



# Lead the Way: Building an Inclusive Business Culture

**NETAC**

National Technical Assistance, Policy, and Research Center  
for Employers on Employment of People with Disabilities

**EARN**

Employer Assistance and Resource Network

# About EARN

EARN supports employers in recruiting, hiring, retaining and advancing individuals with disabilities through confidential services including:

- Individual consultation and technical assistance
- Customized trainings and webinars
- Easy-to-find online answers and resources at [www.AskEARN.org](http://www.AskEARN.org)

EARN is part of the National Employer Technical Assistance, Policy, and Research Center at Cornell University funded by the Office of Disability Employment Policy, U.S. Department of Labor.



# EARN

Employer Assistance and Resource Network

**EARN** | *exchange*  
A Business & Disability Blog

# Presenters

Lori Golden, Associate Director,  
Inclusiveness; AccessAbilities  
Leader, Americas People Team,  
Ernst & Young, LLP



Jill D. Houghton  
Executive Director  
USBLN®



# Business Strategies that Work: A Framework for Disability Inclusion

- Lead the Way: Inclusive Business Culture
- Hire (and Keep) the Best: Personnel Processes
- Ensure Productivity: Reasonable Accommodation Procedures

# Business Strategies that Work (cont)

- Build the Pipeline: Outreach and Recruitment
- Communicate: External and Internal  
Communication of Company Policies and Practices
- Be Tech Savvy: Accessible Information and  
Communication Technology
- Grow Success: Accountability and Continuous  
Improvement Systems

# Who We Are

- A National Non-Profit, Non-Partisan Business-to-Business Organization
- The collective voice of over 50 Business Leadership Affiliates across the U.S., representing over 5,000 businesses
- Three Pillars: Workplace, Marketplace, Supply Chain



# Leading the Way to an Inclusive Business Culture: Guidance from USBLN® Businesses

- Commitment from the C-Suite
- Commitment Across the Enterprise: Recruiters, Managers, Co-Workers
- Find Allies at All Levels
- Transform Disability Affinity Group to Business Relations Group



# Leading the Way (cont)

- Embrace Universal Access for all Business Systems
- Create a Flexible Work Environment
- Disability Images in all Internal & External Communications
- Include Disability-Owned Businesses in Supply Chain



# Who We Are

- A global leader in Assurance, Tax, Transactions & Advisory Services
- 167,000 people
- United by shared values to do the right thing
- Commitment to quality and building a better working world

# Today's Presentation

- Will Discuss Ernst & Young's Approach to Abilities Inclusiveness
- Share Lessons Learned

# Inclusiveness is a Top Global Priority

- Supports “Building a Better Working World”
- Core Competitive Advantage
- Accountability



# Four Keys to Successful Inclusion

- Recruit the best talent – in whatever “bodysuit” – hire ability
- Provide the tools, resources, information and equipment needed to excel - enable
- Plan for career growth – plan to advance
- Educate everyone – not just key groups – be holistic

# Focus on Environment & Culture

- Enabling people by providing tools, information, resources, and career support
- Building awareness and educating so people of all abilities feel included



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*Quality In Everything We Do*

# Abilities Related People Networks

- AccessAbilities focuses on driving firm-wide change
- Abilities Champions improves how EY processes impact people with disabilities and builds awareness and educates locally
- Caregivers Circle and Parents Network provide knowledge, resources, and peer support

# Three Focus Areas

- Safety & Productivity
- Career Development
- Education

# E&Y Materials

- Quick Guides
- Videos
- Handbooks
- Posters
- Quizzes

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**Ernst & Young AccessAbilities™ minutes**

**Speaking up**



■ Did we ask?  
■ Assumptions  
■ **Speaking up**  
■ Weighing words  
■ Solutions  
■ Small gestures  
■ Ready  
■ Ask for help  
■ Not a joke  
■ Anticipating  
■ Doing better  
■ Not helpless  
■ Different paths  
■ Distance  
■ Contribution  
■ Flexibility  
■ Little things  
■ Alternatives

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# External Outreach

- Sharing practices through USBLN, EARN's Circle of Champions, NBDC, ILO Global Business and Disability Network
- Sponsoring COSD, mentoring students, creating tools for job seekers
- Sponsoring Disability Owned Business Enterprise Certification,
- Entrepreneurship Boot Camp for Veterans with Disabilities and Institute for Veterans Military Families
- Serving on Advisory Board for Disability Equality Index
- Participating in research, learning events, presentations

# Lessons Learned

- Focus on accommodations and accessibility
- Plan for career success, not just retention
- Educate everyone
- Training isn't enough; integration is key



# Contacts & Resources

EARN [www.askearn.org](http://www.askearn.org)

ODEP [www.dol.gov/odep](http://www.dol.gov/odep)

Ernst & Young [www.ey.com](http://www.ey.com)

USBLN [www.usbln.org](http://www.usbln.org)

JAN [www.askjan.org](http://www.askjan.org)

## Business Strategies that Work Framework:

- <http://www.askearn.org/docs/Framework.pdf>
- <http://www.askearn.org/docs/BusinessStrategiesThatWork.pdf>

October is  
**National Disability Employment  
Awareness Month!**

This year's theme is

**“Because We Are EQUAL to the Task”**

Mark your calendars and watch for updates from  
**EARN** on special October webinars and events!



# Thank You!



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