DISABILITY INCLUSION

A SUMMARY OF THE DIRECT AND INDIRECT BENEFITS

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Better Retention

KPIs Improve

Compliance

Expanded Labor Pool

Direct Benefits

DISABILITY INCLUSION BUSINESS CASE

Indirect Benefits

Managers

Customers

Candidates

Shareholders

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DIRECT BENEFITS

Employees with Disabilities:

- Have better retention
- Meet or exceed standards for KPIs (e.g. safety, production, accuracy)
- Help companies meet compliance requirements
- Are a significant part of an untapped labor pool

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Retention

Employees with disabilities (on average) have better retention rates. Not all companies publish data related to turnover and the impact of hiring people with disabilities, but those that do show improvements from 14% to 130%.

Coffey, T., Donohue, P., & Brody, E. UPS Delivers the “Secret Sauce” for Disability Inclusion. (n.d.) Retrieved from http://www.leadcenter.org/system/files/resource/downloadable_version/UPS-White-Paper_0.pdf

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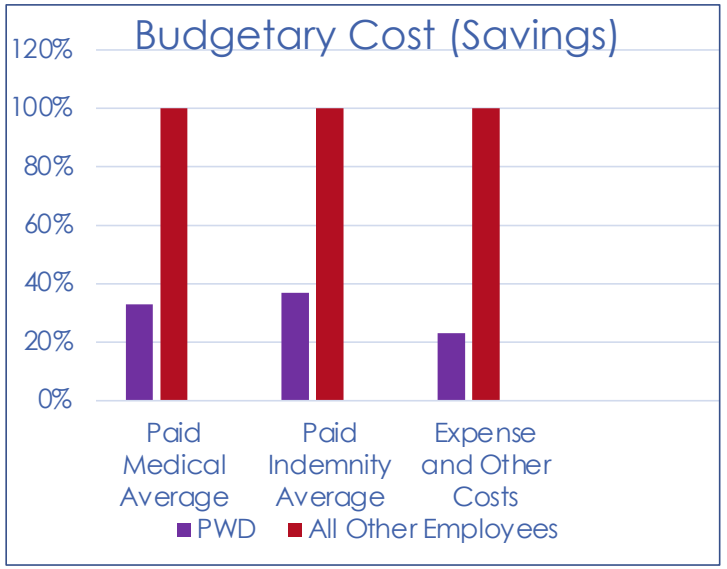
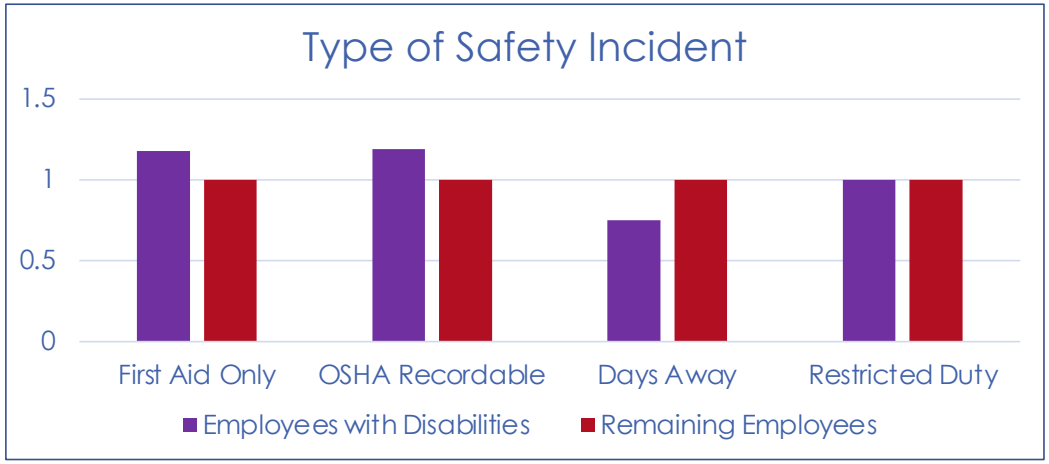
Performance

Companies that adhere to their standards and use an inclusive hiring process achieve equal or better results with workers with disabilities. Whether your key metric is safety, speed or accuracy, employees with disabilities meet or exceed those of workers without disabilities when matched well with the job requirements.

Kalargyrou, Valentini, 'Gaining a Competitive Advantage with Disability Inclusion Initiatives', Journal of Human Resources in Hospitality & Tourism, 13 (2014), 120-45

Kaletta, J. P., Binks, D. J., & Robinson, R. (June, 2012). Creating an Inclusive Workplace: Integrating Employees With Disabilities Into a Distribution Center Environment. *American Society of Safety Engineers, 62-71*.





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Compliance

U.S. Federal Contractors are required to demonstrate efforts and results for recruiting, developing and retaining individuals with disabilities.

https://www.dol.gov/general/topic/disability/employersresponsibilities

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Labor Pool

In 2019, the labor shortage was reaching a critical point. The US Department of Labor reported in July 2018 that, for the first time, there were more job openings than there were eligible workers to fil them.

The pandemic has not changed business' need for labor. "Part of the labor market's problems appear to be rooted in a shortage of workers. ... showed job growth in the services industry retreated last month, with businesses reporting they were "unable to fill vacant positions with qualified applicants" and "need more resources to meet demand."

However this reporting of available labor does not include at least 10 million Americans with disabilities available and ready to work.

http://www.cnbc.com/2017/06/21/the-jobs-market-may-be-past-full-employment-heres-what-that-means.html
https://www.reuters.com/article/us-usa-economy/u-s-private-payrolls-rise-modestly-worker-shortages-emerging-idUSKBN2AV1KF

INDIRECT BENEFITS

Disability Inclusive Workplaces:

- Increase efficiency of operations
- Are preferred by customers (both B2B and B2C)
- Attract more candidates
- Outperform other markets

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More Efficient Operations

Data collected from Walgreen's management using disability inclusive management practices has shown an increase in operational performance up to 20%. And from another manufacturing group an increase of 15%.

Maxey, Everon & Moore, Jeffrey & Hanson, William. (2016). Catalysts for Change: Disabled Workforce Actualizes Adaptive Leadership and Organizational Learning. Retrieved from: https://www.researchgate.net/publication/306106374_Catalysts_for_Change_Disabled_Workforce_Actualizes_Adaptive_Leadership_and_Organizational_Learning

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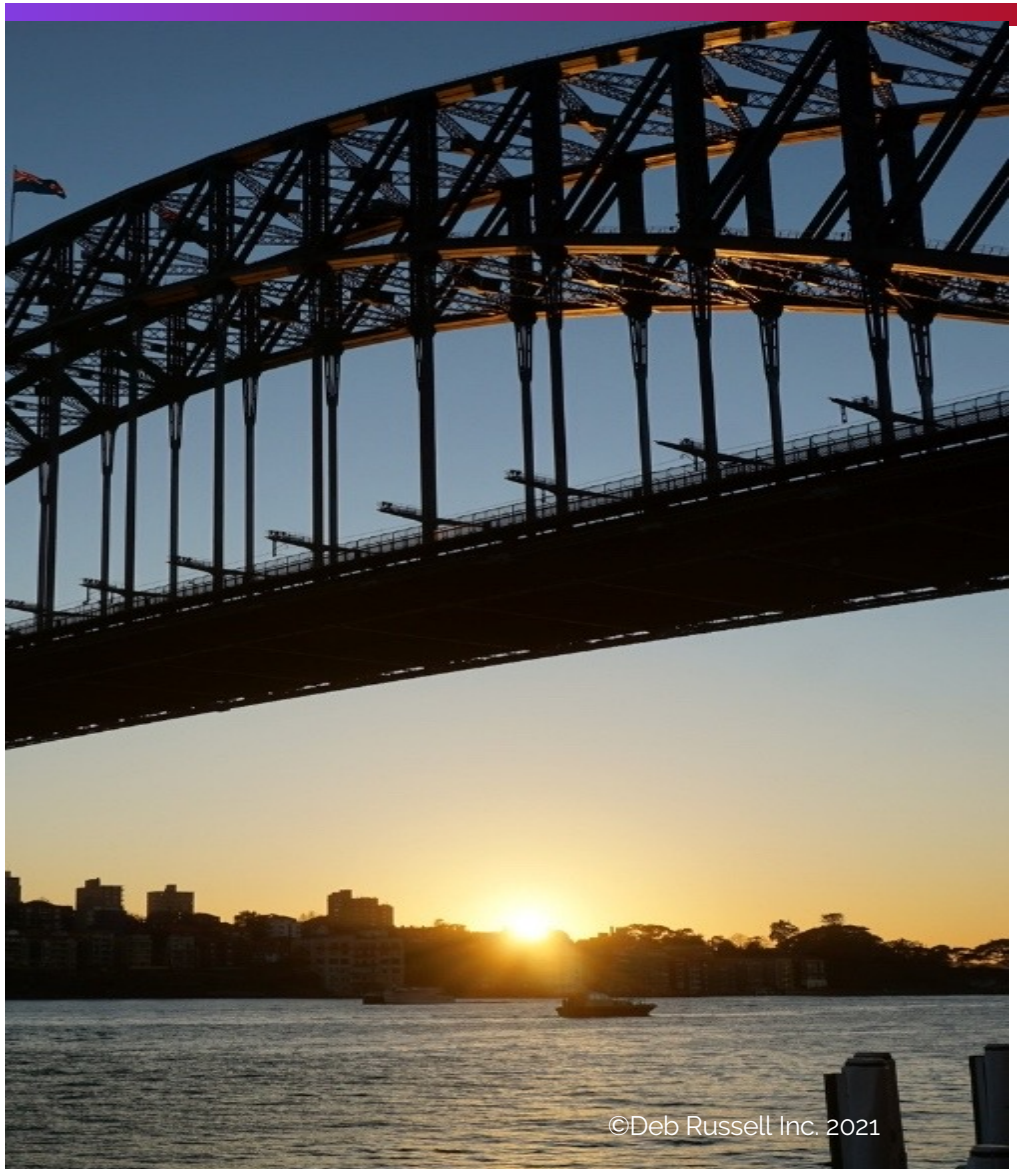

Customers' Preference

92% of customers look favorably toward companies that hire people with disabilities and 87% prefer to do business with those companies. The "disability market is twice as large as the "tween" market and has almost three times the disposable spending power. This has bled over to an overly sensitive value chain with companies no preferring vendors with disability inclusivity.

Siperstein, G., Romano, N., Mohler, A., & Parker, R. National Survey of Consumer Attitudes Toward Companies that Hire People with Disabilities. Journal of Vocational Rehabilitation, 24 (2006) 3-9

Employer of Choice

Inclusive companies are preferred by 80% of job seekers.

https://www.forbes.com/sites/bonniemarcus/2017/06/19/the-number-one-thing-to-consider-when-choosing-a-new-employer/#1b1fafd740e4

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Outperform Markets

The average annual stock returns of the top 100 large US public companies in the disability market have outperformed the broader market by 2.52% since 2012.

Email correspondence with Rich Donovan, 8/7/17

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Disability Inclusive Workplaces have Better Scores in Every Category!

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BRIDGING THE GAP BETWEEN BUSINESS & DISABILITY