

High Level Meeting on Disability

How to overcome barriers for successful employment

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Think ability not disability



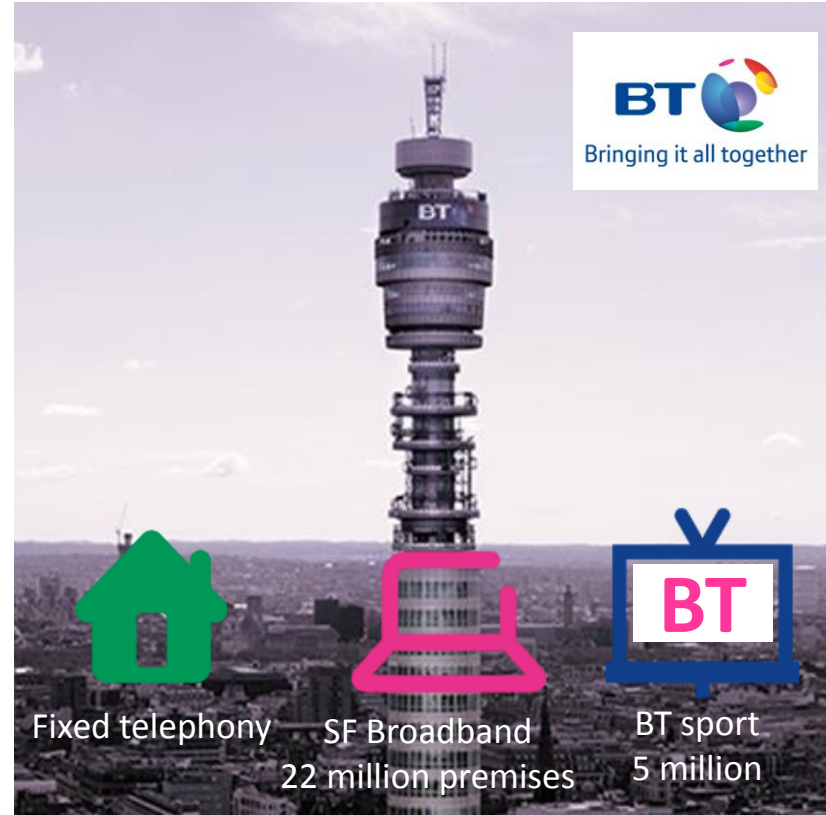
BT - Who we are

BT is one of the world's leading communications services companies.

How we are organised



- **UK based with a global reach.**
- We employ **88,000** people, of which **72,000** are **in the UK**.
- We serve customers in more than **170 countries**.



Disability is a societal issue

It affects our customers and our workers



11.6M

People with a Disability in the UK

That is around 1 in 5 people

1 in 3 people have mental health / learning difficulties

Not to mention the families that are affected



1 in 8 employees in the UK have a disability

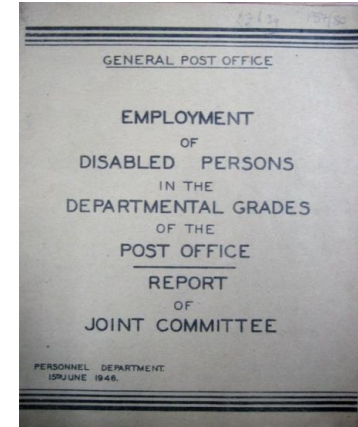
6.7M employees have a disability or long term health condition

The global workforce is ageing



A history of responsible business

Employment of disabled people by the company goes back over 150 years.
In 1880 **Henry Fawcett** who was blind was elected Postmaster General.
Since then Disability thinking & practice has evolved.



Using the power of communications to make a better world

Diversity & Inclusion are central to our ethos

Our
purpose

Creating possibilities by getting our workforce mix right, and making that mix work

Our
beliefs

**We better serve our customers
when our workforce is more
diverse**

**We unlock the power of our
people when our culture is
more inclusive**

**We foster innovation when we
promote diversity of thought**

Our
strategy

LEAD

- Confidence and authenticity from the top
- Brilliant comms to inspire ownership and action in every member of our workforce

EMBED

- Systematic attention at key decision points
- Tailored local plans
- Working practices that build an inclusive culture

ATTRACT

- Programmes to attract under-represented groups and build a more diverse pipeline
- Unbiased selection into a level playing field

DEVELOP

- Support for HiPo members of under-represented groups
- Tailored coaching, mentoring and sponsorship

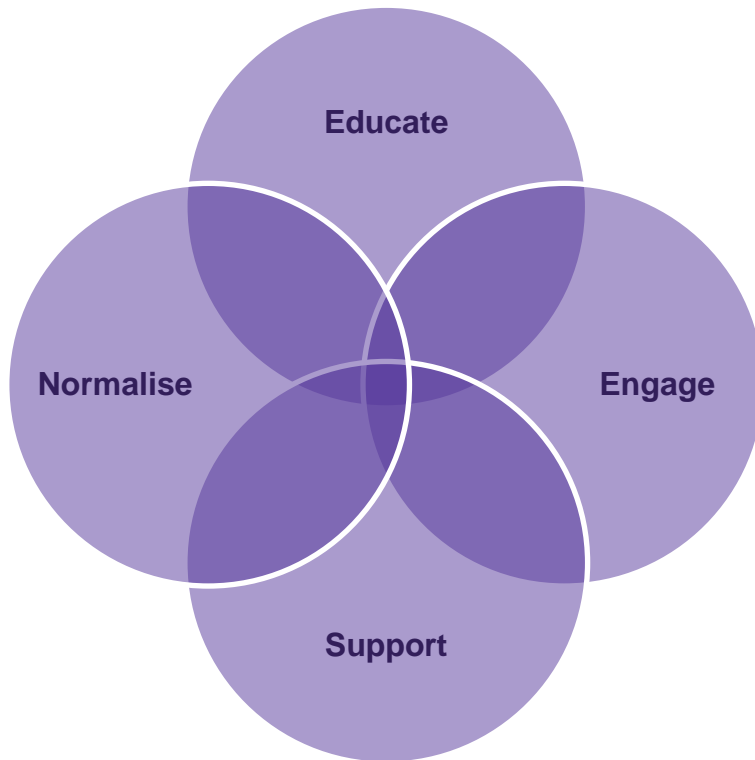
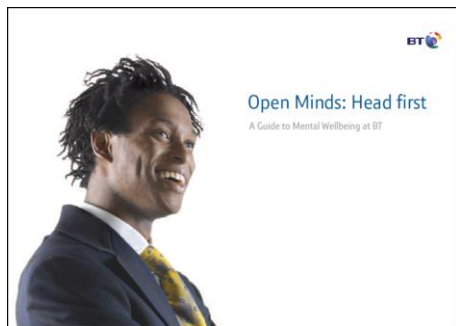
RETAIN

- Absolute fairness in everything we do
- Qualitative and quantitative evidence on where we have work to do

Our
culture

An inclusive culture that delivers excellent business performance

Changing attitudes & behaviours



Adjustments are the key – most are simple

Attract

- Show a disability friendly face as an organisation
- Use bespoke channels to advertise vacancies
- Adjust selection & interview processes to overcome barriers



Develop

- Embrace agile working (time & place)
- Make training & coaching fit the person
- Use technology to release potential

Flexible workers are happier workers.

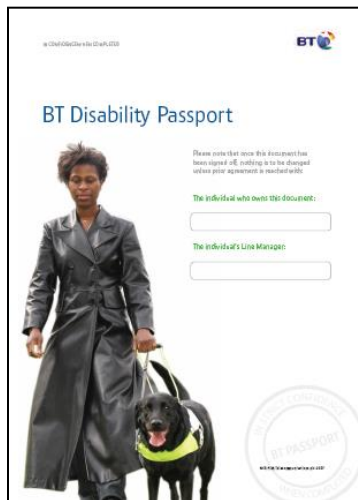


Retain

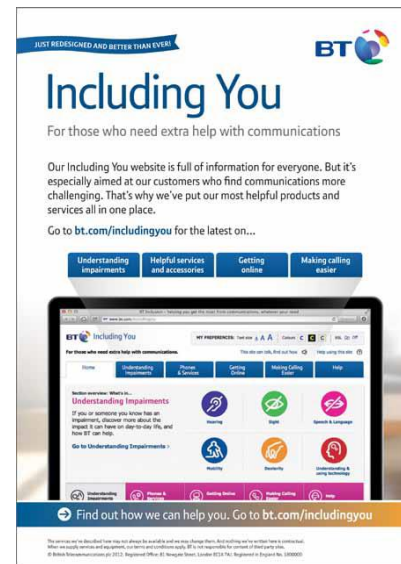
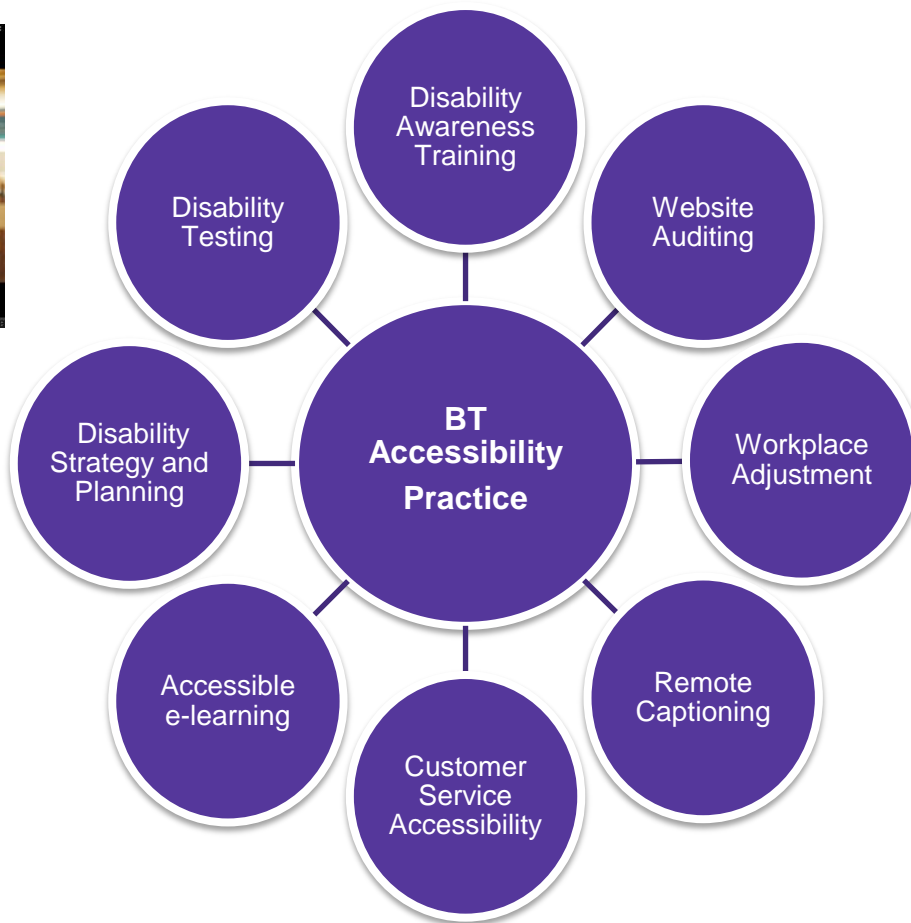
- Support people through illness & injury
- Plan for a return to work with temporary adjustments
- Consider permanent adjustments or redeployment if not possible



Creating infrastructure for more complex



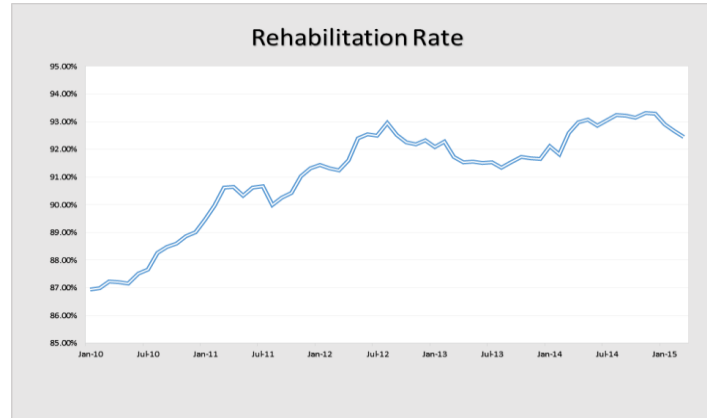
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Monitoring the impact

2104/15:

- Disabled recruitment 2.75 times higher than population
- 1,500 employees used the company adjustment service
- 92% of rehabilitation fully successful (own job & no restriction)
- 5.6% of company workforce declared as disabled



Joining up internal & external

- Business Disability Benchmark – Top 5
- Accessibility practice as a commercial service
- Inclusive products highly successful
- Consumer Inclusion Leadership Panel
- Disabled employees design & test
- Partnerships with Disability NGOs
- Support of Technology for Good awards
- Long term sponsor of disabled sport
- 10,000 *Dementia Friend* volunteers





Bringing it all together

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