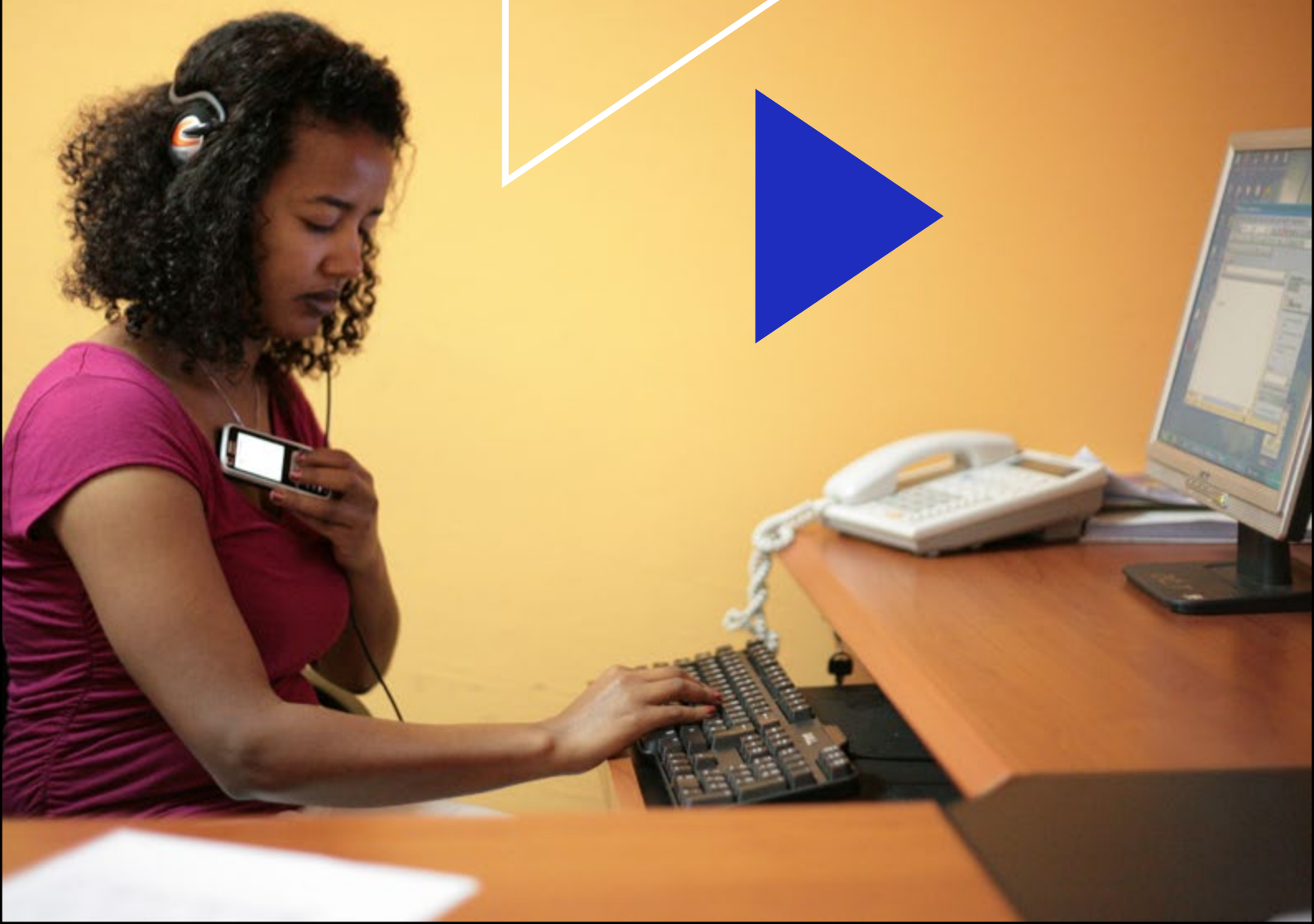




International  
Labour  
Organization

# ► ILO Disability Inclusion Policy and Strategy 2020-23



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## ► 1. Foreword by the ILO Director-General, Guy Ryder

The ILO's mission to promote social justice and decent work for all cannot be achieved if certain social groups are marginalized and left behind.

Since its founding, the ILO has promoted equality of treatment and opportunities for persons with disabilities in the labour market. The positive contributions persons with disabilities can make to the world of work and society are increasingly recognized, and they are increasingly included in the development agenda. For example, disability is referenced in five of the United Nations Sustainable Development Goals, including Goal 8 that promotes “full and productive employment and decent work for all” and Goal 10 that aims at “empowering and promoting the social, economic and political inclusion of all”.



However, much remains to be done to ensure that the right to decent work becomes a reality for every person with a disability.

Persons with disabilities are often still excluded and marginalized, and progress made in recent decades - including implementation of the ground-breaking UN Convention on the Rights of Persons with Disabilities (UNCRPD) in 2006 - has been seriously tested by the COVID-19 crisis. We face a great risk that the inequality fault lines that existed before the pandemic will worsen, including for persons with disabilities. So, now more than ever, frameworks such as the UNCRPD, international labour standards, and the 2030 Agenda for Sustainable Development's principle of “Leave No One Behind”, must play a critical role in breaking down barriers to decent work for persons with disabilities.

Within the UN family, the ILO has played an instrumental role in creating the first comprehensive UN-wide accountability framework - the UN Disability Inclusion Strategy (UNDIS). UNDIS aims to transform the way the UN conducts its business by making disability inclusion a priority. UNDIS created the impetus for the ILO to develop its own policy and strategy on disability inclusion.

In November 2020, the ILO Governing Body resoundingly endorsed the finalization of an ILO Disability Inclusion Policy and the development of multiannual strategies that reflect the commitment of the ILO to become a fully disability-inclusive organization, in line with UNDIS. Adopted by the ILO Senior Management Team in 2021, the Policy and the 2020-23 Strategy push us to not only put our own house in order but also to provide better support to our constituents and other stakeholders in their disability inclusion efforts.

Implementing the Policy and Strategy will help the ILO become an employer of choice for persons with disabilities, ensuring fully-accessible and accommodating workplaces and a culture that truly values and embraces diversity and inclusion. Additional cornerstones of the Policy and Strategy include promoting disability-inclusive procurement, mainstreaming disability in projects and programmes, and ensuring that all our communications are inclusive, accessible and respectful of persons with disabilities.

I count on all ILO colleagues in headquarters and the field, at all levels, to work towards achieving the goals set out in the Policy and Strategy – not only because greater inclusion of persons with disabilities will make our organization stronger and better, but also because it is a moral imperative for each and every one of us.

Guy Ryder

*Director-General*

## ► 2. Introduction

The ILO Disability Inclusion Strategy 2020-23 is the first of a series of multiannual strategies aimed at implementing the ILO Disability Inclusion Policy adopted by the Senior Management Team in 2021. The ILO Policy and Strategy are informed by the UN Disability Inclusion Strategy (UNDIS) <sup>1</sup>, which comprises a UN system-wide policy and an accountability framework through which all UN entities, including the ILO, **will work more comprehensively on disability across their organizations.**

The Strategy follows a “One ILO” approach, valuing disability inclusion across the ILO headquarters and the field. Taken together, the Strategy and Policy will help the ILO to fulfil its commitments under UNDIS to incrementally make the ILO a fully-accessible and inclusive organization.

Collaboration with the ILO’s tripartite constituents, other UN entities, Organizations of Persons with Disabilities and the ILO Staff Union will also further magnify its impact. Specifically, in implementing this policy and its accompanying strategy within the International Labour Office, the Administration reaffirms its commitment to meaningful social dialogue in accordance with the terms of the Recognition and Procedural Agreement signed with the Staff Union on 27 March 2000. In this respect, the longstanding experience of the ILO in promoting social dialogue and bringing diverse groups together are critical for the Strategy’s success.

The ILO Strategy addresses the 15 UNDIS indicators covering areas such as human resources, procurement, communications, programming, and accessibility. It is also in alignment with the 2020-21 and 2022-23 ILO Programme and Budget frameworks, which set global and country-level commitments including on disability inclusion, and the ILO Strategic Plan for 2022-25.

The ILO Disability Inclusion Strategy, which has top-level commitment, covers all areas of the ILO and includes actions for the period 2020-23 to improve the ILO’s performance in these areas.

In 2021, the Strategy will focus on establishing baselines, which will then allow the setting of ambitious, but achievable, targets for the 2022-23 biennium.

The ILO Disability Inclusion Policy take inspiration from, and contribute to, the implementation of the ILO Centenary Declaration for the Future of Work. The Declaration emphasizes a human-centred approach that increases investment in people’s capabilities, in decent and sustainable work, and in the institutions of work, including “ensuring equal opportunities and treatment in the world of work for persons with disabilities”.

The Policy and Strategy on Disability Inclusion build on the ILO’s ongoing work to strengthen legislation, policies and measures to ensure equal opportunities and treatment in the world of work for persons with disabilities. The ILO’s focus is to improve labour market outcomes for persons with disabilities, and to strengthen their access to social protection and to skills development and training, by addressing discrimination, stigmatization and related barriers. As COVID-19 and the resulting economic shocks have exacerbated existing inequalities for persons with disabilities, recent ILO efforts have highlighted the strong need for disability inclusion in the response to, and recovery from, the pandemic.

### ► International Frameworks and Disability Inclusion

In addition to the ILO’s international labour standards, a number of frameworks inform the ILO’s approach to disability. This includes the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD), which promotes disability inclusion and tackles discrimination faced by persons with disabilities. The 2030 Agenda for Sustainable Development with its principle of “Leave No One Behind” also calls for increased attention to persons with disabilities across several of the SDGs, in particular Goal 8 on decent work.

### ► The November 2020 Governing Body discussion on the ILO Disability Inclusion Policy and Strategy

The constituents not only called for a strong Policy, but also requested that the accompanying Strategy have measurable indicators and targets to hold the ILO accountable for creating concrete change. As such, the ILO Strategy for 2020-2023 contains precise targets and indicators developed with the responsible ILO Departments.

<sup>1</sup> [https://www.un.org/development/desa/disabilities/wp-content/uploads/sites/15/2019/03/UNDIS\\_20-March-2019\\_for-HLCM.P.pdf](https://www.un.org/development/desa/disabilities/wp-content/uploads/sites/15/2019/03/UNDIS_20-March-2019_for-HLCM.P.pdf)

## ► 3. ILO Disability Inclusion Policy (IGDS No. 590)

1. This Announcement is issued under the authority granted to the Director-General by article 8 of the Constitution of the ILO. It establishes the ILO's policy relating to the promotion of disability inclusion throughout the ILO, as detailed in the appendix.
2. The main goal of this policy is to ensure that the ILO is a fully-accessible and inclusive organization that values disability as an expression of human diversity.
3. Since its founding, the ILO has promoted equality of treatment and opportunities for persons with disabilities in the labour market. Disability inclusion is at the heart of the ILO's mission, because social justice and decent work can only be realized fully if all persons can participate on an equal basis in the world of work.
4. It is necessary to remove barriers – both inside and outside the ILO – to decent work, so that all may enjoy a truly inclusive society. Through this policy, the ILO seeks to be an employer of choice for persons with disabilities, and to provide the highest level of support to our constituents in their disability inclusion efforts.
5. This policy is implemented through multiannual strategies, following the decision taken by the Governing Body at its 340th Session (November 2020).
6. This Announcement is effective as of its date of issue.

Guy Ryder

*Director-General*

## Appendix

### ► ILO Disability Inclusion Policy

#### Preamble

1. The ILO commits to include persons with disabilities in a meaningful way in its work, and to effectively incorporate a disability-inclusive approach in all its research, policies, programmes, projects and operations.
2. Guided by the ILO's mandate to advance social justice and promote decent work and informed by the United Nations Disability Inclusion Strategy, the ILO reaffirms that persons with disabilities have the same universal human rights and fundamental freedoms, including labour rights, as all persons. This is consistent with the Declaration of Philadelphia that affirms that "all human beings, irrespective of race, creed or sex, have the right to pursue both their material well-being and their spiritual development in conditions of freedom and dignity, of economic security and equal opportunity" and follows the human-centred approach set out in the ILO Centenary Declaration for the Future of Work, which includes "ensuring equal opportunities and treatment in the world of work for persons with disabilities". This is also in line with the interrelated four pillars of decent work – promoting jobs and enterprises, guaranteeing rights at work, extending social protection, and promoting social dialogue.
3. In establishing this policy, the ILO reaffirms the relevance of its fundamental Conventions on freedom of association and the effective recognition of the right to collective bargaining (Conventions Nos 87 and 98); the elimination of all forms of forced or compulsory labour (Conventions Nos 29 and 105); the abolition of child labour (Conventions Nos 138 and 182); and the elimination of discrimination in respect of employment and occupation (Conventions Nos 100 and 111). The ILO recalls other relevant international instruments, including the Convention on the Rights of Persons with Disabilities.



## Policy statement

4. The ILO recognizes that social justice and decent work for all can be realized only if persons with disabilities, including those with physical, psychosocial, intellectual or sensory impairments, are fully and meaningfully included in the world of work, and that the ILO needs to lead by example.
5. To this end, the ILO will ensure that:
  - a. Persons with disabilities, including ILO staff, can fully contribute, on an equal basis with others, to the work of the Organization, and benefit equally from all policies, programmes, projects and operations;
  - b. Tripartite constituents, as beneficiaries of its programmatic work, and considering their key role in social dialogue, can fully contribute to disability inclusion in the implementation of the ILO decent work agenda;
  - c. Its policies, programmes, projects and operations contain a human rights-based, gender-responsive approach to disability inclusion.
6. The Disability Inclusion Policy will be implemented through comprehensive multiannual strategies that establish indicators and targets for all relevant areas, against which progress will be assessed and gaps addressed, as well as through the development, review and application of general and disability-specific policies.

## ► Guiding principles

7. The principles set out below will guide the implementation of this policy through the multiannual strategies.

### Employment and non-discrimination

- i. Ensure that discrimination, stigma, violence and harassment on the basis of disability are not tolerated, including multiple and intersecting discrimination based on race, colour, sex, gender, religion, political or other opinion, national extraction, social or ethnic origin, language, age, sexual orientation and discrimination by association.
- ii. Attract, recruit, retain and promote the career development of staff with disabilities, including through the provision of reasonable accommodation, whether in the office or teleworking.

### Social dialogue and consultation

- iii. Ensure respect for social dialogue, and consult the Staff Union in the application of this policy, insofar as it has an impact on the conditions of service of ILO staff members.
- iv. Consult and involve in a meaningful way, including through the Staff Union, staff members with disabilities and staff members who have dependants with disabilities, at ILO headquarters and in the field, particularly on matters involving their career development, well-being, social benefits and health coverage.

### Accessibility

- v. Promote physical and digital accessibility both at headquarters and in field offices through the implementation of Universal Design principles, and through the proactive identification, removal and prevention of barriers.
- vi. Ensure the accessibility of all ILO meetings, conferences and events, whether they are conducted face to face or virtually, at ILO headquarters and in the field.

## Procurement

- vii. Promote disability-inclusive procurement of goods and services, including for employment of third party contractors who work on ILO premises.

## Cooperation within the United Nations system

- viii. Cooperate within the United Nations system, at the level of headquarters and through United Nations Country Teams, to ensure effectiveness and consistency in implementing disability inclusion throughout the system, while considering each organization's unique needs and characteristics.

## Mainstreaming and targeting

- ix. Mainstream disability inclusion in the ILO's projects, programmes and operations, complemented by targeted interventions for persons with disabilities, with meaningful engagement from tripartite constituents and organizations of persons with disabilities in the design and implementation.

## Capacity development and communications

- x. Build capacity on disability inclusion, including through awareness-raising and training, for all staff, to help shape an organizational culture that values all persons.
- xi. Ensure that internal and external communications are inclusive and respectful of persons with disabilities, and are available in accessible formats.

## Monitoring and evaluation

- xii. Collect disability-disaggregated data, in a manner that maintains confidentiality, to inform the design, implementation and monitoring of policies, programmes, projects and operations.
- xiii. Regularly monitor and evaluate the application of this policy and the multiannual strategies through which it will be implemented.

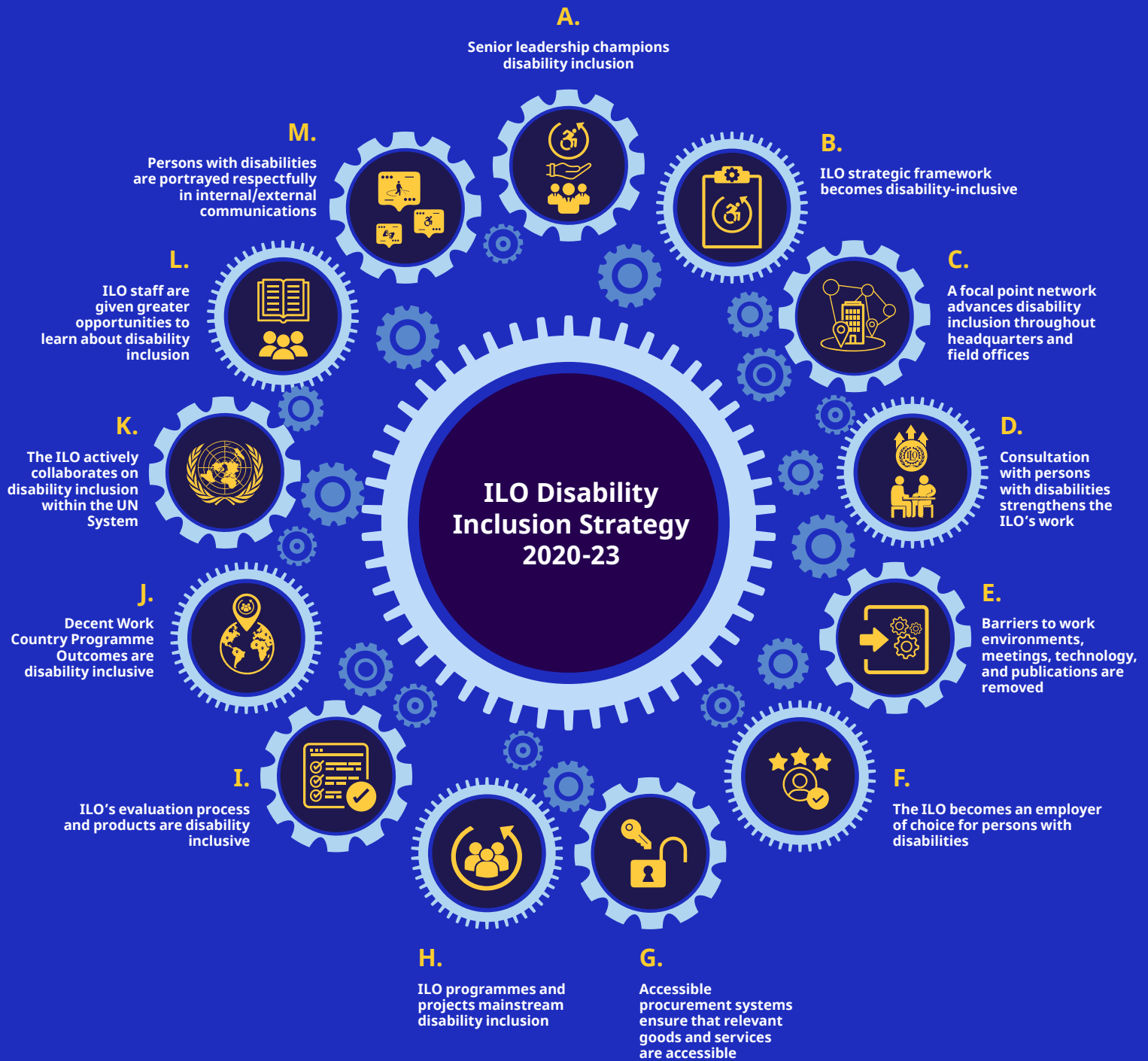
## Human and financial resources

- xiv. Ensure the provision, within the biennial programmes and budgets, of adequate human and financial resources for disability inclusion for the implementation of this policy and the multiannual strategies.

## Human and financial resources

- xv. Carry out periodical reviews and, if necessary, revise the policy to address gaps that are identified and future needs that arise, taking into account recommendations from the monitoring and evaluation process, and in consultation with all those concerned.

## ► 4. ILO Disability Inclusion Strategy 2020-23







# Senior leadership champions disability inclusion

**UNDIS Area: 1 – Leadership**

**ILO UNDIS rating (2019-2020):**  
“Approaches Requirements”

**ILO UNDIS rating (Target 2023):**  
“Meets Requirements”

## ► Work to date:

The ILO Centenary Declaration for the Future of Work (2019) states that the organization must direct its efforts to “ensuring equal opportunities and treatment in the world of work for persons with disabilities, as well as for other persons in vulnerable situations” (II A(viii)). ILO senior managers have shown public support for disability inclusion, such as in 2019 when both the ILO’s Deputy Director-General for Policy and the ILO’s Director-General made remarks in support of disability inclusion at the ILO/Global Business and Disability Network conference, “Making the Future of Work inclusive of persons with disabilities”. Related to this indicator, the ILO’s Governing Body, in its 340<sup>th</sup> Session (November 2020), considered a proposed ILO Disability Inclusion Policy and requested the Director-General to finalize and implement it. Comments made by the Governing Body’s members were incorporated into the draft policy, and, in 2021, both the policy and this accompanying multiannual strategy were approved by the ILO’s Senior Management Team.

## ► Link to ILO Disability Inclusion Policy:

The leadership role of senior management in implementing UNDIS is integral to the ILO Disability Inclusion Policy. Moreover, within the context of promoting Decent Work, Paragraph 4 of the ILO Policy underlines that “the ILO needs to lead by example”.

## ► What is required to reach next UNDIS rating:

**“Meets Requirements”:**

- Senior managers internally and publicly champion disability inclusion; and
- Implementation of ILO disability policy/strategy is reviewed by senior management annually, with remedial action taken as needed.

## ► Actions:

| Period    | Description   | Responsibility |
|-----------|---|----------------|
| 2021      | ► The Director-General makes a public statement on the importance of disability inclusion within the ILO, upon the adoption of the ILO’s Disability Inclusion Policy;   | CABINET        |
| 2022-2023 | ► The Director-General and ILO Senior Managers make (at least two) annual public statements on the importance of disability inclusion within the ILO;   | CABINET        |
|           | ► The SMT carries out annual reviews of how the ILO Policy and Strategy on Disability Inclusion are being implemented, which will inform the biennial report on the Policy/Strategy implementation sent to the ILO’s Governing Body; <sup>2</sup> | SMT            |

<sup>2</sup> To retain the rating of “Approaches Requirements” for this UNDIS indicator, ILO senior managers need to continue making annual public statements on disability inclusion. In conjunction with these statements, once the SMT begins carrying out annual reviews of the Policy/Strategy, the rating of “Meets Requirements” will be achieved.



# ILO strategic framework becomes disability-inclusive

UNDIS Area: 2 – Strategic Planning

ILO UNDIS rating (2019-2020):  
"Missing"

ILO UNDIS rating (Target 2023):  
"Approaches or Meets Requirements"

## ► Work to date:

The ILO Strategic Plan 2018-21 and the two biennial Programme and Budget (P&B) documents within the planning period stress the importance of addressing non-discrimination on all grounds as a cross-cutting issue applying to all areas of ILO work. The Strategic Plan for 2022-25, approved by the Governing Body at its Oct-Nov Session in 2020, places emphasis on inclusive growth, in making human-centred recovery from the impact of the COVID-19 pandemic, recognizing particular requirements to protect and empower people in already disadvantaged groups or in vulnerable situations among the hardest hit. The Director-General's P&B proposals for the 2022-23 biennium, prepared in the course of 2020 and submitted to the Governing Body at its March 2021 session, includes disability issues at the levels of long-term impact, policy outcome and output. The P&B for 2020-21 and 2022-23 have an output (6.4) dedicated to ensure equal opportunities and treatment in the world of work for persons with disabilities and other persons in vulnerable situations.

## ► Link to ILO Disability Inclusion Policy:

This UNDIS indicator is linked to the Policy's guiding principle in Paragraph 7(xiv) to "Ensure the provision, within the biennial programmes and budgets, of adequate human and financial resources for disability inclusion for the implementation of this policy". This is also related to Paragraph 1 of the ILO Policy:

The ILO commits to include persons with disabilities in a meaningful way in its work, and to effectively incorporate a disability-inclusive approach in all its research, policies, programmes, projects and operations.

## ► What is required to reach next UNDIS rating:

### "Approaches Requirements":

- The ILO commits itself to disability inclusion in the overview/preamble of the ILO's Programme and Budget;

### "Meets Requirements" (In addition to continuing to fulfil components for "Approaches Requirements"):

- The ILO's commitment to targeted and mainstream disability inclusion is reflected in results statements and/or indicators of the Programme and Budget;
- Data within the Programme and Budget is disaggregated by disability and sex, as relevant (or the intention to disaggregate data for the future is noted in these documents);

## ► Actions:

| Period    | Description  | Responsibility |
|-----------|--|----------------|
| 2021      | <ul style="list-style-type: none"> <li>► The ILO draws relevant lessons in achieving disability-inclusive results through the 2020-21 programme implementation reporting exercise, to inform office-wide guidance and related capacity building efforts in the 2022-23 biennium;</li> </ul>  | PROGRAM        |
| 2022-2023 | <ul style="list-style-type: none"> <li>► The ILO makes its commitments to disability inclusion under UNDIS through the "Executive Overview" in the Director-General's Programme &amp; Budget proposals for 2024-2025 (to be submitted to the Governing Body March 2023 session);</li> <li>► The ILO states its commitment to include disability disaggregated data within the Programme and Budget for 2024-2025;</li> <li>► The ILO's commitment to disability inclusion is reflected in results statements and/or indicators of the Programme and Budget for 2024-2025;</li> </ul> | PROGRAM        |

## Indicators and targets

| Indicators   | Target (2021)              | Target (2022-2023) | Responsibility   | Means of verification                                     |
|--|----------------------------|--------------------|------------------|---|
| Percentage of ILO programme and budget policy outcomes that include disaggregation of data by disability and/or mention disability issues. | Baseline: 50% <sup>3</sup> | 62%                | PROGRAM; CABINET | The Director-General's Programme and Budget for 2024-2025 |

<sup>3</sup> This refers to content from the Programme & Budget proposals for 2022-2023



## A focal point network advances disability inclusion throughout headquarters and field offices

UNDIS Area: 4 – Institutional Set-Up

ILO UNDIS rating (2019-2020):  
“Approaches Requirements”

ILO UNDIS rating (Target 2023):  
“Exceeds Requirements”

### ► Work to date:

In 2019, the ILO fulfilled “Approaches Requirements” for this UNDIS Indicator, as it has a dedicated Disability Team within the Gender, Equality, Diversity and Inclusion Branch (GEDI); moreover, the Team’s Senior Disability Specialist is the ILO’s UNDIS Focal Point. The Team has been working closely with a core group of ILO UNDIS Indicator Custodians at ILO headquarters, as well as with representatives of the DDG/P, DDG/MR and DDG/FOP, and representatives from the field offices, and will continue to do so throughout the period covered by the ILO Strategy. In addition, the ILO has benefitted from its well-established, informal network of Disability Champions (both at headquarters and in the field). The input of all these actors was crucial for the successful submission of the first ILO UNDIS report covering 2019.

### ► Link to ILO Disability Inclusion Policy:

Establishing a focal point network furthers several of the ILO’s Disability Inclusion Policy’s goals, including the ILO’s commitment in Paragraph 1 “to effectively incorporate a disability-inclusive approach in all its research, policies, programmes, projects and operations”, and its commitment in Paragraph 5(c) to ensure that “its policies, programmes, projects and operations contain a human rights-based, gender-responsive approach to disability inclusion”.

### ► What is required to reach next UNDIS rating:

#### “Meets Requirements”:

- The ILO coordinates a focal point network on disability including all relevant departments and country offices;

#### “Exceeds Requirements”:

- The ILO holds a focal point network meeting at least once a year;

### ► Actions:

| Period    | Description   | Responsibility   |
|-----------|---|--|
| 2021      | ► Draft Terms of Reference (TORs) for Focal Point Network on Disability is drafted and disseminated;              | GEDI   |
|           | ► TORs for Focal Points are drafted and disseminated, with proposal to recognize role in performance evaluations; |  |
|           | ► Focal Points in ILO headquarters and field offices are selected, and Focal Point Network established;           | ILO Regional Offices;<br>ILO country offices;<br>ILO Departments |
|           | ► First annual Focal Point Network meeting held to exchange information and review lessons learned;               | GEDI   |
| 2022-2023 | ► Annual Focal Point Network meetings held to exchange information and review lessons learned;                    | GEDI   |
|           | ► Based on identified development needs, training opportunities for Focal Points will be provided;                |  |

## Indicators and targets

| Indicators   | Target (2021)   | Target (2022-2023)  | Responsibility   | Means of verification                        |
|--|---|---|--|--|
| Percentage of departments and field offices that have a focal point.                 | 25 Focal Points join the network, at least 50% of which are from field offices; | 50 Focal Points join the network, at least 50% of which are from field offices;   | ILO Regional Offices;<br>ILO country offices;<br>ILO Departments | Register of Focal Points                     |
| Number of focal points that attend the annual meeting of the ILO focal point network | N/A   | At least 75% of Focal Points participate in annual meetings of the ILO Focal Point Network, during which key action points are decided. | GEDI   | Minutes from annual meetings of Focal Points |



## Consultation with organizations of persons with disabilities strengthens the ILO's work

**UNDIS Area: 5** – Consultation with Persons with Disabilities

**ILO UNDIS rating (2019-2020):**  
"Missing"

**ILO UNDIS rating (Target 2023):**  
"Approaches Requirements"

### ► Work to date:

The ILO is building upon its growing experience of consultation with persons with disabilities, and social partners are progressively engaging Organizations of Persons with Disabilities (OPDs), in the context of its policy and technical work assistance and related partnerships. The work of the ILO Global Business and Disability Network (GBDN) includes the participation of the International Disability Alliance (IDA); IDA, as well as a number of other disability and development NGOs, is a member of the GBDN steering committee. Furthermore, ILO field offices that are implementing disability-specific projects involve national OPDs. The ILO is currently involved in a working group that is developing guidelines for UN entities on how to carry out these consultations under UNDIS. Moreover, in the Governing Body 340<sup>th</sup> Session (November 2020), discussion of the proposed Policy on disability inclusion, members underlined the importance of consulting with ILO staff and tripartite constituents with disabilities.

### ► Link to ILO Disability Inclusion Policy:

This UNDIS requirement is linked to the ILO Policy's guiding principle on Social Dialogue and Consultation in Paragraph 7:

- iii. Ensure respect for social dialogue, and consult the Staff Union in the application of this policy, insofar as it has an impact on the conditions of service of ILO staff members.
- iv. Consult and involve in a meaningful way, including through the Staff Union, staff members with disabilities and staff members who have dependants with disabilities, at ILO headquarters and in the field, particularly on matters involving their career development, well-being, social benefits and health coverage.

Moreover, it coincides with the ILO's commitment in Paragraph 5(a) of the Policy to ensure that: "persons with disabilities, including ILO staff, can fully contribute, on an equal basis with others, to the work of the Organization, and benefit equally from all policies, programmes, projects and operations".

### ► What is required to reach next UNDIS rating:

**"Approaches Requirements":**

- Systematic close consultation with and active involvement of, Organizations of Persons with Disabilities (OPDs) on all disability-specific issues;
- Guidelines for such a consultation are in place;

### ► Actions:

| Period    | Description   | Responsibility |
|-----------|---|----------------|
| 2021      | ► Discussions are initiated with Organizations of Persons with Disabilities (OPDs) on how to strengthen participation of the disability community in a way that is consistent with ILO practices on involvement of civil society, including full respect for social dialogue; | GEDI           |
| 2022-2023 | ► ILO guidelines on consultation with persons with disabilities (informed by upcoming UNDIS guidelines) are adopted and disseminated to field offices;  | GEDI; HRD      |

## Indicators and targets

| 📍 Indicators  | 🎯 Target (2021)                  | 🎯 Target (2022-2023)      | 👤 Responsibility  | 🔍 Means of verification       |
|---|----------------------------------|---------------------------|-------------------|-------------------------------|
| Number of ILO field offices that involve Organizations of Persons with Disabilities in their work | (baseline established this year) | X# increase from baseline | ILO field offices | Data collected from the field |



## Barriers to work environments, meetings, technology and publications are removed

**UNDIS Area:** 6 – Accessibility  
6.1 – Accessibility of Conferences and Events

**ILO UNDIS rating (2019-2020):**  
Indicator 6 / 6.1: “Missing”

**ILO UNDIS rating (Target 2023):**  
Indicator 6 / 6.1: “Meets Requirements”

### ► What is required to reach next UNDIS rating:

#### UNDIS Indicator 6:

##### “Approaches Requirements”:

- Baseline assessment on accessibility is complete;

##### “Meets Requirements”:

- Accessibility policy/strategy is in place and has been implemented;

#### UNDIS Indicator 6.1:

##### “Approaches Requirements”:

- Baseline assessment on accessibility is complete;

##### “Meets Requirements”:

- Policies and guidelines are in place and targets are established and met;

### ► Link to ILO Disability Inclusion Policy:

The ILO Policy includes accessibility as a guiding principle in paragraph 7:

- v. Promote physical and digital accessibility both at headquarters and in field offices through the implementation of Universal Design principles, and through the proactive identification, removal and prevention of barriers.
- vi. Ensure the accessibility of all ILO meetings, conferences and events, whether they are conducted face to face or virtually, at ILO headquarters and in the field.

#### Note on the division of sub-indicators for this specific section:

**Because of its complexity, and the varying responsibilities for specialized topics, this indicator has been divided into sub-indicators, as follow:**

- E (1):** Conferences and events (RELMEETINGS; INTSERV; Regional Offices)
- E (2):** Premises and security (INTSERV; Regional Offices)
- E (3):** General internal services and accreditation (INTSERV)
- E (4):** Information management and technology (INFOTEC)
- E (5):** Publications and communication (INTSERV)

## E(1): Conferences and events

### ► Work to date:

Working in partnership with other departments, RELMEETINGS has been exploring how to facilitate inclusiveness and make better provisions for participation of persons with disabilities in official meetings at ILO headquarters. In 2020, RELMEETINGS began identifying gaps and challenges in relation to non-physical aspects of accessibility and actively engaged with other Geneva-based UN agencies to exchange knowledge. During 2020, upon request of some technical departments, RELMEETINGS has facilitated the provision of captioning and International Sign Language.

### ► Actions:

| Period    | Description   | Responsibility   |
|-----------|---|--|
| 2021      | ► Existing assessments on accessibility of meetings and conferences are collated and reviewed;  | RELMEETINGS;<br>FACILITIES; BRP  |
|           | ► The next phase of renovation at ILO headquarters is assessed, to identify areas for potential improvements in physical infrastructure of meeting and conference rooms | FACILITIES; BRP  |
|           | ► International Sign Language interpretation is provided in selected high-level ILO events.   | RELMEETINGS  |
|           | ► A baseline study of accessibility is carried out for all meeting rooms in ILO headquarters;   | RELMEETINGS;<br>FACILITIES; BRP  |
| 2022-2023 | ► Guidelines on accessible meetings are produced, based on good practices, and widely disseminated  | RELMEETINGS; GEDI<br>(in collaboration with other ILO Departments dealing with accessibility issues) |
|           | ► A baseline study of accessibility is carried out for all meeting rooms in ILO field offices;  | FACILITIES;<br>Regional Offices  |
|           | ► Accessibility action plans are produced for meetings and conferences at ILO headquarters and field offices;   |  |

## Indicators and targets

| Indicators  | Target (2021)            | Target (2022-2023)         | Responsibility    | Means of verification                                  |
|---|--------------------------|----------------------------|-------------------|--|
| Percentage of official ILO meetings that meet minimum accessibility standards   | (baseline set this year) | X% increase from baseline; | RELMEETINGS; GEDI | To be defined in the guidelines on accessible meetings |
| Percentage of relevant ILO meetings organized at regional or sub-regional level that meet minimum accessibility standards | (baseline set this year) | X% increase from baseline; | Regional Offices  | To be defined in the guidelines on accessible meetings |



## E(2): Premises and security

### ► Work to date:

FACILITIES has progressively taken steps to make its premises – at headquarters and in the field offices – accessible, in collaboration with the Building Renovation Project (BRP). The main ILO building in Geneva has been renovated and is now physically accessible for persons with disabilities. The next phase of the renovation will include making all meeting rooms accessible, and an assessment of related services is currently being carried out. Amongst the field-owned premises, the ILO Brasilia Office, for example, has been fully refurbished and is now physically accessible for persons with disabilities. In terms of field-leased premises, there is also the example of the ILO Amman Office, which is now physically accessible. IGDS 185 (2019) for lease of premises provides important guidance on making all new ILO rental premises compliant with accessibility guidelines. Security of ILO premises is closely-related to accessibility of its premises. For example, in the development of the ongoing Security perimeter project at headquarters, accessibility issues are being taken into consideration. In addition, the ILO played a significant role in developing guidelines on Disability Considerations in United Nations Security Risk Management (SRM), which were approved by the Inter-agency Security Management Network (IASMN) in June 2020. These guidelines offer practical advice for security professionals on how to incorporate disability concerns into their work, and will be key in ensuring that ILO premises are safe and accessible.

### ► Actions:

| Period    | Description   | Responsibility                                    |
|-----------|---|---|
| 2021      | ► Accessibility is included as a component in the Requests for Proposals (RFPs) for the Security perimeter project;   | BRP; SECURITY                                     |
|           | ► The issue of accessibility is included in all future RFPs related to ILO premises;  | FACILITIES  |
|           | ► Accessibility is included in the renovation project for the ILO Regional Office for Africa in Abidjan;  | Regional Office for Africa in Abidjan; FACILITIES |
|           | ► Guidance on making ILO field-owned premises accessible is produced and widely distributed;  | FACILITIES  |
|           | ► For field-leased premises, ILO offices are compliant with disability standards prior to signing new Memoranda of Understanding (MoUs);  | FACILITIES; Regional Offices                      |
|           | ► A baseline study/checklist of accessibility is carried out for 50% of ILO field offices;  | DDG/FOP; FACILITIES; field offices                |
|           | ► All ILO field offices, SRM focal points and Directors are informed of the new guidelines on Disability Considerations in Security Risk Management, and the guidelines are applied on all new lease contracts; | SECURITY  |
|           | ► Assistance and training for emergency procedures (such as evacuation of persons with disabilities) is provided to field offices, as needed;   | SECURITY; FACILITIES                              |
| 2022-2023 | ► An INTSERV biennium work plan (2022-2023) on accessibility is developed;  | INTSERV   |
|           | ► [Activities for 2022-2023 will be set through an INTSERV biennium work plan.]   |   |

## Indicators and targets

| Indicators  | Target (2021)            | Target (2022-2023)   | Responsibility            | Means of verification        |
|---|--------------------------|--|---------------------------|------------------------------|
| Level of accessibility attained by ILO field offices premises | (baseline set this year) | 10% increase per year from baseline in offices that have attained a high degree of accessibility | FACILITIES; field offices | Data reported from the field |

### E(3): General internal services and accreditation

#### ► Work to date:

Under the multifaceted area of general internal services and accreditation, the ILO is making progress on accessibility issues. For example, the restaurant and cafeterias at the ILO headquarters have been made physically accessible to persons with disabilities. During the COVID pandemic, drivers and messengers at headquarters have been providing assistance to staff members with disabilities, such as delivery of home office equipment, as needed. Transportation of ILO staff and delegates from headquarters are inclusive. Access to accreditation services is inclusive and has been adapted to the needs of wheelchair users.

#### ► Actions:

| Period    | Description  | Responsibility |
|-----------|--|----------------|
| 2021      | ► Information on disability inclusion is provided to Catering contractor;  | SUPPORT/MAIL   |
|           | ► Accessibility needs for transport of persons with disabilities on ILO vehicles at headquarters is assessed;  |                |
|           | ► IGDS 437 on Travel policies and procedures is assessed in terms of needs related to transport of staff and dependents with disabilities, for further action as needed; |                |
|           | ► Temporary offices for Accreditation in ILO headquarters are adapted for wheelchair users, and additional needs relating to visual and hearing impairment are assessed; | DST            |
| 2022-2023 | ► [Activities for 2022-2023 will be set through an INTSERV biennium work plan.]  |                |

### E(4): Information management and technology

#### ► Work to date:

INFOTEC has worked to make its intranet and internet presence more accessible, aligning them with international standards. For example, ILO public-facing websites developed in 2020 were required to comply with Web Content Accessibility Guidelines 2.1 at level AA. Also, accessibility criteria are included in the requirements and procurement evaluation criteria of new off-the-shelf products.

#### ► Actions:

| Period    | Description  | Responsibility |
|-----------|--|----------------|
| 2021      | ► A comprehensive analysis is completed of priority ILO enterprise applications to determine resources required to adhere to accessibility requirements;       | INFOTEC        |
|           | ► Priorities related to accessibility adherence for enterprise applications are agreed;  |                |
|           | ► A statement of commitment and feasibility to accessibility within ILO Enterprise Applications is developed;  |                |
|           | ► Principles for adherence to accessibility standards for newly developed or implemented enterprise applications based on management commitment are developed; |                |
| 2022-2023 | ► [Activities for 2022-2023 will be set through an INTSERV biennium work plan.]  |                |

## Indicators and targets

| 📍 Indicators   | 🎯 Target (2021)          | 🎯 Target (2022-2023) | 👤 Responsibility           | 🔍 Means of verification              |
|--|--------------------------|----------------------|----------------------------|--------------------------------------|
| Portion of new websites that adhere to Web Content Accessibility Guidelines 2.1 level AA                                     | (baseline set this year) | 100%                 | INFOTEC; content producers | Self-evaluation and external audits. |
| ILO public website <a href="http://www.ilo.org">www.ilo.org</a> adheres to Web Content Accessibility Guidelines 2.1 level AA | Partially                | Fully                | INFOTEC; content producers | Self-evaluation and external audits  |

## E(5): Publications and communication

### ► Work to date:

PRODOC has made notable advances in publications and communication in recent years. This includes having invested in a publishing production platform dedicated to helping generate accessible documents, and having hired an expert with visual impairment to test the platform's accessibility. A section on colour combinations and text contrasts has been set up on the ILO's new brand website, training has commenced for producing accessible PDFs, and a guide to create accessible publications is being drafted. In terms of accessible publications, limited quantities of strategic publications in EPUB and mobi accessible formats are currently being commissioned.

### ► Actions:

| Period    | Description   | Responsibility |
|-----------|---|----------------|
| 2021      | ► A sample of select publications is assessed to evaluate potential investment and minimum quality level required to meet P&B output, with a focus on flagship headquarters publications; | PRODOC         |
|           | ► A practical checklist is created to verify accessibility of publications, documents and products, and to establish the basic level of accessibility;                                    |                |
|           | ► A dedicated page is created on the ILO intranet to provide updates on all INTSERV disability inclusion activities;  | INTSERV        |
| 2022-2023 | ► A practical guide on accessibility will be produced, intended for various stakeholders in the design of documents, such as internal graphic designers and external collaborators;*      | PRODOC         |
|           | *[Additional activities for 2022-2023 will be set through an INTSERV biennium work plan]  |                |

## Indicators and targets

| Indicators   | Target (2021) | Target (2022-2023) | Responsibility | Means of verification  |
|--|---------------|--------------------|----------------|------------------------|
| Per cent of flagship headquarters publications produced with minimum accessibility level standards | Baseline      | 100%               | PRODOC         | Review of publications |



# The ILO becomes an employer of choice for persons with disabilities

## UNDIS Area:

7 – Reasonable accommodation  
13 – Employment

## ILO UNDIS rating (2019-2020):

7 – “Approaches Requirements”  
13 – “Approaches Requirements”

## ILO UNDIS rating (Target 2023):

7 – “Exceeds Requirements”  
13 – “Meets Requirements”

### ► Work to date:

The ILO addresses issues of reasonable accommodation through its Policy on the employment of persons with disabilities (2005) and its information note on the reasonable accommodation reserve (2009). The ILO employment policy has a dedicated section on reasonable accommodation, making it clear that “The office undertakes to provide reasonable accommodations necessary to enable a person with a disability to enter into and remain in employment within the ILO”. To better understand the needs of ILO staff with disabilities, in 2014, the ILO undertook a disability inclusion survey among staff, which, while not establishing a clear baseline, will inform future surveys.

### ► Link to ILO Disability Inclusion Policy:

Paragraph 7(ii) of the ILO Disability Inclusion Policy refers to the need to “Attract, recruit, retain and promote the career development of staff with disabilities, including through the provision of reasonable accommodation, whether in the office or teleworking”.

### ► What is required to reach next UNDIS rating:

#### UNDIS Indicator 7

##### “Meets Requirements”:

- ILO allocates appropriate funding for reasonable accommodation;

##### “Exceeds Requirements”:

- ILO collects data on reasonable accommodation requests, documenting practices and ensuring quality control;

#### UNDIS Indicator 13

##### “Meets Requirements”:

- Employment policy/strategy and other human resources-related policies/strategies include provisions to attract, recruit, retain, and promote career development of employees with disabilities; and
- Employees with disabilities report satisfaction and well-being at a level similar to that of the general staff body;

### ► Actions:

| Period | Description  | Responsibility |
|--------|--|----------------|
| 2021   | <ul style="list-style-type: none"> <li>► Work is undertaken to review and update both the Employment policy and the Information note, in alignment with UNDIS and through a proper process of consultation and social dialogue;</li> <li>► Review of existing funding/funding mechanism for reasonable accommodation is carried out, informed by UNDIS good practices, and a data collection and quality control mechanism is established;</li> <li>► Confidential data collection is carried out on disability inclusion within the ILO, including questions for staff on self-identification of disability status, and questions to understand the situation of family members/dependents with disabilities, to set a baseline;</li> <li>► Information on reasonable accommodation requests (number and type) is collected and analysed and data is made available, while ensuring confidentiality;</li> </ul> | HRD            |
|        | <ul style="list-style-type: none"> <li>► Consultations are initiated with ILO staff members with disabilities and ILO staff members who have dependents with disabilities, to inform the implementation of the ILO Policy and Strategy on Disability Inclusion;</li> </ul>   | HRD; GEDI      |

| Period    | Description   | Responsibility |
|-----------|---|----------------|
| 2022-2023 | <ul style="list-style-type: none"> <li>► Confidential satisfaction surveys on experience of staff having requested reasonable accommodation are carried out, as requests are fulfilled;</li> <li>► Confidential data collection is carried out (through one or more instruments) to provide information on numbers of staff who self-identify as persons with disabilities, and satisfaction of employment of all ILO staff (including staff with disabilities), and including questions to understand the situation of family members/dependents with disabilities;</li> </ul> | HRD            |

## Indicators and targets

|  Indicators   |  Target (2021) |  Target (2022-2023) |  Responsibility |  Means of verification |
|--|---|--|---|---|
| Percentage of newly-hired ILO staff (hired during that year) who self-identify as having a disability  | (baseline set this year)  | X% increase from baseline  | HRD   | Confidential data collection  |
| Percentage of currently-serving ILO staff (hired at least during the previous year) who self-identify as having a disability                           | (baseline set this year)  | X% increase from baseline  | HRD   | Confidential data collection  |
| Percentage of staff having requested reasonable accommodation that grade the reasonable accommodation process as "satisfactory" or "very satisfactory" | (baseline set this year)  | X% increase from baseline  | HRD   | Confidential satisfaction survey of staff having requested reasonable accommodation                       |
| Percentage of staff with disabilities who report satisfaction and well-being at a level similar to that of the general staff                           | N/A   | (baseline set this period)   | HRD   | Periodic surveys  |



## Accessible procurement systems ensure that relevant goods and services are accessible

UNDIS Area: 8 – Procurement

ILO UNDIS rating (2019-2020):  
“Missing”

ILO UNDIS rating (Target 2023):  
“Meets Requirements”

### ► Work to date:

As with all other UN and public procurement organizations, the ILO financial rules concerning procurement are based on the principles of fairness and equal access to business opportunities.<sup>4</sup> The ILO has been involved in the development of the UN sustainable procurement indicators and is currently working on the incorporation of sustainable procurement in all of its tender processes. Also, the ILO has been significantly involved in work through the High Level Committee on Management’s Procurement Network (HLCM-PN) to adopt [Guidelines on UNDIS Indicator 8 on Procurement](#). During 2020, a core group of PROCUREMENT colleagues participated in the pilot of the on-line version of the ILO’s Disability Equality Course, providing further support to its work on disability inclusion.

### ► Link to ILO Disability Inclusion Policy:

A guiding principle of the ILO Disability Inclusion Policy is Paragraph 7(vii):

Promote disability-inclusive procurement of goods and services, including for employment of third party contractors who work on ILO premises.

### ► What is required to reach next UNDIS rating:

#### “Approaches Requirements”:

- ILO procurement policies ensure that relevant goods and services acquired are accessible or do not create new barriers
- ILO procurement policies ensure that the procurement process is accessible;

#### “Meets Requirements”:

- Target is established and met for number/percentage of relevant procurement documents that have accessibility as a mandatory requirement;

### ► Actions:

| Period    | Description  | Responsibility   |
|-----------|--|--|
| 2021      | <ul style="list-style-type: none"> <li>► HLCM-PN Guidelines on UNDIS Indicator 8 on procurement are to be considered within the ILO context, and with the guidance of the ILO Disability Inclusion Policy;</li> <li>► ILO purchase categories are reviewed with technical experts on disability-inclusion (GEDI) to determine which are the most relevant in impacting persons with disabilities in the ILO context (“relevant purchases”);</li> </ul>   | PROCUREMENT (Procurement Bureau)<br>GEDI; ILO offices with delegated procurement authority |
| 2022-2023 | <ul style="list-style-type: none"> <li>► Technology to track Sustainable Procurement Indicators (including “disability inclusiveness”) is put into place and tested for Procurement Bureau-led purchases;</li> <li>► An accessibility assessment of the centralized procurement applications, documents, and resources will be carried out;</li> <li>► After identifying the most relevant purchases, guidance will be produced with the responsible stakeholders regarding the most effective strategies to incorporate disability-inclusion aspects specific to the spend categories;</li> </ul> | PROCUREMENT (Procurement Bureau)<br>GEDI; ILO offices with delegated procurement authority |

## Indicators and targets

| Indicators  | Target (2021)                    | Target (2022-2023)        | Responsibility                          | Means of verification  |
|---|----------------------------------|---------------------------|---|--|
| Percentage of Procurement Bureau-led tenders of relevant purchase <sup>5</sup> categories that have addressed disability inclusion; | N/A (baseline to be set in 2022) | X% increase from baseline | PROCUREMENT and relevant budget holders | Disability inclusion component of the Sustainable Procurement Indicators on UNGM |

<sup>4</sup> As per paragraph 15 of [IGDS No. 269 on Procurement](#), PROCUREMENT (the Procurement Bureau) is functionally responsible for the procurement of all goods and services at headquarters and in the field. PROCUREMENT is directly responsible for the procurement of goods and services of a value beyond the applicable threshold (see [Procurement Manual Tool 2-1 Procurement Responsibility Matrix](#)) and for the procurement of motor vehicles under all sources of funds. ILO procurement activities outside of this direct responsibility of PROCUREMENT has been delegated by TR/CF to the respective offices, projects, regions, etc. PROCUREMENT also advises on, drafts and/or reviews and approves contract documents arising from purchasing activities. It assists in interpreting contracts and resolving disputes arising during their implementation. In addition, PROCUREMENT undertakes all necessary coordination relative to resolving procurement issues, ensuring that other units including, in particular BUDFIN, JUR and PARDEV, are duly consulted, as appropriate.

<sup>5</sup> See “relevant purchases” as mentioned above, to be defined in collaboration with the Gender, Equality, Diversity and Inclusion Branch.





## ILO programmes and projects mainstream disability inclusion

**UNDIS Area: 9 – Programmes and Projects**

**ILO UNDIS rating (2019-2020):**  
“Approaches Requirements”

**ILO UNDIS rating (Target 2023):**  
“Meets Requirements”

### ► Work to date:

The ILO provides specific guidance on disability inclusion at all stages of the programme/project cycle through the following handbooks, guidelines and manual: Development Cooperation Internal Governance Manual; How-to guide on inclusion of people with disabilities; Checklist and Guidance Note (prepared by SKILLS). A key tool in the ILO's quality control mechanism is the appraisal checklist that covers disability inclusion as part of the appraisal criteria. The ILO follows a twin-track approach to disability mainstreaming.

### ► Link to ILO Disability Inclusion Policy:

A guiding principle of the ILO Disability Inclusion Policy is Paragraph 7 (ix):

Mainstream disability inclusion in the ILO's projects, programmes and operations, complemented by targeted interventions for persons with disabilities, with meaningful engagement from tripartite constituents and organizations of persons with disabilities in the design and implementation.

### ► What is required to reach next UNDIS rating:

#### “Meets Requirements”:

In order to reach “meets requirements” the ILO should establish and meet the minimum level of mainstreaming disability inclusion in ILO's programmes and projects.

### ► Actions:

| Period | Description  | Responsibility                               |
|--------|--|--|
| 2021   | ► UNDIS references and requirements on disability inclusion are incorporated into ILO's guidance documents on programmes/projects;                 | PARDEV; Policy Departments; external offices |
|        | ► Disability inclusion expertise is involved systematically in the appraisal process of projects and programmes;                                   | GEDI; PARDEV                                 |
|        | ► Steps are outlined to assess/study the feasibility of developing a specific marker to track disability inclusion in its projects and programmes; | PARDEV; GEDI; PROGRAM; EVAL; PROCUREMENT     |
|        | ► A Disability Marker is established to identify all programmes/projects with significant disability inclusion components;                         |  |
|        | ► A biennium work plan on disability inclusion is drafted to include actions for 2022-2023;  | PARDEV                                       |

## Indicators and targets

| 📍 Indicators   | 🎯 Target (2021)          | 🎯 Target (2022-2023)   | 👤 Responsibility             | 🔍 Means of verification   |
|--|--------------------------|--|------------------------------|---|
| Percentage of approved programmes and projects over 1 million USD mainstreaming disability | (baseline set this year) | 5% increase of programmes and projects mainstream disability | PARDEV; Proposal originators | Data collected on projects and programmes using the criteria/marker |



## ILO's evaluation process and products are disability inclusive

UNDIS Area: 10 – Evaluation

ILO UNDIS rating (2019-2020):  
"Approaches Requirements"

ILO UNDIS rating (Target 2023):  
"Meets Requirements"

### ► Work to date:

Disability inclusion has been mainstreamed into the ILO's Checklist, "Writing the Evaluation Terms of Reference (TOR)". This Checklist provides sample questions that can be used to develop customised evaluation questions. Furthermore, ILO's Evaluation Policy Guidelines of 2017, which already contained some guidance on disability inclusion, have been revised to include more detailed guidance. Both the Checklist and the ILO Policy Guidelines can help ensure that stakeholders with disabilities be part of evaluation processes. The latest iteration of EVAL's meta-study on Decent Work results and effectiveness of ILO operations (2019-2020) measures, for the first time, the extent to which ILO projects address disability inclusion. Disability inclusion has also been included as a criteria to be assessed in EVAL's ex-post quality control of evaluation reports.

### ► Link to ILO Disability Inclusion Policy:

The ILO Disability Inclusion Policy refers to evaluation as a guiding principle in Paragraph 7:

- xii. Collect disability-disaggregated data, in a manner that maintains confidentiality, to inform the design, implementation and monitoring of policies, programmes, projects and operations.

### ► What is required to reach next UNDIS rating:






"Meets Requirements":

- Disability inclusion is mainstreamed effectively throughout the ILO's evaluation process and reflected in the terms of reference, inception and evaluation report(s);
- The ILO will evaluate annually the quality of inclusion of disability in its evaluation reports;

### ► Actions:

| Period    | Description  | Responsibility         |
|-----------|--|------------------------|
| 2021      | <ul style="list-style-type: none"> <li>► UNDIS references and requirements on disability inclusion are incorporated into guidance documents on evaluations;</li> <li>► Training material for the ILO's Evaluation Manager Certification Programme incorporates disability inclusion issues;</li> <li>► Evaluations are assessed through an ex-post quality appraisal process on the coverage of disability inclusion as appropriate.</li> <li>► Core questions on disability inclusion are formulated and made available to evaluators for inclusion in the evaluations, as relevant;</li> </ul> | EVAL                   |
| 2022-2023 | <ul style="list-style-type: none"> <li>► The pilot rating system developed to gauge the quality of disability inclusion within evaluation reports is reviewed to assess appropriateness;</li> <li>► The results of quality assessments of evaluation reports in terms of disability inclusion are aggregated and analyzed on an annual basis;</li> <li>► EVAL staff and Evaluation Managers participate in the ILO training opportunities on disability inclusion;</li> </ul>  | EVAL<br><br>EVAL, GEDI |

## Indicators and targets

|  Indicators         |  Target (2021) |  Target (2022-2023)                   |  Responsibility |  Means of verification             |
|--|---|--|---|---|
| Percentage of ILO evaluators whose TORs contain disability inclusion components                    | N/A   | 60% of evaluators have TORs with disability inclusion components for projects that are disability related <sup>6</sup> | EVAL  | TOR of evaluations of projects marked <sup>6</sup> as disability related will be analysed                             |
| Percentage of evaluation reports and studies that contain disability inclusion components          | (baseline set this year)  | 60% of evaluation reports for projects that are disability related contain disability inclusion components             | EVAL  | Review of evaluation reports for marked <sup>6</sup> projects through rolling quality appraisal of evaluation reports |
| Percentage of new Evaluation Managers trained on evaluation with disability-inclusive materials    | 50% of new Evaluation Managers trained are trained with disability-inclusive materials          | 100% of new Evaluation Managers trained are trained with disability-inclusive materials                                | EVAL  | Evaluation Manager training materials; roster of participants trained   |
| Percentage of evaluation reports of disability related projects that receive a high quality rating | (baseline set this year)  | 50% of evaluation reports receive a high quality rating in terms of disability inclusion                               | EVAL  | Report with aggregated and analysed results of ex-post quality appraisal of evaluations reports                       |

<sup>6</sup> For projects that have been marked as having a component of disability inclusion.



# Decent Work Country Programme Outcomes are disability inclusive

UNDIS Area: 11 – Country Programme Documents

ILO UNDIS rating (2019):  
"Missing"

ILO UNDIS rating (2020):  
"Approaches Requirements"

ILO UNDIS rating (Target 2023):  
"Approaches Requirements"

## ► Work to date:

Guidance on Decent Work Country Programmes and the associated tools have been updated, taking into account the implications of the United Nations Sustainable Development Cooperation Framework (UNSDCF) guidance on entity-specific country programming documents, as well as the UNDIS requirements. They have been uploaded on the PROGRAM intranet (marked "ILO DWCPs Guidance 2020") and put to application since July 2020. A new marker system was also introduced in the biennium 2020-21, which allows for tracking gender equality and non-discrimination on various grounds including of disability status, in country programme outcomes.

## ► Link to ILO Disability Inclusion Policy:

The ILO Disability Inclusion Policy refers multiple times to the need to mainstream disability inclusion into projects and programmes, in the following paragraphs:

1: The ILO commits to include persons with disabilities in a meaningful way in its work, and to effectively incorporate a disability-inclusive approach in all its research, policies, programmes, projects and operations;

5(c): Its policies, programmes, projects and operations contain a human rights-based, gender-responsive approach to disability inclusion;

7(ix): Mainstream disability inclusion in the ILO's projects, programmes and operations, complemented by targeted interventions for persons with disabilities, with meaningful engagement from persons with disabilities and their organizations in the design and implementation.

## ► What is required to reach next UNDIS rating:

"Approaches Requirements":

- Guidance on ILO country programme documents mainstreams disability inclusion;

## ► Actions:

| Period    | Description  | Responsibility |
|-----------|--|----------------|
| 2021      | ► Baseline data is collected on current status of disability inclusion within DWCPs;   | PROGRAM; GEDI  |
| 2022-2023 | ► DWCPs are analysed on an annual basis to gauge disability inclusion and to inform DWCP guidance and capacity building efforts as required. | PROGRAM; GEDI  |

## Indicators and targets

| 📍 Indicators  | 🎯 Target (2021)          | 🎯 Target (2022-2023)   | 👤 Responsibility                 | 🔍 Means of verification   |
|---|--------------------------|--|----------------------------------|---|
| Percentage of DWCPs with one or more outcomes that address disability inclusion.  | (baseline set this year) | X% increase from baseline  | PROGRAM; ILO field offices; GEDI | DWCP documents assessed through the Quality Assurance Mechanism.  |
| Percentage of country results under the ILO policy outcomes reported in the biennial Programme Implementation Report (PIR) that include a specific focus on disability inclusion. | N/A                      | Baseline to be set in early 2022, based on the PIR 2020-21.<br><br>X% increase from baseline | PROGRAM; ILO field offices; GEDI | The Decent Work results dashboard to capture country results and be filtered by disability marker as part of the gender equality and non-discrimination marker. |



## The ILO actively collaborates on disability inclusion within the UN System

**UNDIS Area: 12 – Joint Initiatives**

**ILO UNDIS rating (2019-2020):**  
“Exceeds Requirements”

**ILO UNDIS rating (Target 2023):**  
“Exceeds Requirements”

### ► Work to date:

The ILO is a founding member of the Inter Agency Support Group on the UNCPRD (IASG-UNCPRD), as well as of the UN Partnership on the Rights of Persons with Disabilities (UN PRPD). The ILO was the co-chair of the working group of the IASG-UNCPRD that drafted the UN Disability Inclusion Strategy and has played an active role in the recently-established UNDIS focal point network. Another example of inter-agency coordination/collaboration is the ILO's role as lead entity in a UN PRPD funded project on disability inclusive social protection, which also involves UNICEF.

### ► Link to ILO Disability Inclusion Policy:

Cooperation with the United Nations System is a guiding principle of the ILO Policy:

Paragraph 7 (viii):

Cooperate within the United Nations system, at the level of headquarters and through United Nations Country Teams, to ensure effectiveness and consistency in implementing disability inclusion throughout the system, while considering each organization's unique needs and characteristics.

### ► What is required to reach next UNDIS rating:

**“Exceeds Requirements”:**

- The ILO participates actively in inter-agency coordination mechanism(s) on disability inclusion; and
- More than one joint programme/initiative in place;

### ► Actions:

| Period    | Description  | Responsibility |
|-----------|--|----------------|
| 2021-2023 | ► The ILO continues working in partnership with other UN entities to facilitate disability inclusion, bringing to bear its experience in social justice and decent work; | GEDI           |

## Indicators and targets

| 📍 Indicators  | 🎯 Target (2021)                  | 🎯 Target (2022-2023)      | 👤 Responsibility | 🔍 Means of verification  |
|---|----------------------------------|---------------------------|------------------|--------------------------|
| Number of inter-agency coordination initiatives on disability inclusion in which the ILO participates | (baseline established this year) | X# increase from baseline | GEDI             | Reports on collaboration |
| Number of joint programmes on disability inclusion in which ILO field offices collaborate             | (baseline established this year) | X# increase from baseline | GEDI             | Programme documents      |



## ILO staff are given greater opportunities to learn about disability inclusion

**UNDIS Area: 14 – Capacity Development for Staff**

**ILO UNDIS rating (2019-2020):**  
“Approaches Requirements”

**ILO UNDIS rating (Target 2023):**  
“Exceeds Requirements”

### ► Work to date:

Since 2016, the ILO has an e-learning course on disability inclusion. In 2019, this training was updated, also in view of new requirements originating from UNDIS. The ILO engages in both internal and external capacity building through its Disability Equality Training (DET) workshops. In December 2019, the ILO organised a DET workshop for colleagues from Departments who will be custodians of the UNDIS indicators, to assist them in facilitating disability inclusion within the office and the organization, and to promote collaboration across technical areas. In November 2020, the ILO Disability Team from the Gender, Equality, Diversity and Inclusion Branch completed a first pilot of virtual DET, which was delivered to eight staff of the ILO Procurement department. In addition, the Disability Team has offered a number of webinars to staff and ILO partners, as part of ongoing learning opportunities on disability inclusion, particularly within the context of the COVID-19 crisis.

### ► Link to ILO Disability Inclusion Policy:

A guiding principle of the ILO Disability Inclusion Policy is Paragraph 7(x):

Build capacity on disability inclusion, including through awareness-raising and training, for all staff, to help shape an organizational culture that values all persons.

### ► What is required to reach next UNDIS rating:

#### “Meets Requirements”:

- ILO-wide learning and/or training opportunities are available to increase the capacity of staff at all levels in disability inclusion;
- Successful completion of learning activities and use of available learning resources on disability inclusion are mandatory, and completion and use are tracked;

#### “Exceeds Requirements”:





- Tailored learning activities and learning resources on disability inclusion are available, in particular for senior managers;

### ► Actions:

| Period    | Description  | Responsibility |
|-----------|--|----------------|
| 2021      | ► After the launch of the ILO’s Disability Inclusion Policy, the ILO’s e-learning on disability inclusion is made mandatory, and completion of the e-learning will be tracked and monitored; | HRD            |
|           | ► A marketing campaign for the e-learning and the ILO Disability Inclusion Policy is launched for staff and managers, after discussion with the ILO’s Joint Training Council;                |                |
|           | ► The pilot on-line Disability Equality course is systematized, and draft facilitator training materials produced;   | HRD, GEDI      |
| 2022-2023 | ► Managers receive guidance on how to champion disability inclusion (including specific suggestions for managers with departments that are UNDIS Indicator Custodians);                      | HRD            |
|           | ► A specialised capacity development activity on disability inclusion is carried out for senior managers;  |                |
|           | ► A training of trainers for the on-line Disability Equality Training Course is carried out, and the course is rolled out for staff in headquarters and field offices;                       | HRD, GEDI      |



## Indicators and targets

|  Indicators   |  Target (2021) |  Target (2022-2023)                                    |  Responsibility |  Means of verification |
|--|---|---|---|---|
| Percentage of staff that have completed mandatory e-learning training  | 20% of staff have completed the e-learning training   | 80% of staff have completed the e-learning training   | HRD   | Monthly reports generated by the ILO People platform  |
| Number of senior-level managers (D1 and above) that have participated in specialised capacity development activity on disability inclusion | N/A   | 20 senior-level managers within the GMT (D1 and above) participate in specialised capacity development activity on disability inclusion | HRD   | Roster of activity participation  |
| Number of staff members that have participated in the online Disability Equality Training course   | N/A   | 100 regular staff have participated in the online Disability Equality Training course   | HRD, GEDI   | Data collected in trainings   |



## Persons with disabilities are portrayed respectfully in internal/external communications

UNDIS Area: 15 – Communication

ILO UNDIS rating (2019-2020):  
"Missing"

ILO UNDIS rating (Target 2023):  
"Meets Requirements"

### ► Work to date:

The ILO has a number of guiding documents, informal procedures and good practices regarding disability inclusion and communication (for example, the ILO code of practice on Managing Disability in the Workplace which mentions communication issues, and the ILO media guidelines on reporting on disability). The ILO Centenary Global Campaign promoted positive messaging around disability inclusion, with messages such as "Disability doesn't shape performance. Skills do". The ILO also developed Impact stories on disability inclusion. The ILO's new multimedia interactive Centenary website highlighted inclusion, and, internally, an article on UNDIS, and its implementation in the ILO, was published in the "INSIDE" newsletter for ILO staff. In collaboration with private enterprises, the ILO Global Business and Disability Network launched a global communications campaign to address stigma and stereotypes faced by persons with disabilities in the world of work (#invalidopinions). In 2020, DCOMM, in partnership with the Disability Team of the ILO's Gender, Equality, Diversity and Inclusion Branch (GEDI), collaborated with NETFLIX and Purple Space to jointly and successfully promote and advocate for the Oscar-nominated "Crip Camp" documentary on the International Day of Persons with Disabilities.

### ► Link to ILO Disability Inclusion Policy:

The ILO's Disability Inclusion Policy includes a guiding principle on communication in Paragraph 7(xi):

Ensure that internal and external communications are inclusive and respectful of persons with disabilities and are available in accessible formats.

### ► What is required to reach next UNDIS rating:

#### "Approaches Requirements":

- Guideline(s)/procedures are in place to ensure that internal and external communication are respectful of persons with disabilities;

#### "Meets Requirements":

- Persons with disabilities are reflected in mainstream communications;

### ► Actions:

| Period    | Description  | Responsibility |
|-----------|--|----------------|
| 2021      | <ul style="list-style-type: none"> <li>► ILO Disability Inclusive Communication Guidelines are developed and disseminated, to ensure that internal and external ILO communications are respectful of persons with disabilities;</li> <li>► As part of the Disability Inclusive Guidelines, a monitoring mechanism is established to gauge implementation of the Guidelines;<sup>7</sup></li> </ul> | DCOMM          |
| 2022-2023 | <ul style="list-style-type: none"> <li>► An annual assessment is made to evaluate the quality of (internal and external) general ILO communications, in accordance with the Disability Inclusive Communication Guidelines;<sup>8</sup></li> </ul>  | DCOMM          |

## Indicators and targets

| Indicators  | Target (2021)            | Target (2022-2023)   | Responsibility | Means of verification               |
|---|--------------------------|--|----------------|-------------------------------------|
| Percentage of references made to persons with disabilities in general communications, number of such references, and a qualitative assessment of positive/negative images | (baseline set this year) | X% of general ILO communications refer to persons with disabilities and indicate a high level of adherence to the Guidelines | DCOMM          | Quantitative and qualitative report |

<sup>7</sup> Once the ILO has both the guidelines in place and a monitoring mechanism to gauge their implementation, the rating of "Approaches Requirements" will have been reached.

<sup>8</sup> With a positive result of the assessment, the ILO will have reached a rating of "Meets Requirements" for this UNDIS Indicator.



International  
Labour  
Organization

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# ▶ ILO Disability Inclusion Policy and Strategy 2020-23

**For further information:**

International Labour Organization  
Conditions of Work and Equality Department  
Gender, Equality, Diversity and Inclusion Branch  
Route des Morillons 4  
1211 Geneva 22  
Switzerland

**ilo.org**