

# South African Employers for Disability

Workshop on non-visible disabilities

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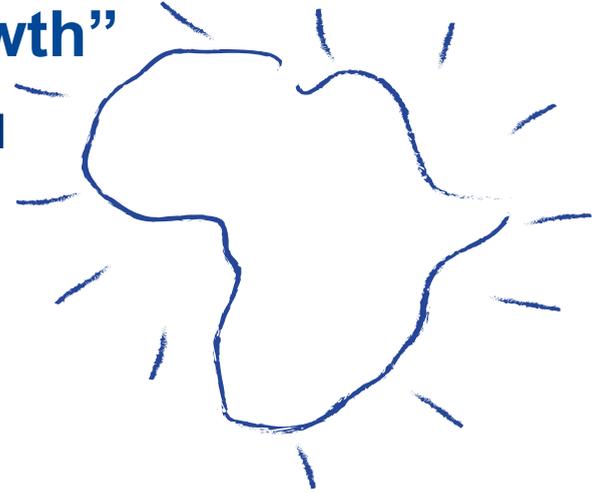
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**Standard Bank is an African organisation, operating in 20 countries on the continent, with its head office in Johannesburg**

## **“Africa is our home, we drive her growth”**

Our philosophy and overall strategy in respect of and our approach to diversity and transformation are framed within that context. The actual expression of that philosophy and strategy will differ according to country context, but will always contribute to fulfillment of our social compact.



**Standard Bank will contribute to the socio-economic development of the countries in which we operate** - in a way which is consistent with the nature and size of our operations.

**We will provide financial services and products responsibly**, bearing in mind the needs of society, our customers, our staff, our shareholders, the environment and future generations

# Managing Disability at Standard Bank

## Standard Bank seeks to become a disability competent organisation

### A disability competent organisation is one which:

- Periodically reviews all HR policies and processes to ensure that they do not contain elements of discrimination against people living with disabilities.
- Identifies high quality placement, technical advisory, rehabilitation and other support services in respect of people with disabilities.
- Ensures that its policies and practices are regularly reviewed to ensure that best practice and development in the field of disability are incorporated.
- Observes appropriate levels of confidentiality and protection of personal information in respect of employees who do declare a disability.
- Provides appropriate platforms for consultation with staff regarding the organisation's disability interventions.
- Ensures that the services of outsourced providers (e.g. providers of employee assistance programmes) are of high quality and provided in a coordinated and timely manner.
- Sets out criteria determining what is reasonable for the purposes of adjustment of or accommodation in the workplace for people with disabilities, in accordance with national law and practice.
- Provides appropriate support to managers of people with disabilities.
- Creates a work environment in which employees with disabilities are able to perform to their full potential.

## Laying a solid foundation

- We have a disability policy.
- We developed a guide to managing disability in the workplace.
- We have a disability panel - disability disclosure (via self service portal)/ verification (via the Wellness Centre) and reasonable accommodation.
- We have a central budget to assist with reasonable accommodation.
- We continue to address issues related to clients and customers – signage and awareness to staff.
- We have established a learnership programme for learners with disabilities – to build the pipeline.
- We conduct regular awareness campaigns to reinforce messages – “Knowledge[ability]” theme was introduced in 2014 (we are in the process of putting together the campaign for 2015).

# Focus group exercise

The following actions have been agreed by the EXCO in response to the focus group exercise:

- Work with IT to:-
  - ▶ Upgrade JAWS to the latest version.
  - ▶ Source, to the extent possible, additional software to enable employees with visual impairments to access bank systems.
  - ▶ Ensure that any system changes take the needs of employees with visual disabilities into consideration.
- Work with Marketing and Communications to:-
  - ▶ Provide sign language interpretation and/or subtitling to video material and live broadcasts wherever possible.
  - ▶ Explore appropriate methods of communicating with employees with disabilities in an ongoing and engaging way.
- Put a process in place to ensure that we engage line managers and HC Business Partners of **all employees with disabilities** (with the appropriate permission from the employee where required) to ensure that they understand the nature of the disability that the employee has, the types of accommodation that might be necessary, and what the bank's policies and procedures are in this regard.
- Work with Resourcing and HR Business Partners to identify **appropriate career paths** for people with various types of disabilities and put in place **appropriate development interventions** to support employees with disabilities to take on new roles.
- Ensure that employees with disabilities are appropriately represented on Diversity and Transformation Forums.
- Work with Facilities Management and Occupational Health and Safety teams to address basic accessibility and safety issues.

**Thank you**