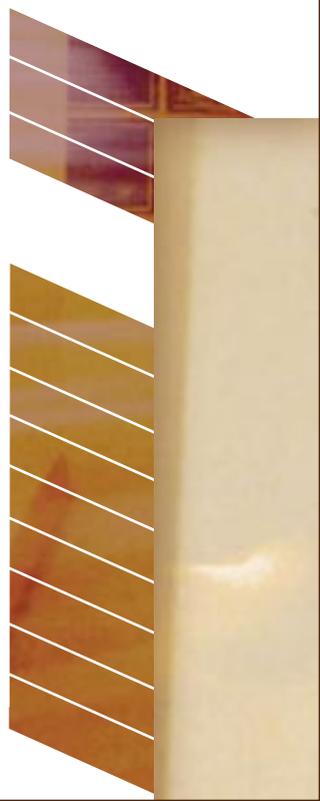
Finally, they will be hired either by the partner company or through the Manpower Foundation.

The training programme itself covers a number of areas including:

- Manpower company policy and philosophy
- Partner company policy and philosophy
- Quality
- Partner company professional environment
- Partner company products and services
- Risk prevention
- Work environment
- Work orientation.



CONTINUED  
Professional  
development for  
students



TITLE

Stakeholder meetings

THEME

Employment

ORGANISATION

Manpower

WEBSITE

[www.manpower.fr](http://www.manpower.fr)

COUNTRY

France

TIMEFRAME

Ongoing

## The project description

In partnership with the Employers' Union of the French region Vaucluse, which wished to support employment policies favouring the inclusion of people with disabilities, Manpower organised a meeting with all the stakeholders involved in order to:

- Present the possibilities offered by temporary work in terms of professional development
- Enable exchanges between people with disabilities in search of employment and the specialised companies and structures
- Enable contact between disabled workers within companies
- Identify the professional training required to meet company needs.



## The project benefits

The actions taken make it possible for companies to increase by 30% the number of disabled workers employed, with benefits for both companies and people with disabilities:

- People with disabilities learned about the opportunities provided by temporary work, including the professional training courses available and the provision of welfare benefits
- Companies recruiting disabled workers benefited from an increased awareness and “de-mystification” of disability.



FRANCE • CASE STUDY

## Stakeholder meetings

## TITLE

Public-private partnership

## THEME

Employment

## ORGANISATION

Modular Logística Valenciana S.L.

## WEBSITE

[www.fundaciononce.es](http://www.fundaciononce.es)

## COUNTRY

Spain

## TIMEFRAME

Ongoing

## The project description

Modular Logística Valenciana (MLV), based in the region of Valencia (Spain), was created in 2005 thanks to an innovative and landmark public-private partnership that is the result of the wish between different partners to continue their many years of fruitful cooperation and trust.

In particular, MLV is owned and managed by Fundosa Grupo, SA (the business division of Fundación ONCE for Social Cooperation and Integration of People with Disabilities) and Fabricación Modular Valenciana SL which is, for its part, owned by the Fundosa Grupo and by the Fundación para el Desarrollo e Innovación (FDI), the Foundation for Development and Innovation, a not-for-profit organisation created at the request of the Generalitat Valenciana (the regional government of the region of Valencia) and Ford España.

*The project description continues on page 148*



## The project benefits

This company shows that commercial and social objectives can be combined with making a profit. The project has several outstanding characteristics:

- Public-private partnership for the creation and running of the company
- Combination of private and public funds as well as of different types of EU funds
- The different strategies put in place ensure stable employment and they contribute to a real access to the mainstream labour market for people who would be otherwise excluded from it
- It is a model that could be easily replicated by other public-private organisations.



SPAIN • CASE STUDY

## Public-private partnership

*Continued from page 146*

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Its objective is to foster the economy and quality of products and systems, the protection of the environment, the scientific, technical, social and cultural development of society and the improvement of the competitiveness of companies and of industrial products and service provision, in particular in the industrial area of Almussafes (Valencia).

MLV aims to provide quality services to companies as well as to create stable employment for people with disabilities and, in particular, to facilitate the transition of disabled people to the open labour market.

The company has two main activities:

- It is in charge of the assembly of units for industrial companies, in particular Ford
- It provides other additional logistical services for any type of company.

Each part of the production process is adapted to accommodate people with disabilities.

The company employs people with all types of disabilities that work at all levels within the company, which demonstrates that people with disabilities are able to do any type of job when they have the necessary support and environment. On the other hand, the company tries to overcome the stereotypes regarding the gender dimension of jobs. Some disabled women work as labourers, a type of job normally carried out by men.

In addition to continuous support and assistance, several methods are used to ensure the personal development of workers and the transition to the open labour market:

CONTINUED

Public-private  
partnership

*The project description continues on page 150*

*Continued from page 149*

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- Employees are trained to do different tasks so that they are as polyvalent as possible, helping them to make progress and to have more job opportunities in future. In order to do so, ongoing in-house training is provided
- Partnerships are concluded with open-market companies to second MLV's workers to these companies. This provides workers the opportunity to work in a mainstream open market workplace with the continuous support of MLV
- It is expected that some of the workers will be engaged by the companies to which they provide services.

Another key element is the fact that different private and public funds have been used to develop the project. Among them, EU funds, the company's infrastructure has been partly funded with the European Regional Development Fund (ERDF) and the training activities of the workers are partly financed via the European Social Fund.

CONTINUED  
Public-private  
partnership

TITLE

Disability Management (DM)

THEME

Employment

ORGANISATION

Prevent and UCBO – UGent

WEBSITE

www.prevent.be

COUNTRY

Belgium

TIMEFRAME

Ongoing

## The project description

In spite of recent changes, the work participation rate of disabled people in Belgium is still low compared with the general participation rate for the country as a whole. This requires the optimisation of policies to redress the balance.

Employers have never previously taken responsibility for including people with special needs in their workforces. Today however, companies are confronted with high direct and indirect costs each time an employee leaves. Consequently, it is in the interest of all companies and of government to optimise the process of reintegration of a disabled worker by minimising the costs and by holding a clear policy.

Therefore, this project was initiated as a part of the European Social Fund, EQUAL programme.

The global objective of this project is to integrate the disability management (DM) technique to optimise reintegration policy.

*The project description continues on page 154*

## The project benefits

Through trans-national cooperation, the driving, stimulating and supporting roles of different governments during reintegration in companies are compared. This information is then used to formulate governmental recommendations.

An exchange of existing tools and the development of new tools is necessary to achieve optimal results at the end of the project and to enlarge the DM thinking in Europe. The different actors in the field of reintegration are included in the national partnerships (employers and employees organisations, rehabilitation experts and training centres). This multidisciplinary team makes it possible to propose not only policy issues on the optimisation of reintegration, but also to perform and test the policy and procedures in practice. Furthermore, the partnership has contacts with several other important players, such as insurance companies and work accident and sickness funds.

*The project benefits continue on page 155*



BELGIUM • CASE STUDY

## Disability Management (DM)

*Continued from page 152*

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DM aims to achieve a win-win situation for the employer-employee by reintegrating the employee in the same company.

This is made possible by performing actions from the beginning that are orientated immediately towards reintegration and by performing a good analysis of the work possibilities or capabilities versus the demand of the working environment.

This project aims to make DM an intrinsic part of human resources policy, to create a specific reintegration policy for the employer. The project offers information and a network of contacts with all the important actors to make reintegration in the company successful.

*Continued from page 153*

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For the trans-national part, the project works together with the UK (London Workforce Futures), Ex Aequo (Sicily) and ZORAN (Poland).

A detailed collection of current programmes and the experiences of companies regarding reintegration at work were published at the end of June, 2005.

The project allows for the optimisation of reintegration by working together with all stakeholders, using the disability management technique and results in:

- Awareness raising of management
- Training for disability managers and disability case managers
- Follow-up of 50 cases
- Development of brochures, website, service point.

**CONTINUED**  
**Disability**  
**Management**  
**(DM)**

## TITLE

Plug in Gaps

## THEME

Employment

## ORGANISATION

Randstad

## WEBSITE

[www.plugingaps.be](http://www.plugingaps.be)

## COUNTRY

Belgium

## TIMEFRAME

From 2005 to 2007

## The project description

Plug in Gaps is an employability project with the support of the European Social Fund programme for equal opportunities, EQUAL, and aims to contribute to the development of employment opportunities by promoting employability, entrepreneurship, adaptability and equal opportunities, and by the investment in human resources.

Plug in Gaps is the name of a new partnership for people with a disability in the Vlaams-Brabant (Flanders) region of Belgium. Project partners are temporary staffing agencies, support networks for the employment of people with a disability, as well as public authorities.

Plug in Gaps aims to improve the employment of people with a disability, as a means for companies to integrate diversity as an innovative element in their HR policy.

The Plug in Gaps partners are:

- The temporary staffing sector that has an in-depth experience in selecting and recruiting the right person for the right job.

*The project description continues on page 158*



## The project benefits

On a macro-economic level the partnership brings together the specific strengths and know-how of all partners involved in the Plug in Gaps project. Together, we help raise the employment rate of (initially) less advantaged people in a sustainable way.

For companies, this approach increases competitiveness and flexibility as it is a way to introduce diversity management with the focus on the management of competences.

Candidates/people with a disability benefit from easier access to the labour market (long-term employment) and from an HR policy which is exclusively based on competences and equal opportunities, without any form of discrimination. Already in June 2006, 23 persons with disabilities have been screened and 6 persons have found a job.

For third parties such as governmental and socio-economic organisations,

*The project benefits continue on page 159*



**BELGIUM  
CASE STUDY**

**Plug in Gaps**

*Continued from page 156*

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Randstad and t-interim are partners in the management of human resources and take on the challenge of looking for the most suitable candidate

- The ATB Network manages all services aimed at supporting people with a disability on their way to the labour market. Annually, ATB trains over 400 people and facilitates employment for over 200 people, from which an average of 75% finds a job in the private sector.

The objectives are to:

- Look for the most suitable candidate
- Ensure each candidate is offered the individual support required
- Offer companies a preparatory training period
- Inform companies about employment facilitating measures and subsidies which the candidate is eligible to receive, and even help companies to submit a request.

*Continued from page 157*

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the partnership measures employment results, facilitates in the set up of a non-discrimination and equal opportunity policy and develops further win-win partnerships.

#### **THE TRANS-NATIONAL PARTNERSHIP**

Together with four other national EQUAL projects (Austria, Finland, Hungary and the Netherlands), Plug in Gaps is part of the Hop Skip Jump Project, which is a trans-national EQUAL partnership, managed by the EASPD.

**CONTINUED**  
**Plug in Gaps**

TITLE

Employee Network

THEME

Employment

ORGANISATION

Shell

WEBSITE

[www.shell.com](http://www.shell.com)

COUNTRY

Netherlands, UK

TIMEFRAME

Ongoing

## The project description

Employee networks are regarded as a best practice and critical component of a comprehensive Diversity and Inclusiveness strategy. In the Shell Group, a number of employee networks are operating, amongst which several are concerned with disability.

Employee networks are voluntary groups of employees who come together in support of common goals and interests that are aligned with the company's vision, policies, values, business objectives and the Diversity and Inclusiveness Standard. Networks operate on the principles of inclusion, open dialogue and constructive contribution.

Networks are inclusive. All company employees may participate in network activities.



## The project benefits

The benefits and activities of Employee Networks are many, including:

- Providing a forum for sharing information and ideas
- Fostering and enhancing employee's professional growth and career development
- Identifying issues/barriers in practices and processes and helping to find solutions to these
- Helping to attract, develop and retain qualified diverse talent
- Enhancing communications amongst employees and with business leaders
- Building relationships and support systems
- Enabling better connections with a diverse customer base
- Building stronger links to communities thus enhancing the company's social performance.



NETHERLANDS, UK  
CASE STUDY

## Employee Network

## TITLE

New Deal for Disabled People (NDDP)

## THEME

Employment

## ORGANISATION

Working Links

## WEBSITE

[www.workinglinks.co.uk](http://www.workinglinks.co.uk)

## COUNTRY

UK

## TIMEFRAME

Ongoing

## The project description

Around 7 million people of working age in the UK have a disability, this is almost 20% of the working age population. The number of people of working age in the UK currently receiving incapacity benefits because of a health condition or disability is approximately 2.7 million, and it is estimated that at least 1 million of these would like to work given appropriate support.

New Deal for Disabled People (NDDP) is a voluntary programme designed to support people claiming incapacity benefits to prepare for and obtain sustained employment. NDDP forms a key part of the government's Welfare to Work strategy. The programme is delivered by approximately 60 "job broker" organisations including voluntary and other not-for-profit bodies, commercial companies, government agencies and other public sector organisations. Each job broker can cover more than one local authority area, and more than one broker can operate within an area thus offering potential programme beneficiaries a choice. Working Links is one such job broker.

*The project description continues on page 164*



## The project benefits

Currently employing over 700 people across its national operations, Working Links has already supported more than 50 000 people into sustainable employment nationwide.

In delivering its NDDP services, Working Links will work with over 13 000 disabled people to support them into, or closer to, sustained employment.

Over 2 years the aim is to help more than 2 700 disabled people into full-time sustained employment and to support their employers to become “disability confident”.

In delivering the NDDP contracts, Working Links has had to learn quickly and adapt provision accordingly. Its bespoke approach is now achieving considerable success, since April 2004, almost 900 disabled people have been supported into jobs through NDDP contracts.



UK • CASE STUDY

## New Deal for Disabled People (NDDP)

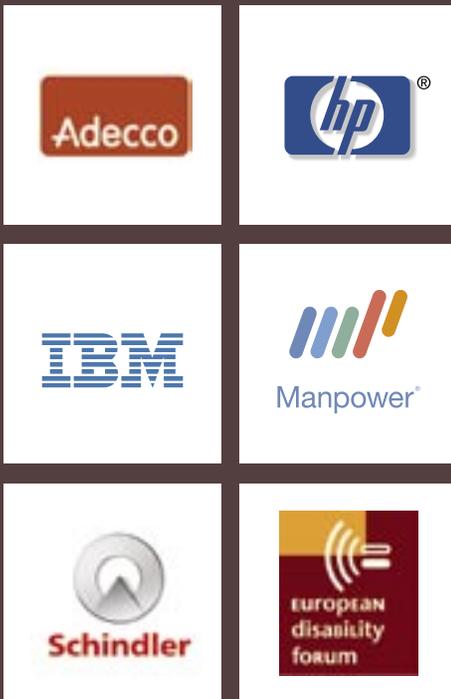
*Continued from page 162*

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Working Links is a public-private partnership owned in equal shares by Manpower, Cap Gemini and Jobcentre Plus. It was originally formed in 2000 to bid for and deliver the first Employment Zones, a particularly innovative approach to supporting disadvantaged and long-term unemployed people into work. Working Links is committed to the development of individual solutions for each person and to providing a similar quality of service to the employers who work with us.

The success of the Working Links approach has expanded the range of contracts from the initial 9 to over 60 contracts across England, Scotland and Wales including:

- 8 Employment Zones
- 12 Action Team for Jobs
- 2 Private sector-led New Deal
- 8 Progress2Work
- 14 New Deal for Disabled People.



Thanks to all our members for  
their support and commitment



With the support from the European Community,  
Unit "Integration of People with Disabilities"