



# Situation of wage employment of people with disabilities

TEN DEVELOPING COUNTRIES IN FOCUS

**HANDICAP  
INTERNATIONAL**

**COVER PHOTO:** DUMLONGSAK (TEACHER, IT) HOUNGHEUNG SECONDARY SCHOOL  
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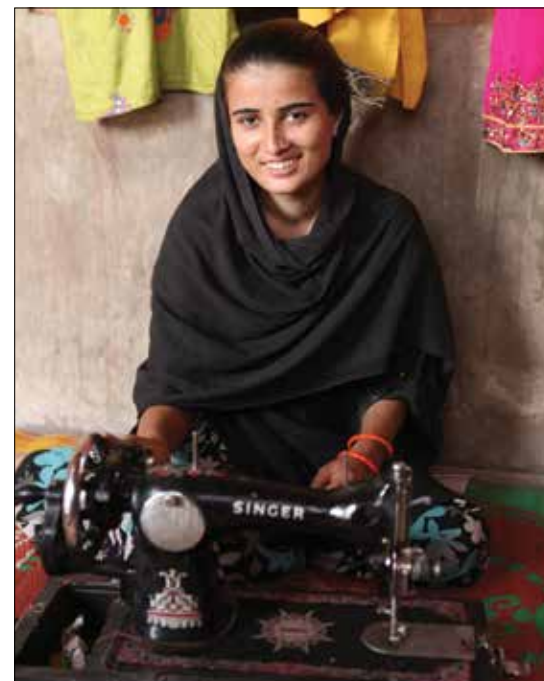
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*Two men in Burundi learn carpentry skills.  
© Dieter Telemans / Handicap International*



*Yasmine, 21, works as a seamstress in Pakistan.  
© Brice Blondel / Handicap International*



*In Tunisia, a man with an intellectual disability works as an apprentice. © A. Vincens de Tapol / Handicap International*

## Forward

People with disabilities are finally becoming more and more present and active in different arenas and debates all over the world. The United Nations Convention on the Rights of Persons with Disabilities (CRPD), celebrating its 10<sup>th</sup> anniversary in 2016, has increased global attention and progress. In addition, new frameworks like the Sustainable Development Goals and the recent World Humanitarian Summit have shown that development and emergency actors are now recognizing the importance of including people with disabilities in their programs. Nevertheless data about people with disabilities remains very poor, and only the 35 Organizations for Economic Co-operation and Development (OECD) countries are significantly and systematic considering this historically invisible group of global citizens.

One of the fundamental rights that is often denied to persons with disabilities is the right to employment. Based on 35 years of work with persons with disabilities in more than 60 developing countries, Handicap International has decided to study this issue of employment and disability. We challenged ten developing country teams to reach out to their local partners to capture the reality of employment today.

This qualitative study gives us very useful information about country teams' vision of decent work for persons with disabilities in those environments where specialized resources are rare and inclusive policies remain in their infancy. Despite many obstacles, we have identified some positive promises and future tracks for better practices and efficient services. Many stakeholders, like local business and employment bureaus, are piloting innovative ways to get people to work, and to retain their skills as this positive dynamic evolves.

Bringing these experiences to different audiences is the main goal of this document. We hope it will be the first piece of a more comprehensive data set and bank of best practices that reinforce access to decent jobs for people with disabilities wherever they happen to live in our global world.

A handwritten signature in black ink, appearing to read "Herve Bernard".

**Herve Bernard**  
*Head of Inclusion Unit,  
Handicap International*



*Parbati Bista, 24, obtained a job in a financial institution thanks to regional advocacy work in Nepal. Now she is able to give back to her community. © Brice Blondel / Handicap International*

## Acknowledgements

Handicap International would like to thank our teams and partners in 24 countries and states for making great strides in shifting attitudes, barriers, and policy to ensure that more people with disabilities can access meaningful employment.

We are pleased to share this report on the occasion of the first-ever Harkin International Disability Employment Summit in December 2016, in Washington, D.C. We are grateful to Senator Tom Harkin (ret.) for his commitment to creating equal opportunities for people with disabilities across the globe, and for his unwavering support of the United Nations Convention on the Rights of Persons with Disabilities, which has made so much progress that this report documents possible over the past decade.

Handicap International would like to thank Apolline Saurel, Angela Kohama, Mica Bevington, Michele Lunsford, Hervé Bernard, Zach Eaton, Gaetane Bleher, Harisha Varatharajah, and Manon Gruner for their work and contributions to this paper.

This paper would not be possible without the guidance and insight from our field staff and partners in Mali, Senegal, Morocco, Algeria, Tunisia, Egypt, Laos, Colombia, Bolivia, Haiti, Burundi, Madagascar, Benin, South Sudan, Mozambique, State of Palestine, Afghanistan, Pakistan, Nepal, Sri Lanka, Philippines, China, Bangladesh, and Vietnam.

## Introduction

### CONTEXT

Fifteen percent of the global population lives with a disability, according to the 2011 *World Report on Disability*, produced by the World Health Organization and the World Bank. People with disabilities face barriers to inclusion in mainstream society. They are disproportionately affected by discrimination and poverty. The growing body of data across low, middle, and high income countries show that people with disabilities of working age have much lower rates of employment than people without disabilities. According to the International Labour Organization, fewer than 20% of people with disabilities globally are currently working. These low employment rates are due to a wide variety of barriers that people with disabilities face in accessing decent work, including physical and structural barriers in the workplace and high levels of discrimination in regard to their ability to work. People with disabilities also face barriers to accessing the necessary education and training to prepare them for the workforce. This results in lower qualifications and low confidence among people with disabilities, limiting their access to the labor market.

Despite alarmingly low rates of employment, people with disabilities, when given the correct preparation and accommodation, thrive in all kinds of industries and sectors. Furthermore, employers report that if the work environment is designed correctly, most employees with disabilities are as productive and sometimes more productive than employees without disabilities.

### WHY IS HANDICAP INTERNATIONAL COMMISSIONING THIS STUDY?

Since 1982, Handicap International has worked to ensure that people with disabilities living in low-income, post-conflict and disaster settings are included in their communities, in schools, and within the workplace. In 2016, Handicap International partnered with the Harkin Institute for Public Policy and Citizen Engagement and several other disability-focused organizations to help plan the inaugural Harkin International Disability Employment Summit. For the summit, Handicap International prepared this white paper, a study on wage employment of people with

disabilities in low and middle income countries. It will serve as one of the conference references, and its authors will present the findings.

The paper's goal is to increase wage employment of people with disabilities by providing employers with best practices showcasing successful wage employment facilitated by Handicap International and partner businesses, enterprises, and organizations. This white paper, in its first edition, will be enhanced and adapted in future versions, based on new best practices and in order to include more countries.

Specifically, this study focuses on low and middle income countries. According to the WHO, 80% of people with disabilities live in developing countries. As there is an overall lack of national level data and information in developing countries about people with disabilities, it is difficult to fully understand the economic and social realities that people with disabilities face.

Handicap International strategically focused this study on wage employment rather than self-employment, because few people with disabilities have access to wage employment, especially in low and middle income countries. Simultaneously, as low and middle income countries continue to urbanize, opportunities for wage employment are increasing. Wage employment represents a large portion of future opportunities that will be available to people with disabilities.

Handicap International has 35 years of experience working with people with disabilities. In 2015, Handicap International counted 37 projects that worked to increase access to work for people with disabilities in the global south. This white paper harnesses Handicap International's expertise, capitalizing on information collected directly by field teams. This study also contributes to a small, growing set of research that compares and analyzes wage employment in developed versus developing countries.

### METHODOLOGY

Handicap International began with a literature review on employment of people with disabilities. We primarily discovered globally focused, macro-level information on the subject, drawing mainly from

the *World Report on Disability* by the WHO and the World Bank, as well as documents from the International Labour Organization and self-published documents from Handicap International.

Next, Handicap International surveyed the heads of our field projects to collect information on successful wage employment of people with disabilities. These questionnaires were sent to ten countries in which Handicap International has active projects to increase wage employment of people with disabilities. These ten countries are the primary countries of focus in this study. The survey was also sent to staff in 14 other countries in which Handicap International works to increase employment of people with disabilities, primarily through self-employment methods.

The results of the questionnaire provide an overview of wage employment in each country, and summarize advice given by Handicap International country teams regarding the effectiveness of various interventions, challenges faced by employers and people with disabilities, as well as overall recommendations on wage employment of people with disabilities. In order to have richer and more objective information about interventions implemented in low and middle income countries, staff organized workshops and interviews with Handicap International partners in a couple of the focus countries. In addition, researchers conducted follow-up interviews with country level teams to clarify information, and further delve into issues brought up in the questionnaires.

Next, researchers produced country fact sheets on the employment of people with disabilities. These fact sheets present macro-level statistics, outline key legislation and public policies, and present important actors and services related to employment of people with disabilities. These country fact sheets are included in this white paper. In addition to government data, these fact sheets include information from existing, local studies.

Finally, Handicap International conducted an analysis of the main trends around employment of people with disabilities in the 24 of the 30 countries and states in which Handicap International runs employment projects. From this analysis, we have identified some key recommendations to guide the future practices of stakeholders, avoid mistakes and replicate some of the “best practices” outlined here.

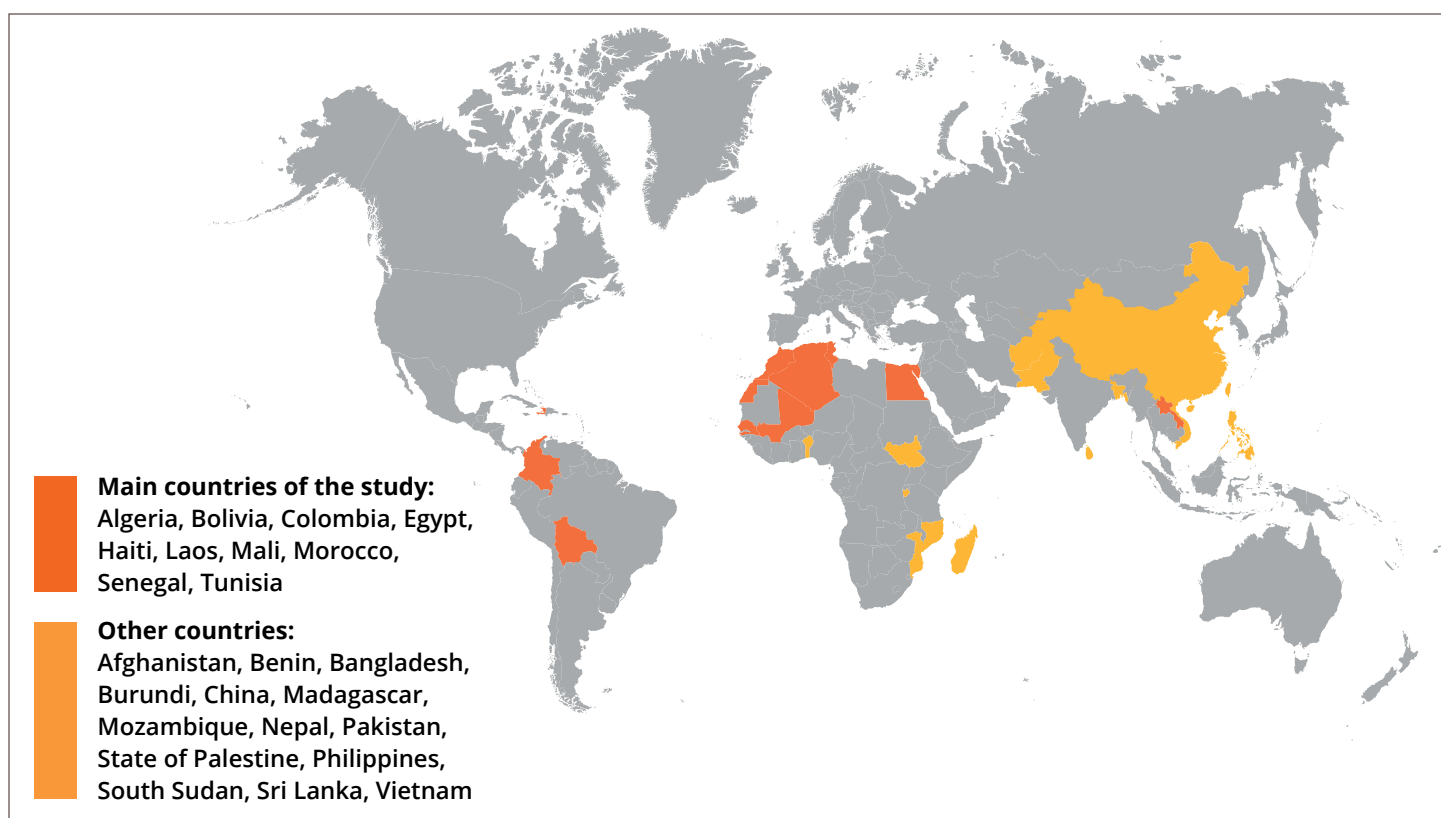
This study was not commissioned as a quantitative study. It remains a qualitative endeavor, based on the opinions of Handicap International teams and local partners’ vision of including people with disabilities in the mainstream workplace. In addition, the scope of this study is based on the experiences of Handicap International in 24 countries and states, and therefore should not be considered exhaustive and representative of the global situation. It was commissioned to give an overview of wage employment in many developing contexts for people with disabilities, and to outline areas of opportunity to improve inclusion.



*Mamadou Bah is a paid intern in the external negotiation department of Senegal's BICIS Bank (BNP Paribas Group).*

*© Elise Fitte-Duval / Handicap International*





## GLOBAL SNAPSHOT OF EMPLOYMENT OF PEOPLE WITH DISABILITIES

Handicap International found that, across the 24 countries and states surveyed, the service sector is the sector that most frequently hires people with disabilities, especially in administrative roles. For example, “in [the] Philippines, service industries such as hotels, restaurants, spas, and salons are most likely to hire people with disabilities.”<sup>1</sup>

In Tunisia and Bolivia, people with disabilities are more likely to work in the public sector while in Senegal, Morocco, and the State of Palestine, people with disabilities are primarily hired by private enterprises. In Bolivia, this could be explained by the quota system—there is a public sector quota, but not a private sector quota. In Tunisia, up until 2012, there was no official record that the government had ever employed a person with a disability. However, after passing a quota law in 2012, mandating that 1% of the workforce had to be people with disabilities, in 2013 the public sector hired 350 people with disabilities. While the private sector in Tunisia has not

yet successfully met the quota, the government has already increased the quota to 2% for both the public and private sectors.

Another finding from Handicap International’s survey is that small sized enterprises are more likely to employ people with disabilities, in comparison to their medium and large sized counterparts. That being said, multinational subsidiaries in some countries do an excellent job of employing people with disabilities, such as BICIS-BNP Paris in Senegal, or L’Oréal Morocco.

Enterprises with corporate social responsibility (CSR) strategies or enterprises that have been sensitized to social responsibility within the workplace are increasingly likely to hire people with disabilities. However, in addition to hiring more people with disabilities, these companies are also more likely to participate in the promotion of disability rights. One example is Zena Exotic Fruits in Senegal—a top employer of people with disabilities—which has a strong involvement in Senegal’s CSR policies.

<sup>1</sup> E. Gatchalian Corte (2013) *Filipino employers’ attitude towards persons with disabilities*, January 2013

Enterprises that have already employed people with disabilities historically are more likely to hire people with disabilities in the future. In Colombia, a 2015 study by the employment website *trabajando.com* states that 80% of the companies that hired people with disabilities have hired at least ten people with disabilities in the past year.

Our survey results report that employers from several Asian and Latin American countries are increasing initiatives around disability inclusive employment. For example, the Employer's Federation of Ceylon in Sri Lanka has a subnetwork called the Employer Network on Disability. This subnetwork plays a major role in facilitating employment and training

opportunities in the private sector for Sri Lankan job seekers with a disability.

There is still work to be done to increase inclusive employment measures. CSR strategies targeting people with disabilities are rare in low and middle income countries, and reasonable accommodation and/or disability management are unfamiliar concepts for the majority of employers. However, there is increased sensitization of employers to concepts of disability inclusive employment, especially in countries with awareness campaigns and trainings from civil society and the state, and we anticipate that the benefits of hiring people with disabilities will continue to increase.



*Eya Lébéné Akapo works as a seamstress in Togo. ©J-J. Bernard / Handicap International*

## PART ONE: Understanding disability & wage employment



Naing Zaw Htoo, 27, works with electronics in Thailand. © Erika Pineros / Handicap International

### DISABILITY, POVERTY, AND DEVELOPMENT

#### Definition of disability

The word disability is complex and contested—the notion of which has changed and evolved over the past 50 plus years. Currently, the definition of disability differs between countries, cultures, and social groups. It is critical to understand and to be able to differentiate between the most common definitions of disability. Defining disability correctly directly influences the strategies and interventions created to promote employment of people with disabilities.

Social scientists and human rights activists worked with people with disabilities to create multiple models that qualify societal paradigms on disability. There are three dominant models: the traditional model, the social model, and the interactive social model.

- **The traditional model** is the historically dominant model in the formulation and operationalizing of disability policy, and it is still used

within some contexts. There are two sub-groups that together comprise the traditional model:

- **The charity model** is a compassion-based approach in which people with disabilities are perceived as “victims,” dependent, and socially inferior.
- **The medical model** defines disability as an individual health problem, illness, or impairment. Through this paradigm, social exclusion is seen as the result of limitations imposed by the impairments rather than as a result of barriers in the environment, and can limit inclusion of people with disabilities into society.<sup>2</sup>
- **The social model** defines disability as a consequence of environmental, social, economic, and attitudinal barriers that prevent people with disabilities from fully participating in society.<sup>3</sup> The social model differs from the medical model because people are viewed as being disabled by society rather than by their bodies.<sup>4</sup>

<sup>2</sup> Aaron Gottlie, William N. Myhill, Peter Blanck, (2010) “Employment of people with disabilities,” *International encyclopaedia of rehabilitation*, Center for International Rehabilitation Research Information and Exchange (CIRRIE)

<sup>3</sup> Albert, Bill. Briefing Note: The social model of disability, human rights and development. Disability KaR Research Project. 2004

<sup>4</sup> Shapiro, Joseph. “Disability policy and the media: A stealth civil rights movement bypasses the press and defies conventional wisdom.” *Policy Studies Journal* 22.1 (1994): 123-132.

- **The interactive social model** benefits from the development of both the medical and social models. Disability is not considered a characteristic of the person, but rather the result of interaction between the person and his/her environment.

This interactive social model is now a reference framework among stakeholders involved in disability rights activism and policy development, and provides a common vision and understanding of disability. It is in line with the definition of the UN Convention on the Rights of Persons with Disabilities (UNCRPD), which promotes the principle that all people must have equal opportunities to access and participate in society.

*“Persons with disabilities include those who have long-term physical, mental, intellectual, or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.”*

— ARTICLE 1, CONVENTION ON THE RIGHT OF PERSONS WITH DISABILITIES (CRPD).<sup>5</sup>

Handicap International uses a mainstream Canadian disability model as a reference for our work. This model is based on this interactive social model known as the **Disability Creation Process (DCP)**.<sup>6</sup> The DCP model has also been adopted by the International Classification of Functioning, Disability and Health (ICF) of the World Health Organization (WHO), which 191 countries accept as the international standard to describe and measure disability.<sup>7</sup> The International Classification of Functioning, Disability and Health currently uses the Washington Group Questions<sup>8</sup>, which are a useful tool created to collect survey data on disability.

### *Why should we promote work for people with disabilities?*

It is imperative that we increase access to safe, dignified work for people with disabilities. By increasing employment opportunities for people with disabilities, we will simultaneously proportionally lift people with disabilities out of poverty, increase the health and wellness of newly employed people with disabilities, and massively stimulate economies across the globe.

### *The relationship between disability and poverty*

Disability is both a cause and a consequence of poverty (see Figure 1). This relationship is often described as a vicious circle: poor people are more likely to acquire a disability because they often lack access to good nutrition, health care, and sanitation as well as safe living and working conditions. Correspondingly, people with disabilities are more likely to live in poverty due to discrimination and barriers to participation in society: from education to health services and employment. **Income generating activities for people**



5 UN Web Services Section, Department of Public Information (2006) *Convention on the Right of persons with disabilities*, [<http://www.un.org/disabilities/convention/conventionfull.shtml>]

6 “Disability Creation Process and the International Conceptual Evolution in the Disability Field (DCP).” The International Network on the Disability Creation Process. N.p., 2016. Web. Oct. 2016.

7 World Health Organization (2001), *International classification of functioning, disability and health*. Geneva, Switzerland.

8 Visit <http://www.washingtongroup-disability.com/>

with disabilities, whether entrepreneurial in nature or formal wage employment, are the best tools to graduate out of poverty and meet basic needs.

### Social and psychological function of work

The most obvious function of work is the economic function, which is to provide an income. But work has other important functions:

**The social function:** Work serves to give the working person a sense of standing in relation to society, community, and family by improving social status. It gives people the opportunity to have social contact, while the lack of employment reinforces social isolation.

**The psychological function:** Working, but particularly wage employment, provides an opportunity for people with disabilities to prove that they can contribute and participate to society. Work leads to improved self-esteem and capacity to socialize with other people.<sup>9</sup>

### Global impact

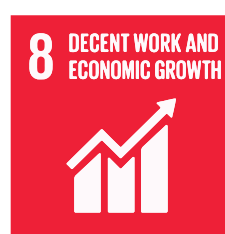
#### COST OF EXCLUSION OF PEOPLE WITH DISABILITIES FROM THE LABOR MARKET

Multiple studies have calculated the cost of exclusion of people with disabilities from the labor market. While the designs of these studies vary, each concludes that there is a large, macroeconomic cost of excluding people with disabilities from the workforce. In 2009, the ILO cited the global annual GDP loss due to disability to be between US\$ 1.37 and US\$ 1.94 trillion.<sup>10</sup> The Asian Development Bank maintains that while there are costs associated with including people with disabilities, these are far outweighed by the long-term financial benefits to individuals, families, and society.<sup>11</sup>

### Some examples of annual GDP loss due to workplace exclusion in developing countries:

- Economic costs from exclusion of people with disabilities in Asia range between 3% of 2006 GDP in Vietnam (U.S.\$ 1.8 billion) to 4.6% of 2007 GDP in Thailand (US\$ 9.6 billion).<sup>12</sup>
- In Bangladesh, exclusion of people with disabilities from the labor market results in a total loss of U.S.\$ 891 million/year.<sup>13</sup>
- In Africa, macroeconomic losses are between 3.1 per cent of GDP in Malawi (U.S.\$ 99 million) and 7% of 2006 GDP in South Africa (U.S\$ 17.8 billion).<sup>14</sup>
- In Morocco, lost income due to exclusion from the workforce is estimated to result in national level losses of 9.2 billion dirhams (approximately U.S.\$1.1 billion).<sup>15</sup>

### Development, human dignity, and social cohesion



SOURCE: SUSTAINABLE DEVELOPMENT GOALS

In the United Nations' post-2015 development agenda, the Sustainable Development Goals commit to "leaving no one behind." This means that "no goal should be met unless it is met for everyone," which highlights the real need to fight inequalities to achieve development. The SDGs promote "full and productive employment and decent work for all" in Goal 8, and there is a clear reference to disability within the indicators to measure progress, which

<sup>9</sup> Handicap International (2011), *Inclusive employment*, Policy Paper, Technical Resources Division, p. 14.

<sup>10</sup> Buckup, Sebastian, "The price of exclusion: The economic consequences of excluding people with disabilities from the world of work," International Labour Organization, [http://www.ilo.org/wcmsp5/groups/public/---ed\\_emp/---ifp\\_skills/documents/publication/wcms\\_119305.pdf](http://www.ilo.org/wcmsp5/groups/public/---ed_emp/---ifp_skills/documents/publication/wcms_119305.pdf)

<sup>11</sup> Banque Mondiale (2007) Social Analysis and Disability, A Guidance Note, p.1.

<sup>12</sup> Buckup, Sebastian, (2009), *The Price of Exclusion the Economic Consequences of Excluding People with Disabilities from the World of Work.*, International Labour Office, and Skills and Employability Department, Geneva, p. 15.

<sup>13</sup> Banks, Lena Morgon, and Sarah Polack. (2014) *The Economic Costs of Exclusion and Gains of Inclusion of People with Disabilities.* CBM, International Centre for Evidence in Disability and London School of Hygiene & Tropical Medicine, p. 39.

<sup>14</sup> Buckup, Sebastian, (2009), *The Price of Exclusion the Economic Consequences of Excluding People with Disabilities from the World of Work.*, International Labour Office, and Skills and Employability Department, Geneva, p. 39.

<sup>15</sup> Collectif pour la promotion des droits des personnes en situation de handicap (2011). *Etude sur le coût économique de l'exclusion du marché du travail des personnes en situation de handicap au Maroc*, p. 2.

was not the case in the SDG's predecessor, the Millennium Development Goals.

For example, indicator 4.5: "By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations."<sup>16</sup> SDG 8, focusing on decent work and economic growth, cannot be met if people with disabilities continue to face discrimination and barriers to employment due to their disability.

The CRPD recognizes the right to work for people with disabilities as a fundamental, natural way to ensure human dignity. The CRPD was adopted by the UN General Assembly on December 13, 2006 and, now signed by 187 countries, aims to achieve this goal of protecting rights of people with disabilities.

Article 27 of the CRPD "recognizes the right of persons with disabilities to work, on an equal basis with others; this includes the opportunity to gain a living by work freely chosen or accepted in a labor market and work environment that is open, inclusive, and accessible to persons with disabilities." Moreover, the CRPD prohibits all forms of employment discrimination, promotes access to vocational training, promotes opportunities for self-employment, and calls for reasonable accommodation in the workplace.

## WAGE EMPLOYMENT OF PEOPLE WITH DISABILITIES: KEY CONCEPTS

### *Unemployment among people with disabilities*

Although there is a lack of exact data on employment of people with disabilities, initial data samples and statistical estimates blatantly prove that people with disabilities have higher rates of unemployment than people without disabilities.

*In developing countries, 80-90% of people with disabilities of working age are unemployed.<sup>17</sup> In the 35 Organisation for Economic Co-operation and Development (OECD) countries, the situation is slightly*

### BOX 1: Labor market concepts

- **Work** is all human activities, **paid or unpaid**, that produce the goods or services in an economy. **Employment** is all work carried out **in return for payment**. It also refers to the number of people engaged in wage employment and self-employment.
- **Unemployment** refers to persons who are **not employed**, but who **are available** for work and who are **currently seeking work**.
- The **inactive population** is all persons who were neither "employed" nor "unemployed". It includes:
  - People who are not yet of working age (varies among legislation, but most of the time you can't work when you are younger than 15 years old)
  - Students
  - Retirees and pre-retirees
  - Stay at home parents
  - People unable to work
  - Others

SOURCE: International Labour Organization

*better but still alarming: on average, 66% of people with disabilities are unemployed in OECD countries.<sup>18</sup>*

Vulnerability to unemployment is not exclusive to people with disabilities. Studies demonstrate that women, young people, or people with severe impairments are more likely to be unemployed.

There are also many economically inactive people—unemployed individuals not actively seeking work—among people with disabilities (see Box 1). This is different than people who are unable to work, e.g. due to medical conditions. However, people with disabilities and employers often feel that people with disabilities do not have the capacity to work, when in reality these individuals do not work because of environmental and attitudinal barriers in the workplace,

<sup>16</sup> Nino, Florencia Soto. "Economic Growth." United Nations Sustainable Development, <http://www.un.org/sustainabledevelopment/economic-growth/>

<sup>17</sup> Zarocostas J. (2005) "Disabled still face hurdles in job market", *The Washington Times*, A16.

<sup>18</sup> World Health Organization and World Bank (2011), *World Report on Disability*, p. 237

such as workplace discrimination and poor working conditions.

*In industrialized countries, the inactivity rate of people with disabilities was about 2.5 times higher than people without disabilities (49% and 20%, respectively).*<sup>19</sup>

### Wage employment

**Wage employment** is an agreement between two parties with an employer-employee relationship, which gives salary in exchange of work under pre-determined terms and conditions. In contrast, **self-employment** is when individuals create and run their own business.

Wage employment is found in both the public and private sector and can be formal or informal (see Figure 2). The **formal economy** refers to the application of a framework for regulating employment and the payment of taxes. In contrast, the **informal economy** consists of activities undertaken outside of official structures, which regulate taxation, employment, legislation, and social security. It includes small-scale agriculture, petty trading, home-based enterprises,

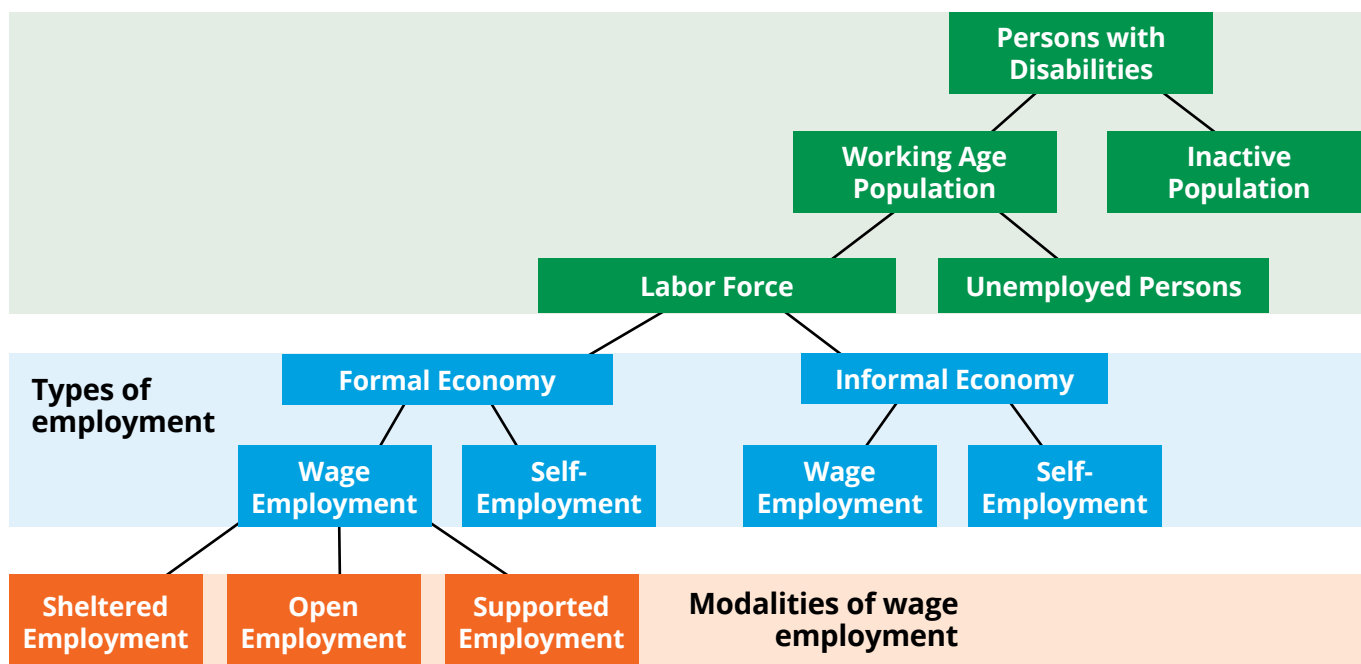
small businesses employing a few workers, and other similar activities.<sup>20</sup> People with disabilities are more likely to engage in informal employment, especially in low and middle income countries where the informal economy is larger.

The majority of workers and enterprises in the informal economy produce legal goods and services. These activities **should be distinguished from illegal activities**.

**Illegal work** includes a set of major fraudulent activities conducted in exchange for income or assets, such as undeclared work, irregular employment of foreign workers, or foreign labor trafficking. Illegal work can be found in both the informal and the formal economy.

Informal employment represents around 15% of the non-agricultural economy in developed countries. In contrast, informal employment makes up 48% of non-agricultural employment in North Africa, 51% in Latin America, 65% in Asia, and 72% in sub-Saharan Africa. If agricultural employment is included, the percentage of individuals engaged in informal

**FIG. 2: Key concepts in the labor market**



SOURCE: Handicap international

<sup>19</sup> World Health Organization and World Bank (2011), *World Report on Disability*, p. 237

<sup>20</sup> International Labour Organization, (2007) *The Employment Situation of People with Disabilities: towards improved statistical information*, Geneva.

employment is as high as 90% in countries like India and in many sub-Saharan African countries.<sup>21</sup>

Besides the impact on taxes, the informal economy lacks the safety nets necessary to ensure dignified work conditions for employees. For example, employees in the informal economy lack work security, proper remuneration, benefits, welfare protection, and representation. Within the informal economy, there is also less opportunity to learn and grow within the workplace; whether growth is via vocational training or other types of capacity building while on the job.

The negative impacts associated with the informal economy prove that formal employment is more likely to lead to decent work. **Decent work** goes a long way toward ensuring dignity within the workplace, as it is a voluntary and productive work, often associated with a safer workplace.

### **Decent work**

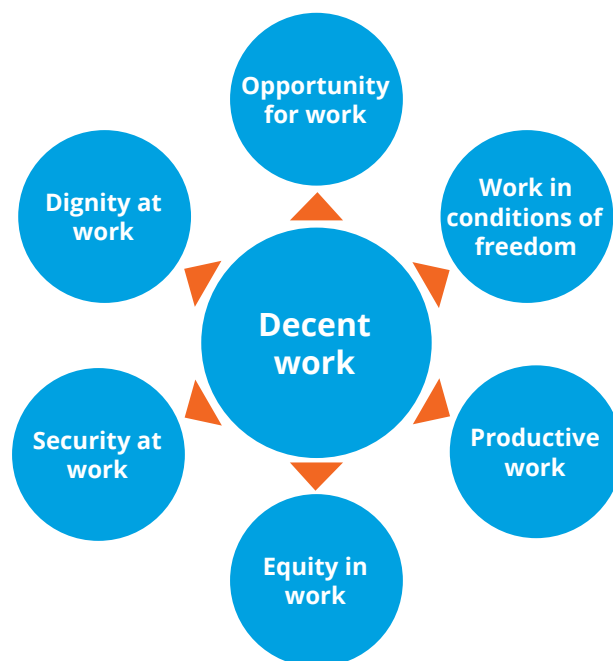
The ILO defines the concept of decent work in Working Paper No. 2: “Measuring Decent Work with Statistical Indicators” by breaking down decent work into the following six categories:

**Opportunities for work** refer to the need for all persons (men and women) who want work to be able to find work, since decent work is not possible without work itself. The underlying concept of work is a broad one, encompassing all forms of economic activity, including self-employment, economic unpaid family work, and wage employment in both the informal and formal sectors.

**Work in conditions of freedom** underscores the fact that work should be freely chosen and not forced on individuals and that certain forms of work are not acceptable in the 21st century. It means that bonded labor and slave labor as well as unacceptable forms of child labor should be eliminated as agreed by governments in international declarations and labor standards. It also means that workers are free to join workers organizations.

**Productive work** is essential for workers to have acceptable livelihoods for themselves and their families, as well

**FIG. 3: Decent work**



SOURCE: Handicap International

as to ensure sustainable development and competitiveness of enterprises and countries.

**Equity in work** represents workers’ need to have fair and equitable treatment and opportunity in work. It encompasses absence of discrimination at work and in access to work and ability to balance work with family life.

**Security at work** is mindful of the need to help safeguard health, pensions and livelihoods, and to provide adequate financial and other protection in the event of health and other contingencies. It also recognizes workers’ need to limit insecurity associated with the possible loss of work and livelihood.

**Dignity at work** requires that workers be treated with respect at work, and be able to voice concerns and participate in decision-making about working conditions. An essential ingredient is workers’ freedom to represent their interests collectively.<sup>22</sup>

In this same report, a statistical indicator shared on 11 groups is proposed: employment opportunities, unacceptable work, adequate earnings and productive work, decent hours, stability and security of work,

<sup>21</sup> International Labour Organization, (2002) *Women and Men in the Informal Economy*, Geneva, p. 10.

<sup>22</sup> Richard Anker, Igor Chernyshev, Philippe Egger, Farhad Mehran and Joseph Ritter (2002), *Measuring Decent Work with Statistical Indicators*, Working Paper No. 2, Policy Integration Department Statistical Development and Analysis Group International Labour Office, Geneva



combining work and family life, fair treatment in employment, safe work environment, social protection, social dialogue and workplace relations, and finally, economic and social context of decent work. ILO plays a major role in the promotion of decent work for all men and women. Indeed, to pursue this objective, they created the “Decent Work Agenda” with four pillars: employment creation, social protection, rights at work, and social dialogue.

Access to work is a huge issue for people with disabilities; access to **decent work** is even more difficult.

### Modalities of wage employment for people with disabilities

We can group the many modalities of wage employment for people with disabilities in three main categories: **open or mainstream employment, supported employment/work, and sheltered employment/work.**

Most of the time, these options differ in function of how people see persons with disabilities: The medical or charity views of disability lead often lead to employment in a sheltered environment, while the interpretation of disability from the social model involves more often employing persons with disabilities in a competitive environment.<sup>23</sup>

### Definitions

**Normal pay:** Equivalent to at least the minimum wage valid in the country.

**Natural supports:** The existing supports on job sites, typically available to all employees.

**Reasonable accommodation:** In the CRPD, it is defined as “the necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.”

The **sheltered environment** refers to a protective environment without integration and competition with nondisabled workers, whereas **competitive or mainstream environment** is a regular workplace where people with disabilities compete and work with employees without disabilities. Different modalities are detailed in Table 1.

Sometimes, **additional supports** are needed to support people with disabilities in obtaining and sustaining employment. This is especially true for

**TABLE 1: Modalities of wage employment of persons with disabilities**

Work environment	Worker receives normal pay and social security measures comparable to non-disabled workers	Worker receives no pay or small amounts in the form of pocket money, or receives a special allowance or benefit
Competitive/ mainstream environment	<b>Open employment</b> People with disabilities are able to work in a competitive environment with natural supports and reasonable accommodation only.	
	<b>Supported employment</b> Additional support is necessary to be able to work in the competitive environment.	<b>Supported work</b>
Sheltered environment	<b>Sheltered employment</b> People are not able to work in the open labor market.	<b>Sheltered work</b>

BASED ON: EASPD, Definition and concept of employment strategies, Atlas project, 2005

<sup>23</sup> Aaron Gottlie, William N. Myhill, Peter Blanck, (2010) “Employment of people with disabilities,” *International Encyclopaedia of Rehabilitation*, Center for International Rehabilitation Research Information and Exchange (CIRRIE)

people with psycho-social or multiple disabilities. Often, individual training, the support of a job coach, assistive technology, and individual placements can help. These techniques are used in a type of work called **supported employment**. Sometimes, financial incentives for employers to hire people with disabilities are also integrated into this category.

When people with disabilities cannot work in a regular environment, even with adequate support, they have the possibility to work in a **sheltered environment**, a specific structure adequate to the need of these individuals.<sup>24</sup>

Sheltered work and employment has been largely criticized because it segregates people with disabilities from the mainstream workforce, and because people typically lose many of their rights in comparison to the open labor market, including livable wages and social insurance. In addition, many parallels are drawn between sweatshop labor and sheltered employment. Often in sheltered employment, people with disabilities perform easy, repetitive tasks such as packaging or product assembly in a segregated workplace, which doesn't allow them to be integrated with people without disabilities.<sup>25</sup>

## ACCESS TO WAGE EMPLOYMENT FOR PEOPLE WITH DISABILITIES

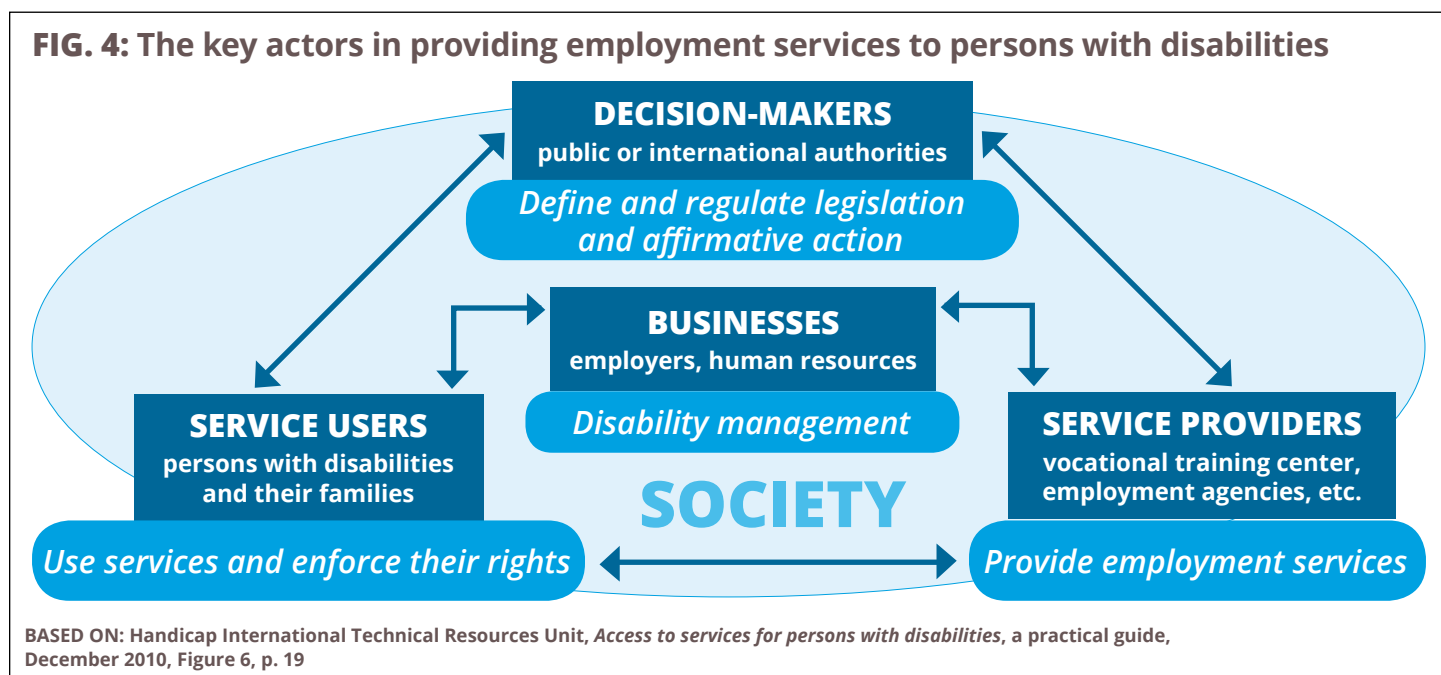
### Main stakeholders

Access to employment depends on the interaction of four main categories of actors:

**Job seekers and/or employees with disabilities** should be able to successfully express their needs and priorities. They should also be able to successfully influence the policies created and operationalized by authorities, reinforcing their right to access decent work.

**Decision-makers** play a regulatory role by defining key guidelines, supporting employers and service providers and implementing affirmative action to fight against discrimination at work. They should also provide the resources necessary to ensure the availability of services and guarantee their level of quality.

**Service providers** can be public or private agencies, employment offices, vocational training centers, social services, chambers of commerce, and industry. They supply the required information on their services to the authorities and must respect the quality standards and principles defined by a regulatory body. They also match enterprises and job seekers with disabilities.



<sup>24</sup> Laurent VISIER (1998) Sheltered employment for persons with disabilities, *International Labour Review*, ILO, Vol. 137, No. 3

<sup>25</sup> Handicap International (2010) *Access to services for persons with disabilities, a practical guide*, Technical Resources Unit, p. 19

**Table 2: Barriers to employment of people with disabilities, categorized by key stakeholders**

	<b>People with disabilities cannot search for employment because:</b>	<b>People with disabilities cannot enter the workplace because:</b>	<b>People with disabilities cannot sustain employment and develop their career because:</b>
<b>Individual barriers</b>	<p>They exclude themselves from the labor market.</p> <ul style="list-style-type: none"> <li>• Low self-esteem and no acceptance of their disability</li> <li>• Overprotective family</li> </ul>	<p>They don't meet the required profile.</p> <ul style="list-style-type: none"> <li>• Lack of qualifications and skills, often due to exclusion from the education system</li> </ul>	<p>They sometimes find it difficult to successfully fulfill tasks in open employment without support and adaptations.</p> <ul style="list-style-type: none"> <li>• Attitudinal barriers: no experience of work that can lead to difficulties to respect working hours, or develop interactions with others</li> <li>• Difficulties to realize the tasks without the necessary adaptation can give additional stress</li> <li>• Absence of guidance and tutoring can slow down the work and make them feel less productive</li> </ul>
<b>Service barriers</b>	<p>Employment services are not accessible for people with disabilities.</p> <ul style="list-style-type: none"> <li>• No accessibility to job-seeking and placement services</li> <li>• No accessibility to education and vocational training services</li> </ul>	<p>Employment services are not appropriate for people with disabilities.</p> <ul style="list-style-type: none"> <li>• Adequacy of vocational training with job opportunities</li> <li>• Placement services lack the knowledge, will, and skills to successfully place people with disabilities in employment.</li> </ul>	<p>Support employment services are needed, but unavailable.</p> <ul style="list-style-type: none"> <li>• No services are available to support enterprises in disability management</li> </ul>
<b>Business barriers</b>	<p>Enterprises' corporate attitudes discourage people with disabilities from seeking a job.</p> <ul style="list-style-type: none"> <li>• Businesses not open to inclusion of people with disabilities</li> </ul>	<p>The workplace is not accessible for people with disabilities.</p> <ul style="list-style-type: none"> <li>• Accessibility barriers</li> <li>• No accommodation</li> </ul> <p>Enterprises don't want to hire people with disabilities.</p> <ul style="list-style-type: none"> <li>• Discrimination</li> <li>• Misconception of employers about people with disabilities</li> </ul>	<p>The work position is not appropriate for them.</p> <ul style="list-style-type: none"> <li>• Tasks are inappropriate</li> <li>• Job organization is inappropriate (working hours, for example)</li> <li>• No technical accommodation</li> </ul> <p>They are dissatisfied with the job.</p> <ul style="list-style-type: none"> <li>• Negative attitude/treatment of employer or other employees</li> <li>• Job doesn't meet expectations: no responsibility, tasks fall below their qualifications, no career development possibilities</li> </ul>
<b>Policy maker barriers</b>	<p>Policy makers do not design, operationalize and enforce non-discrimination clauses in employment law, fiscal incentives and disability-inclusive employment services.</p>	<p>Policy makers do not create and enforce frameworks and guidelines to ensure employers understand how to ensure reasonable accommodation in the workplace.</p>	<p>Policy makers do not give the appropriate support to enterprises.</p>
<b>Societal barriers</b>	<p>Society influences people with disabilities' choice of seeking employment.</p> <ul style="list-style-type: none"> <li>• Charity and medical view: Idea that people with disabilities can't work</li> </ul>	<p>Society influences employers' hiring choices for people with disabilities.</p> <ul style="list-style-type: none"> <li>• Charity and medical view: Idea that people with disabilities can't work</li> </ul>	<p>Society influences employers' and employees' attitudes towards people with disabilities.</p> <ul style="list-style-type: none"> <li>• Charity and medical view: Idea that persons with disabilities are not competent and are inferior</li> </ul>

SOURCE: HANDICAP INTERNATIONAL

**The business world** (enterprises, federation, unions of employers, CSR networks, etc.) should hire and promote employment of persons with disabilities, offer them a proper salary, and provide them adequate conditions. Employers should also respect rules laid down by authorities and successfully express their needs and issues to decision-makers and service providers.

### Main barriers to access wage employment

#### Attitudinal barriers

**Discrimination:** Most of the time, unemployment of people with disabilities is the result of discrimination. Employers often prefer to hire people without disabilities because they view disability as a health problem that results in an inability to work.

**Misconception:** Employers perpetuate the stereotype that people with disabilities are not able to work or are less productive and capable of excelling at a job compared to people without disabilities. This stems from poor knowledge on the part of the employer around disability and accommodation, as well as poor knowledge of how to provide reasonable accommodations to include people with disabilities in the workplace.

#### Accessibility

The working environment is sometimes inaccessible for people with disabilities. Inaccessibility may include barriers found in the physical environment, transportation, information, and communications. Physical barriers are structural obstacles that prevent or block mobility or access. Communication

and information barriers are experienced by people who have disabilities that affect hearing, speaking, reading, writing, and/or understanding, and who use different ways to communicate than people who do not have these disabilities. Accessibility is largely affected by the design of buildings and mainstream work processes. By ensuring that buildings and work processes are designed to be as inclusive as possible from the outset, employers mitigate many future expenses needed to create inclusive workplaces.

#### Education, training, and skills

Children and youth with disabilities have fewer opportunities to access education and vocational training courses than children and youth without disabilities, resulting in lower qualifications and less skills necessary to obtain a job. Handicap International’s Inclusive Education staff state, “Children with disabilities have an equal right to an inclusive, quality and free primary and secondary education. However, in most low and middle income countries, they are ten times less likely to attend school than non-disabled peers and are more likely to drop out than any other group of children.”<sup>26</sup>

Globally, more than 30 million primary and lower-secondary school age children with disabilities in developing countries are estimated to be out of school due to a range of barriers to education from school facilities and materials that are inaccessible to them, teachers who lack the training to support them, and cultural factors keeping them “hidden” at home.<sup>27</sup>



<sup>26</sup> Education for All? This Is Still Not a Reality for Most Children with Disabilities. N.p.: Handicap International, 2015. Online PDF.

<sup>27</sup> (Education Commission report, 2016)

They are therefore even less likely to attend vocational training courses or post-secondary education, since only 11% of all youth in low-income countries attend vocational/tertiary or post-secondary education, compared to 80% in high income countries.<sup>28</sup> This means that they have limited opportunities to gain qualifications and skills needed to obtain jobs paying decent wages. Children and youth with disabilities have fewer opportunities to access education and vocational training courses than children and youth without disabilities, resulting in lower qualifications and less skills necessary to obtain a job.

There is also a mismatch between the types of training courses available to people with disabilities and the job opportunities in local markets. In addition, many training courses available to people with disabilities do not provide recognized certification upon graduation. The lack of recognized qualifications and inadequate skill acquisition in the labor market may perpetuate unemployment of people with disabilities.

### **Business case for hiring people with disabilities**

Employers often have reservations about hiring people with disabilities to work for their company when they shouldn't. Several companies have reported that if people with disabilities are hired for a job matching their skills and if the right accommodations are available, employees with disabilities can be just as productive as other workers and their inclusion may even increase overall profit margins.<sup>29</sup>

In South Africa, Llewellyn Marescia, a former branch manager at a specialized disability recruitment agency said that "All said, the cost to accommodate a disabled person is minimal in comparison to the value that the person can bring to the business."<sup>30</sup>

**Return on investment:** Companies report that employees with disabilities have comparable productivity, better retention and low absenteeism rates, and that they

are reliable and highly motivated. Sometimes people with disabilities are the most qualified for a job and in some cases, even outperformed non-disabled people.<sup>31</sup>

**Marketing & innovation:** Many companies have found that by employing people with disabilities they have been better able to understand and serve their customers with disabilities. In the United States, customers with disabilities represent \$1 trillion in annual aggregate consumer spending.<sup>32</sup>

**Workplace diversity & corporate culture:** Hiring people with disabilities can contribute to the overall diversity, creativity, and workplace morale.

**Social responsibility:** Social responsibility fosters consumer trust and enhances a company's image among its staff, community, and customers. In turn, companies are more competitive, as they attract larger number of employees and customers.

### **Strategies to promote mainstream wage employment for people with disabilities in OECD countries**

#### **Regulate and define legislation and affirmative actions**

##### **ANTI-DISCRIMINATION LAWS**

Anti-discrimination laws make it illegal to base employment decisions on a person's disability and affirm the right of persons with disabilities to access employment on an equal basis with others. In addition, such laws can include mandates for reasonable accommodation that is necessary for a worker with a disability to fully perform his or her duties.

- The United States was the first country to implement an anti-discrimination law for people with disabilities in their 1960s civil rights legislation.<sup>33</sup>

##### **QUOTA SYSTEMS**

As incentives to hire people with disabilities, quotas are a way to fight discrimination. Quotas can be

<sup>28</sup> (Education commission report, 2016)

<sup>29</sup> ILO (2010), *Disability in the Workplace: Company Practices*, Working Paper No 3, Bureau for Employers' Activities and Skills and Employability Department, Geneva

<sup>30</sup> Disabled hiring still in its infancy', *Business Day South Africa*, 14 October 2003

<sup>31</sup> Disabled hiring still in its infancy', *Business Day South Africa*, 14 October 2003

<sup>32</sup> David Morris, "The Next Great Hiring Frontier," *Wall Street Journal*, 13 September 2005

<sup>33</sup> International Labour Office (2015), *Decent work for persons with disabilities: promoting right in the development goal agenda*, Gender, Equality and Diversity Branch, p109

enforced via legal means or designed as a moral obligation. Typically a fine is attributed if there is a failure to comply with the quota.

- In the Netherlands, a quota system leverages a legislative recommendation to suggest public and private employers employ a certain proportion of people with disabilities, so long as they have more than 20 employees. However, this system was not successful as the proportion with people with disabilities in the workforce remains below the quota, and there have been no sanctions by the government since 1986.

Quotas are often adjusted according to the employer's size—enterprises with a certain number of employees, for example, may have larger quotas, as well as the industry—public versus private companies, for example.

- In some countries, such as France or Germany, quota levies systems are implemented. Employers can comply with their obligation to hire people with disabilities by contributing money to a special fund that will be used to provide grants or wage subsidies to facilitate employment of people with disabilities.
- Nowadays, most of OECD's countries have quota systems. In the U.S., in 2013, the Office of Federal Contract Compliance Programs recommends that federal contractors set a goal to make 7% of their workforce be comprised of people with disabilities.<sup>34</sup>

### FINANCIAL INCENTIVES FOR EMPLOYERS

When employers have to bear accommodation costs, they are less likely to hire people with disabilities. While it is illegal in many countries to refuse to provide reasonable accommodation to people with disabilities because of financial reasons; simultaneously, providing financial incentives to employers can help facilitate increased hiring of people with disabilities. Financial incentives can include:

- Wage subsidies to cover either a proportion or all of an employee's wages. Typically wage subsidies are only implemented for finite periods of time, but in a couple of countries, including Belgium, Denmark, and France, wage subsidies are permanently offered through the government.
- Grants to employers to cover training, accommodation in the workplace, or personal assistance.
- Tax credits or reduction of social security charges.

### Provide employment services

According to Handicap International, the most effective way to lift people out of poverty is to provide them access to services.<sup>35</sup> Thereby, they must have access to the same mainstream employment services as other people, but also to support and specific employment services, as they have additional or specific needs.

### PREPARING PEOPLE WITH DISABILITIES TO WORK, AND THEIR EMPLOYERS TO ACCOMMODATE

Before finding a job, people with disabilities may require training to be prepared to enter the workplace and to be successful at their job. Not all people with disabilities will need this training, but it could be beneficial to individuals who are accessing formal employment for the first time, people with disabilities who lack certain skills necessary to complete the job successfully, employers who do not understand the idea of reasonable accommodation, and other entities.

In developed countries, vocational training centers are slowly transitioning out of specialized centers and into mainstream programs.<sup>36</sup>

- In the United Kingdom, for example, the majority of people with disabilities are trained in mainstream programs, as they have a priority access to those center and support of specialist teams. However some countries are just beginning this transition.<sup>37</sup>

**34** International Labour Office (2015), *Decent work for persons with disabilities: promoting right in the development goal agenda*, Gender, Equality and Diversity Branch, p102-108

**35** Handicap International. *Access to Services for People with Disabilities*. Tech. Handicap International, 2010. Web. 2016.

**36** "Disability, Disabilities, Convention, UN, Rights, Accessibility." UN News Center. UN, 2008. Web. 11 Nov. 2016.

**37** International Labour Office (2015), *Decent work for persons with disabilities: promoting right in the development goal agenda*, Gender, Equality and Diversity Branch, p72



Young Rwandan men learn carpentry skills.  
© Jay Clark / Handicap International

- In France, on-the-job trainings are available: internship, apprenticeship, alternating training, and work in businesses.

There are also trainings based on the soft skills, personal traits, and abilities that facilitate interaction with others at work, such as interpersonal training, coaching, and mentoring.

### JOB PLACEMENT

People with disabilities may face barriers to seek and secure an adequate job. Some job-search and placement support services exist to break down these barriers. Services can include guidance, counseling or placement, as well as information on training and employment opportunities, or preparation for job applications (resumes, job interviews, etc.).

- Usually, mainstream services are encouraged or required to include people with disabilities. In Sweden, for example, job placements for people with disabilities are provided through public employment services. Employment disability policy is included in labor market policy.<sup>38</sup>

- However, people with disabilities may also have specialized job placement services such as France's Cap'emploi, which is a public placement agency specializing in matching people with disabilities with employers.

### ON-THE-JOB SUPPORT

People with disabilities may need additional support services within the workplace, such as individual training, the support of a job coach, assistive technologies, peer training, or mentoring. These services are mutually beneficial for people with disabilities and their employers, providing reasonable accommodation for people with disabilities in the workplace and ensuring increased productivity of employees with disabilities at work.

### Take initiative

Businesses are employing people with disabilities at an increasing rate. Employers are using new management techniques, strategies, and company statutes to employ and promote the employment of people with disabilities.

### CSR STRATEGIES AND DISABILITY MANAGEMENT

“Corporate social responsibility, often abbreviated CSR, is a corporation's work to assess and take responsibility for the company's effects on environmental and social wellbeing.”<sup>39</sup> In industrialized countries, the importance of CSR is increasing due to the impact CSR can have on the lives of people with disabilities, and can provide businesses many benefits.

*Disability management* is one of the practices used in CSR strategies. It is a practice used by human resource professionals to facilitate employment and decent work conditions for people with disabilities. WHO states that the main methods of disability management are “effective case management, education of supervisors, workplace accommodation, and an early return to work after an accident, with appropriate supports.”

*Job retention* is business' effort to “maintain a working environment which supports current staff in

<sup>38</sup> International Labour Office (2015), *Decent work for persons with disabilities: promoting right in the development goal agenda*, Gender, Equality and Diversity Branch, p93

<sup>39</sup> Corporate social responsibility Definition, Investopedia [<http://www.investopedia.com/terms/c/corp-social-responsibility.asp>]

remaining with the company.”<sup>40</sup> Staff retention helps companies avoid the costs incurred when hiring and training new employees, and addresses the factors that contribute to employees’ job satisfaction.

### SOCIAL ENTERPRISE

According to the Social Enterprise Alliance in the United States, social enterprises are “*businesses whose primary purpose is enhancing the common good. They use the methods and disciplines of business and the power of the marketplace to advance their social, environmental and human justice agendas.*” Social enterprises differ from CSR initiatives in that the company is built to have a social impact. Therefore, the social impact initiatives are integrated throughout the social enterprise, rather than being an arm or initiative within a non-socially oriented company.

A European Commission review of 18 industrialized countries found little evidence of social enterprise strategies directly targeting people with disabilities. However, social enterprises have high potential for employing people with disabilities. If social enterprises proactively promote disability inclusion within their businesses, it will also help promote inclusion of people with disabilities in society.

### BUSINESS NETWORKS

Many employers implement their own programs to promote employment of persons with disabilities through employer networks like the *United States Council for International Business* (USCIB) or through disability management networks like *Business Disability International*. Business networks provide information on best practices to employ people with disabilities, train employees and/or employers on disability inclusion in the workplace, provide policy advice regarding employment of people with disabilities and help raise awareness about the importance of employing people with disabilities.

Handicap International is a member of a new business network, the *Global Business Disability Network* (GBDN), run by the International Labour Organization. The GBDN brings together multinational

enterprises, employers, organizations, business networks and disabled peoples organizations to share their experiences and provide tools to promote decent work for people with disabilities.

### SHELTERED WORKSHOPS

Sheltered workshops are facility-based day programs attended by adults with disabilities as an alternative to working in the open labor market.<sup>41</sup> These programs are primarily run as employment centers for people with disabilities; however, different sheltered workshops are run with a spectrum of goals. Some sheltered workshops are run as training centers for people with disabilities, with the goal of transitioning people with disabilities into long term employment in the open labor market.

Therefore, sheltered workshops can be organizations that provide productive work to people with disabilities with an employment contract and a salary. Sometimes people with disabilities receive no salary or only small amounts under the national minimum wages, or just a special allowance.

For example, in France, the *établissement et service d’aide par le travail* (or ESAT) are medico-welfare centers of work for people with disabilities that aim to rehabilitate and train people with disabilities, with the end goal of mainstreaming people with disabilities into wage employment in the open labor market.

While sheltered workshops can be beneficial if used as vehicles for training and rehabilitation, sheltered workshops can also reinforce the bias and segregation that many people with disabilities face in their daily life. Many people with disabilities are perfectly able to work in the open labor market, but are not able to because employers, families and/or people with disabilities believe they will not succeed. It is important that sheltered workshops are places that people with disabilities freely choose to work at, that these workshops provide dignified work, that people with disabilities are fairly compensated for their work in sheltered workshops, and that they are used as point of transition into the mainstream labor market.

<sup>40</sup> Job retention definition, *Business Dictionary*

<sup>41</sup> Martin T. (2001), *Sheltered employment, A review of the literature*. Dublin (Ireland): Martin & Associates.



## PART TWO: Trends in wage employment for people with disabilities in low and middle income countries



Viengsamai Suvanhtong, 26, runs his own electrical repair shop in Laos. © Till Mayer / Handicap International

### INTRODUCTION

When coordinated correctly, wage employment generally provides people with disabilities with the most dignified work. This section is based on Handicap International's global work, presenting successful cases of wage employment of people with disabilities within mainstream businesses. Handicap International pooled data from 23 low and middle income countries and the State of Palestine, and from this data chose to showcase successful wage employment of people with disabilities in ten developing countries: Algeria, Bolivia, Colombia, Egypt, Haiti, Laos, Mali, Morocco, Tunisia, and Senegal. Handicap International utilized a qualitative questionnaire to gather data about inclusive employment projects across these 23 countries and the State of Palestine, and combined successes from our projects with information found within local studies and literature reviews. Handicap International followed up on this qualitative survey with in-person informant interviews and workshops with Handicap International's partners, allowing us to gain a broader perspective on the reasons why wage employment projects in these countries have been so successful up to this point.

The breakdown of the 24 economies profiled are as follows: ten are low income countries, ten are lower middle income countries and three are upper middle income countries. The State of Palestine is not officially recognized as a country and therefore does not have a country classification. The prospects for economic growth in these economies can vary. In many of these countries, there are limited opportunities to tap into new markets, grow existing markets and correspondingly few new job opportunities for the population.

Within the existing job market in low and middle income countries, the International Labour Organization states that *"the informal economy comprises half to three-quarters of all non-agricultural employment in developing countries."*<sup>42</sup> These positions tend to be underpaid and poorly protected.

While it is generally difficult to find employment in the formal sector in developing countries, people with disabilities face heightened difficulty in finding a job due to barriers and discrimination throughout the employment process. People with disabilities often face discrimination due to factors ranging from

42 ILO. "Informal Economy." Informal Economy. ILO, n.d. Web. 11 Nov. 2016.

traditional beliefs about the causes and meaning of disability, and corresponding stereotypes about their ability to be productive in the workplace.

First, this study will examine the extent to which people with disabilities have access to decent work across the aforementioned countries and states of focus. Next, this study presents best practices for employing people with disabilities found in enterprises and organizations across the globe.

## DO PEOPLE WITH DISABILITIES HAVE ACCESS TO DECENT WORK?

**Reminder:** The ILO divides the definition of decent work using the six following concepts:

- **Opportunity to work:** every individual who wishes to work should be in a position to find employment
- **Freedom to work:** work must be freely chosen and workers must have the ability to leave
- **Productive work:** adequate remuneration for the worker
- **Equity at work:** employees will face no discrimination at work or when seeking employment
- **Security at work:** health and social protection must be provided
- **Dignity at work:** respectful treatment of all workers

### *Do people with disabilities have the opportunity to work?*

Unfortunately, in developing countries many people with disabilities still don't have access to employment. Among the subset of individuals with disabilities who are able to access employment, few have access to wage employment in the formal sector.

### There is scarce data about people with disabilities in low and middle income countries

Most low and middle income countries lack accurate data about people with disabilities. Many countries do not have a widely accepted disability prevalence rate (data on the proportion of the country's population living with a disability, as broken down by

categories of disability); even fewer countries have accurate data on employment of people with disabilities. National studies on disability are rare; present published studies tend to be locally conducted, micro-level informal questionnaires whose external validity is limited due to poor sampling techniques.

Many countries recognize the need to gather data on disability using internationally comparable surveys and classification systems, such as the International Classification of Functioning, Disability and Health model created by the World Health Organization. As countries increasingly adopt international classification systems, globally comparable statistics on prevalence of people with disabilities and corresponding employment of people with disabilities are improving.

### Handicap International discovered in the countries and states of the study:

- Within the 23 countries and State of Palestine, only Morocco and the State of Palestine conduct surveys with the sole purpose of collecting data about people with disabilities. For example in 2014, Morocco conducted its second national survey on disability prevalence, which provides reliable data on the socio-economic situation of persons with disabilities, finding that the national employment rate of people with disabilities is 13.6%.
- Four countries—Senegal, Egypt, China, and the Philippines—have a section of their national census devoted to measuring employment rates of people with disabilities. Senegal improved the accuracy of the data collected in their last census, in 2013, by adopting the Washington Group Questions; Egypt is utilizing the Washington Group Questions in their 2016 National Census.
- In the 18 remaining countries, Handicap International did not find any available data that accurately recorded the national rates of employment of people with disabilities. Within many of these 18 countries, there were an array of studies available portraying diverse, conflicting data on disability prevalence and levels of employment.

## People with disabilities have less access to wage employment than their non-disabled peers

Currently, comparing employment data is impossible due to a lack of standardization between the data collection methods used across countries and because many studies present unreliable data. However, the reliable data that is available demonstrates that employment rates of people with disabilities are consistently lower than national employment rates and employment rates of people without disabilities. For example, according to the LEAD Project Study conducted by Handicap International in Tunisia, 13.3% of people with disabilities engaged in regular economic activity. This rate is three times higher among people without disabilities.

One reason that people with disabilities are consistently under-employed in comparison to people without disabilities is due to employer prejudices in the labor market. Prejudices—especially beliefs that people with disabilities are not fit to work—result in a lack of reasonable accommodation and accessibility throughout the hiring process and after hiring. According to the Second National Survey on Disability Prevalence of Morocco, among people with disabilities who don't work, 37.9% would like to work but do not think it is possible, and 31.1% would like to work but face discrimination due to their disability.<sup>43</sup>

When reviewing data on employment of people with disabilities, it is important to remember that many people with disabilities belong to the inactive population: unemployed individuals who are not actively seeking work living via support from their families or through social security payments. For example, in Vietnam, “approximately 80% of disabled persons in urban areas and 70% in rural areas depend on their families, relatives and social allowances.”<sup>44</sup> While these individuals are categorized as inactive in census or survey data, many people with disabilities may want to participate in the mainstream labor market,

but are not able to due to personal, familial or employer prejudices, and as a result grow frustrated and stopped actively seeking employment.

Within a labor market that provides limited opportunities for employment in the formal sector and even fewer opportunities for people with disabilities, women with disabilities face an additional layer of discrimination because of their gender, and correspondingly have even fewer opportunities to engage in work. As a result, women with disabilities are more likely to be poor, excluded and unemployed than men with disabilities. For example, in many African countries, discrimination against women is deeply rooted in traditional cultural practices and customary law.<sup>45</sup> In Morocco, women make up only 8.9% of the working population of people with disabilities, according to the Second Survey on Disability prevalence.

Young people with disabilities, older people with disabilities, and other vulnerable people with disabilities are also more likely to face discrimination during the hiring process and within the workplace, and therefore have higher rates of unemployment as well.

Handicap International found that, in our countries of operation, people with disabilities living in rural areas have a harder time finding work, in comparison to people with disabilities in urban areas. This is partially because there are fewer services available for people with disabilities in rural areas. For example, in rural areas people with disabilities are less likely to go to school or to have access to a vocational training center. Inaccessible transportation can also limit access to employment and vocational training services for people with disabilities, especially in rural areas where these services tend to be further apart than in urban areas.

Finally, people with psychosocial disabilities are more likely to be unemployed than people with physical disabilities due to increased stigma and discrimination around this type of disability.

<sup>43</sup> Royaume du Maroc, Ministère de la solidarité, de la femme, de la famille et du développement social (2015) Enquête nationale sur le handicap 2014, Fiche technique

<sup>44</sup> National Coordinating Council on Disability (NCCD) (2010). *2010 Annual Report on Status of People with Disabilities in Viet Nam*. Hanoi: Labour-Social Affairs, December 2010

<sup>45</sup> Handicap International (2011), Inclusive employment, Policy Paper, Technical Resources Division, p. 14

## **Do people with disabilities have access to freely chosen work?**

People with disabilities may be forced to take a job even if it doesn't fit with his/her/their interests or aspirations

In the 23 countries and the State of Palestine, Handicap International found that people with disabilities primarily work in the informal sector, and most are self-employed. This is because people with disabilities often cannot freely choose their work because of limitations in the preexisting job market, resulting in very few available and accessible opportunities.

People with disabilities often have limited access to education during childhood, and therefore have very few opportunities to freely choose work as adults. Although many people with disabilities would like to access formal sector wage employment, low rates of education among people with disabilities, coupled with discrimination, prevent many from doing so.

Part of discrimination in the workplace is based on stereotypes about what people with disabilities are capable of, and should or should not be doing as work. People with disabilities are often offered training or job opportunities that employers believe are suitable based on a type of disability and/or present level of accessibility in the workplace. For example, Handicap International witnesses that people who are blind are often placed into call centers and people with physical disabilities are typically placed into administrative office jobs.

In the State of Palestine, for example, according to the Independent Commission for Human Rights (ICHR),<sup>46</sup> 45% of people with disabilities who work in the private sector state that they do administrative and secretarial tasks. Some of them also said that they work as cleaners, farmers and product line workers.

In Morocco, national law limits the type of employment people with disabilities can access. The last paragraph of Article 17 of Law 97-13 (2014) refers to a statutory instrument that establishes a list of jobs that people with disabilities cannot access. This law discriminates against people with disabilities, limits



*People who are deaf or hard of hearing learn how to cut and style hair in Morocco. © A. Vincens de Tapol / Handicap International*

their equality and is a legal barrier people with disabilities face when actively trying to freely choose a job.

People with disabilities often internalize many of these prejudices and will not apply for certain positions or attend particular trainings because they believe that these jobs and trainings are not accessible to them. Some people with disabilities internalize a lower sense of worth due to the discrimination they face within the labor market and believe they will not be able to succeed in different roles.

Finally, people with disabilities often lack the ability to freely leave their jobs because they face increased difficulty in obtaining new employment. This often gives employers of people with disabilities disproportionate power over their employees, making it difficult for people with disabilities to address problems or dissatisfaction in the workplace and lodge formal complaints due this increased level of job insecurity.

## **People with disabilities often work in undignified roles**

Due to their increased level of vulnerability, people with disabilities are more likely to be exploited.<sup>47</sup> While there are not many human trafficking studies focusing

<sup>46</sup> The Independent Commission for Human Rights (2003) *The Right Of Persons With Disability To Decent Work In Palestine "Field Study."*

<sup>47</sup> U.S. Department of State (2012), *Trafficking in persons report*

on people with disabilities, many cases of bonded labor or slave work experienced by people with disabilities have been discovered in developing countries.

Studies on child labor show mixed evidence regarding the illegal employment of children with disabilities. UNICEF states that many children with disabilities typically start working at a very young age within unacceptable forms of child labor.<sup>48</sup> The ILO-IPEC statistical Information and Monitoring Programme on Child Labour (SIMPOC) in Cameroon and Ecuador shows that in some circumstances children with disabilities are more likely to be working than children without disabilities.<sup>49</sup> Higher rates of child labor among children with disabilities could be explained by their lower rates of school attendance, which could open up increasing opportunities for children with disabilities to be recruited into child labor.

While there is evidence that children with disabilities work, this evidence is not systematically applicable across the globe. For example, an assessment conducted by the ILO in Kupang, Indonesia found that parents of children with disabilities may be significantly motivated by protective concerns when deciding whether or not to send their children to work.<sup>50</sup>

A Handicap International Afghanistan study found that “Children with disability work less often than other children, especially in the fields. They also help significantly less within the house.”<sup>51</sup>

### **Do people with disabilities have access to productive work?**

On average, people with disabilities are paid less than people without disabilities.

In Tunisia, according to the VAPS project study, people with disabilities earn an income 40% lower than the income of people without disabilities.

In Egypt it is common that formal employers hire people with disabilities and pay them below minimum wage, providing a salary as low as EGP300 (US \$50), even if the Egyptian labor law obliges employers to pay a minimum wage of EGP 1200 (US \$135).

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*“I removed and cut the weeds [the same as my co-workers] and he gave each of us a different salary. (...) He paid the three others, and I always earned less.”*

— DEAF ADULT, ALGERIA<sup>52</sup>

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### **People with disabilities are often hired informally without a job description**

In developing countries, people with disabilities have less access to formal sector employment. Data from 23 of the 24 countries and states showed that people with disabilities are more likely to find employment in the informal sector, with the exception of Egypt.

In Egypt, more people with disabilities work in formal wage employment than in informal wage employment. In contrast, fewer people with disabilities work in the informal sector. While survey respondents state that attitudinal barriers amongst employers and co-workers, as well as a lack of accessibility in the workplace are some of the reasons for low employment rates, law requires employers in the formal sector to maintain a 5% quota of people with disabilities within their workforce. Survey findings state that many employers in Egypt hire people with disabilities on paper to meet this 5% quota, but ask people with disabilities to stay at home and compensate them with a minimal salary.

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**48** Unicef (2013), *Children and young people with disabilities: fact sheet*, New York

**49** International Labour Organization (2011), *Facts on Disability and Child Labour*, p. 5.

**50** International Labour Organization (2011), *Facts on Disability and Child Labour*, p. 5.

**51** Handicap International and Islamic Republic of Afghanistan (2006), *Understanding the Challenge ahead: National Disability Survey In Afghanistan 2005 Executive Summary Report*

**52** Handicap International (2014) *L'inclusion siale des personnes en situation de handicap dans la wilaya d'Alger*, Programme Maghreb / Fédération Algérienne des Personnes Handicapées.

### **Formal sector: people with disabilities earn the least because they have access to jobs that require less skill and/or jobs that are not waged employment**

As emphasized above, people with disabilities have less access to education and vocational training, which results in a lack of skills and qualifications to enter and retain jobs in the formal sector, and correspondingly people with disabilities typically have lower paid jobs than people without disabilities. People with disabilities are more likely to engage in informal work, rather than waged, permanent employment.

### **Formal sector: people with disabilities earn the least because of discrimination**

Employers offer people with disabilities lower wages due to the (perceived and actual) low entry qualifications of people with disabilities and low confidence on the behalf of employers of capabilities of people with disabilities. People with disabilities who engage in wage employment often receive lower salaries than similarly skilled co-workers and peers. This wage gap further worsens for women with disabilities.

### **Do people with disabilities have equitable access to work?**

While individuals exposed to disability rights demonstrate a clear commitment to shifting paradigms about disability from the traditional model to the social model, the traditional model of disability representation—comprised of the medical and charity models—still represents the major paradigm in most low and middle income countries, guiding common perceptions of people with disabilities. Some argue that these perceptions in low and middle income countries are further influenced by cultural and traditional beliefs.

Handicap International commissioned a study<sup>53</sup> in 2009-10 about the representation and perception of people with disabilities in West African countries. At the time, the common vocabulary in Mali used to describe disability included:

- **“Bambara” ethnicity and language: *nambarani ou loudjarto***
  - *Translation:* weak people, person who presents a lack of something
- **“Sonrhāi” ethnicity: *bouremorin***
  - *Translation:* a person who needs to be rescued
- **“Bobo” ethnicity: *nouy***
  - *Translation:* a person who is the object of pity
- **“Sénouf” ethnicity: *yanga ou toroni***
  - *Translation:* a person who is not complete, who is lacking something

More generally, people living with mental illness and/or psychosocial disabilities are sometimes called “crippled people” or “crazy people” in many countries, especially in low and middle income countries.

In the same Handicap International study of West African countries, government representatives and senior executives state that if they recruited a person with a disability, their first motivator would be pity. Only after pity would professional qualifications be considered.

Stereotypes about people with disabilities permeate the labor market. Employers and society believe that people with disabilities are not capable of work and that they are less productive as people without disabilities and cost more than hiring people without disabilities. Because many employers do not hire and therefore do not work with people with disabilities, this stigma is reinforced.

### **Do people with disabilities have security at work?**

There is a clear lack of protection for people with disabilities in the workplace, including a lack of health, safety, and social nets. In the informal economy, social protection and safety is not provided in the workplace as there isn’t a legislative framework that regulates this sector. In the formal economy in most countries, employers are legally required to provide social and medical insurance to employees. Within the 24 countries and states included in this study,

<sup>53</sup> AGBOVI Komlan Kwassi (2010) Representation et perception du handicap par les cadres de l'administration publique et les autorités locales, Handicap International, République de Sierra Leone

Handicap International does not have enough information to draw serious conclusions on the effects of social protection on formal wage employment.

However, safety may be a concern if reasonable accommodations are not up to standards. In most of the countries surveyed, many employers do not ensure reasonable accommodation in the workplace, exposing employees with disabilities to additional working risks than other staff. For example, in offices, fire alarms may use auditory cues but not include bright blinking lights. Another example is that in factories, emergency stop buttons for machines may not be at the right level for wheelchair users.

### *Do people with disabilities have dignity at work?*

#### Human right violations

People with disabilities can be subjected to poor treatment, harassment, and physical violence at work.

In the Philippines, “the Coalition [Philippine Coalition on CRPD] receives accounts [from people with disabilities] of human rights violations committed by employers, including private corporations, DPOs, and faith-based organizations. Yet mechanisms for labor grievances and complaints are not in place and are largely intimidating, expensive and inaccessible for people with disabilities.”<sup>54</sup>

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*“...It was truly disappointing for me to realize that I had passed all of the tests of the application, but when I had to attend the interview I requested a sign language interpreter, mentioning that I am deaf, and they only replied that I should look forward to their call. I am still waiting for that call, and it’s been 3 years.”*

— 38-YEAR-OLD DEAF COLOMBIAN MAN IN BOGOTÁ, FROM THE DRPI STUDY

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In other countries surveyed by Handicap International, people with disabilities encounter poor treatment and harassment.

#### Non-inclusive attitudes of employers and colleagues

People with disabilities can face challenges post-hiring due to discrimination by employers and colleagues. Many people with disabilities are not recognized as equals within the workplace.

In Egypt, especially in the formal economy, Handicap International found that employees with disabilities are treated with less dignity and respect than employees without disabilities. In addition to situations described above where employees with disabilities are hired to meet quotas and then asked to stay home and receive low salaries in comparison to their counterparts, there are also reports of people with disabilities being asked to work additional hours in comparison to employees without disabilities without adequate extra compensation.

According to a study conducted by Handicap International in Colombia (the DRPI study), results from the sample of people with disabilities shows that “56% claimed not to be acknowledged on an equal footing with other citizens, experiencing segregation and isolation because of their disabilities. 30% stated that they do not feel valued or respected.”<sup>55</sup> These attitudes often spill over into the workplace.

#### No participation in decision-making and few opportunities for career development

Out of the 24 countries and states surveyed, people with disabilities are generally employed in lower ranking positions within the management hierarchy that require fewer qualifications, and correspondingly fewer responsibilities are given to people with disabilities in their daily work.

Filipino employers tend to hire people with disabilities for positions that do not require a college

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<sup>54</sup> Parallel Report submitted to the Committee on the Rights of Persons with Disabilities on the implementation of the Convention in the Republic of the Philippines from 2008-2013, p. 38

<sup>55</sup> Disability Rights Promotion International (DRPI), the Swedish International Development Cooperation Agency (SIDA) and the Latin American Network of Non-Governmental Organizations of Persons with Disabilities and their Families (RIADIS)(2014) Monitoring of Human Rights of Persons With Disabilities, with an Emphasis on Psychosocial Disability in Colombia: A Comprehensive Analysis, York University, Canada

degree.<sup>56</sup> Therefore, people with disabilities have few opportunities to professionally and personally develop within the workplace, as many of these businesses offer very little room to grow.

In Colombia, “30% of people with disabilities state that their freedom to make their own choices has been infringed in job-related matters: they are assigned less challenging tasks in which their opinion and suggestions are not taken into consideration.”<sup>57</sup>

When people with disabilities are not given decision making autonomy or opportunities for growth at work, then the concept of work does not achieve the social and psychological functions that it would otherwise. This affects the well-being of employees with disabilities, and can discourage them from working, expanding the population of people with disabilities considered inactive in the economy.



*Cherif Ka is a paid intern in the human resources department of Senegal's BICIS Bank (BNP Paribas Group).*

*© Elise Fitte-Duval / Handicap International*

**56** E. Gatchalian Corte (2013) *Filipino employers' attitude towards persons with disabilities*, January 2013

**57** Disability Right Promotion International, “Key Issues for People with Disabilities,” <http://drpidisability.apps01.yorku.ca/LatinAmerica/resources/humanRightsMonitoringColombia/KeyIssues>



## PART THREE: Recommendations



*Bhagiram Chaudhary, 19, works in an electric shop in Nepal. © Brice Blondel / Handicap International*

With shockingly low global employment rates for people with disabilities, and rates of self-employment of people with disabilities higher than the rates of wage employment,<sup>58</sup> there is substantial potential for individual, economic, and societal gains if more people with disabilities can find decent work.

It's an imperative that employers, policy makers, NGOs, disabled people's organizations, and other stakeholders focus on developing strategies to increase opportunities to access decent work for people with disabilities.

The following recommendations aim to unlock the potential of people with disabilities who want to find decent employment.

### POLICY MAKERS

- Base national legislation on rights-based treaties such as the UN Convention on the Rights of Persons with Disabilities
- Design policies to be realistic, effective, and enforceable
- Collect high quality data on disability and employment using best practices for data collection on disability, such as the Washington Group Questions

- Use data to understand the state of people with disabilities in your country, and design policies accordingly

National and municipal governments hold an important role in strengthening legal and administrative measures to increase opportunities for employment of people with disabilities, both within the government and in private sector businesses.

With reasonable accommodation, people with disabilities can work just as effectively as people without disabilities in a mainstream work environment. Laws should align ideologically with rights-based international legislation, such as the UNCRPD. Laws based off paradigms such as the medical model or charity model are ineffective in helping people with disabilities gain dignified employment. Sheltered employment, for instance, typically stems from the medical and charity models of disability, and from the corresponding negative idea that people with disabilities cannot work in mainstream workplaces.

Barriers to employment for people with disabilities in low and middle income countries affect the country's national GDP. According to a 2010 study conducted

<sup>58</sup> U.S. Department of Labor, "Persons with a Disability: Labor Force Characteristics Summary," <http://www.bls.gov/news.release/disabl.nr0.htm>

by the ILO in ten low and middle income countries—China, Ethiopia, Malawi, Namibia, South Africa, Tanzania, Thailand, Vietnam, Zambia, and Zimbabwe—“economic losses related to the exclusion of persons with disabilities from the labor force...range from between 3 to 7% of Gross Domestic Product.”<sup>59</sup> Creating and implementing policies that increase engagement of people with disabilities in the workplace has a demonstrated influence on national level GDP.

### **International legislation and policies on disability**

International law mandates reasonable accommodation in the workplace. It also mandates rights-based laws that promote employment of people with disabilities across the public and private sector. For example, the UN Convention on the Rights of Persons with Disabilities under Article 27—Work and employment—states that governments must:

- Employ persons with disabilities in the public sector
- Promote the employment of persons with disabilities in the private sector through appropriate policies and measures, which may include affirmative action programs, incentives, and other measures
- Promote the acquisition by persons with disabilities of work experience in the open labor market
- Promote vocational and professional rehabilitation, job retention, and return-to-work programs for persons with disabilities<sup>60</sup>

As of October 2016, 167 state parties (countries) had signed and ratified the UN Convention on Persons with Disabilities.<sup>61</sup> An additional 20 state parties signed, but have not yet ratified the disability treaty. The act of ratification legally binds countries to fulfilling the terms of the convention.<sup>62</sup>

Out of the 24 countries and states surveyed in this study, 22 have ratified the UN Convention on the Rights of Persons with Disabilities (CRPD), with the exception of Sri Lanka, which has signed but not ratified the convention, and the State of Palestine. In addition to the CRPD, there are several other pieces of international legislation that call on countries to promote decent treatment of people with disabilities, including in the workplace. Some of these include:

- The Inter-American Convention on the Elimination of all forms of Discrimination Against Persons with Disabilities (1999)
- The Second African Decade on Disabled Persons (2010-2019)<sup>63</sup>
- The Second Asian and Pacific Decade of Persons with Disabilities (2013-2022)

These regional decades promote the human rights of people with disabilities and the implementation of laws and policies to facilitate their inclusion.

Out of the ten primary countries we focus on, Algeria, Senegal, Morocco, Laos, and Haiti have not signed the International Labour Organisation’s Convention concerning Vocational Rehabilitation and Employment (Disabled Persons), n° 159. All ten countries ratified the Worst Forms of Child Labor Convention and the Convention on the Elimination of All Forms of Discrimination against Women that protect children and women with disabilities.

### **National legislation and policies on disability**

Although countries are adopting increasingly sophisticated legislative frameworks on disability inclusion, a lack of country-level policy implementation is clearly reported. Discrimination toward people with disabilities still exists in developing countries and disability laws are rarely enforced.

<sup>59</sup> Backup, Sebastian, International Labour Organization, “The Price of Excluding People with Disabilities from the Workplace,” [http://www.ilo.org/skills/pubs/WCMS\\_149529/lang--en/index.htm](http://www.ilo.org/skills/pubs/WCMS_149529/lang--en/index.htm)

<sup>60</sup> Convention on the Rights of Persons with Disabilities, Article 27, <http://www.un.org/disabilities/convention/conventionfull.shtml>

<sup>61</sup> United Nations Office of the High Commissioner on Human Rights, Treaty Ratification Interactive Dashboard, <http://indicators.ohchr.org/>

<sup>62</sup> United Nations Children’s Fund, Introduction to the Convention on the Rights of the Child: Definition of key terms, <http://www.unicef.org/french/crc/files/Definitions.pdf>

<sup>63</sup> Plessis, Ilze Grobbelaar-du, and Tobias Van Reenen. Aspects of Disability Law in Africa. Pretoria, South Africa: Pretoria U Law (PULP), 2011. Print.

National legislation, policies, or national plans in each of the 24 countries and states reference wage employment of people with disabilities. Only China has a specific law on employment of people with disabilities. Nineteen of the twenty three countries (exceptions being China, Mali, South Sudan, Burundi, and Mozambique) have a national law for people with disabilities, with specific sections about wage employment and vocational training for people with disabilities.

Legislation about wage employment of people with disabilities can also be included in the constitution or within national labor codes, which often define anti-discrimination laws and the right to work for people with disabilities. For example, while Mali is still discussing and reviewing legislation specifically for people with disabilities, there are already several references to people with disabilities in the Malian Labor Code. Mali's Labor Code bans discrimination in the employment process, and clearly states that disability is not a valid reason to refuse employment.

Many of the countries already have a national plan, strategy, and/or policy focusing on the inclusion of people with disabilities; these documents often present primary actions planned by the government to enforce legislation on the employment of people with disabilities. Among the ten primary countries focused on within this study, only two—Senegal and Egypt—do not have a specific plan, strategy, or policy focusing on inclusion of people with disabilities into society.

States and countries can coordinate innovative programs specifically focusing on the employment of people with disabilities. For example, the Egyptian Authority for Management and Administration launched a 'competition' for people with disabilities to apply for 5,000 jobs available at the public sector as part of the fulfillment of the 5% law.

### **What can we find on wage employment in these laws?**

Laws regulating wage employment for people with disabilities tend to be either anti-discrimination laws, laws that create employment quotas or laws to incentivize employment of people with disabilities in low and middle income countries.



*Mamdou L. Coly works as a maintenance agent at the State Computer Agency (ADIE) in Senegal.*

*© Elise Fitté-Duval / Handicap International*

- Nine of the ten primary countries surveyed by Handicap International have an anti-discrimination law clearly prohibiting discrimination against people with disabilities in employment. Specifically, Laos, Haiti, Tunisia, Morocco, Senegal, and Mali have clear anti-discrimination legislation for people with disabilities, while Bolivia, Colombia, and Egypt have laws that imply the right to employment for people with disabilities within overarching general anti-discrimination clauses.
- Most countries have national legislation that states that workplaces must be accessible. Despite legal mandates for accessibility, the concept of reasonable accommodation is not present throughout these laws.
- 75% of the 24 countries and states surveyed by Handicap International have a mandatory quota for public sector employment of people with disabilities, and about 50% of these countries mandate private sector enterprises to fill similar quota requirements. Quotas for the employment of people with disabilities differ between countries, ranging from 1% in Algeria to 15% in Senegal. Some countries allow employers to bypass this quota system if they contribute to a special fund, such as in Algeria, or by allowing quotas to be filled via contract based work in addition to wage employment, such as the situation in Haiti.

- Quota systems are not exclusively linked to wage employment. Countries such as Bangladesh and Senegal have quota systems for vocational training programs, and countries like Algeria have quotas for people with disabilities participating in government employment services.
- Laws can also outline financial incentives to employers to increase the employment of people with disabilities. Out of the ten primary countries surveyed, Tunisia, Colombia, Morocco, and Laos give tax breaks or reduction in social security taxes to employers that hire people with disabilities.
- Moroccan and Algerian legislation includes subventions, or monetary grants, for employers to encourage employment for people with disabilities.
- Outside of the six countries outlined above, the 17 other countries surveyed don't provide financial incentives to encourage and support employers in their legislation.
- Many countries still have legislation based on the traditional and/or medical model of disability. This is sometimes because in many low and middle income countries, disability laws were created prior to the ratification of the CRPD, utilizing jargon and ideas from the medical model of disability. Since the creation of the CRPD, many countries have amended their laws based on the ideas found in the CRPD, shifting the ideas found in national laws to those found in the social and/or rights-based models of disability. For example, in Morocco, within the National Labor Code of 2003, a clause states the obligation to undergo a medical examination before recruitment and in employment. It is clearly discriminatory for people with disabilities.
- Within the ten primary countries, two countries have disability laws. Algeria signed a law in 2002 promoting disability rights, and Egypt, while currently discussing a new version of the law, currently operates under Law. No 49 or 1982, a legislative framework on disability issues.

### *Turning recommendations into practical action*

Operationalization of international conventions and national law could include creating and passing realistic, effective rights-based anti-discrimination laws, laws outlining tax breaks for businesses that employ people with disabilities, laws outlining quotas for the employment of people with disabilities, or laws outlining the inclusion of people with disabilities in training programs.

Realistic laws are important to ensure that stakeholders are able to operationalize the law, otherwise the law may fail. For example, in Senegal, the government passed a quota reserving 15% of private and public roles for people with disabilities.<sup>64</sup> While this quota is incredibly ambitious given that it is proportional to the global population ratios of people with disabilities to people without disabilities, there continues to be little recorded information about successes stemming from this law.

It is also important to pass laws with effective incentives and/or measures to reinforce them, such as quotas or employer incentives. Interestingly, out of the 24 countries and states surveyed by Handicap International, 75% have laws mandating a proportional quota measure applicable to the private sector.

In most low and middle income countries that use quota systems and employer financial incentives to enforce the employment of people with disabilities, there are no national plans that operationalize these policies, and no sanction or penalty to enforce and regulate laws such as quotas. For example, within the ten main countries surveyed for this study, only two countries—Tunisia and Algeria—enforce legislation by penalizing employers that are not compliant with the countries' quota systems. Unfortunately, anecdotal evidence from our study shows that the quotas in these two countries are not consistently enforced.

Inconsistencies in enforcement can also be attributed to the fact that in some circumstances, quotas only apply to enterprises with a certain number of employees. For example, in Tunisia the quota system only applies to small and medium enterprises with

64 JOURNAL OFFICIEL DE LA REPUBLIQUE DU SENEGAL." JOURNAL OFFICIEL DE LA REPUBLIQUE DU SENEGAL. N.p., n.d. Web. 11 Nov. 2016.

at least 100 employees. Employer awareness is also important. While legislation around quota systems and financial incentives exist on paper, often employers are not aware of this legislation, and again, quota systems are not met and financial incentives are not utilized.

Laws should also be tailored to the country context. For instance, some countries pass laws closely mirroring those in high income countries without contextualizing these laws to the employment situation of people with disabilities in their particular national context.

Finally, accurate, representative data at the national level will allow countries to better tailor employment policies for people with disabilities currently in the field. Policy makers should prioritize data collection on the employment of people with disabilities. This can be done through national level surveys on employment rates of people with disabilities or by adding in questions to regularly scheduled census questionnaires.



*In Mali, Suzanne sews appliqué onto a dress using her own embroidery machine. © Sébastien Rieussec / Handicap International*

## BUSINESSES

- Run an internal audit to capture a baseline assessment of how many people on staff self-report having a disability, and gauge the staff's understanding of disability and inclusion. Review written policies that establish the organization as being nondiscriminatory, and open to employing and respecting the rights of workers with disability. Make sure your building is physically accessible.
- Educate leadership, human resources, and employees about disability
- Partner with disability experts, such as the disabled people's organizations (DPOs), NGOs and other organizations that include and work with people with disabilities
- Ensure that job postings are accessible to people with disabilities
- Ask people with disabilities what types of accommodation they need upon hiring
- Set aside budget for necessary accommodation

Employing people with disabilities is a good business practice. The U.S. Chamber of Commerce's 2013 report titled "Leading Practices on Disability Inclusion" states "incorporating disability in all diversity and inclusion practices positively impacts their companies' bottom line." The International Labour Organization states that employees with disabilities are more likely to perform on par or better than employees without disabilities, that people with disabilities have a higher retention rate, and that when employers hire people with disabilities, overall teamwork and office morale improves.

Multinational organizations and large companies have the resources and ability to set a global example of how to successfully employ people with disabilities within the mainstream workforce. Many multinational organizations are already taking initiative, either within their diversity policies and/or via Corporate Social Responsibility Initiatives. Members of the ILO's worldwide network, The Global Business and Disability Network, range from retail giant Carrefour to technology specialist IBM. While founded in high income countries, these businesses practice disability inclusive hiring and employment in low

and middle income countries. Handicap International works with AXA, Dell, L'Oreal, and IKEA in Morocco, and BNP Paribas, and Orange in Senegal to design policies and procedures to recruit, hire, and retain people with disabilities in the workplace. Handicap International also partners with Zena Exotic Fruits, a Senegalese enterprise that successfully hires and retains people with disabilities throughout their workforce.

Many businesses would like to employ people with disabilities, but may not have previous interactions with people with disabilities in the workplace and therefore may need additional support on how to include them throughout hiring, employment, and retention.

### *Reasonable accommodation*

The U.S. Department of Justice defines reasonable accommodation as “any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in employment equal to those of employees without disabilities.”<sup>65</sup>

Reasonable accommodation is a widely cited global legal concept deriving from the Americans with Disabilities Act. If a country’s legal system mandates that people with disabilities must receive reasonable accommodation in the workplace, this means that employers must provide environmental and task-related accommodation in the workplace, removing barriers that people with disabilities may face to completing their work. Reasonable accommodation could include environmental modifications such as ramps, handrails and elevators for people with physical disabilities, or adjusted amounts of time to

finish work outputs, for employees with psychosocial disabilities. Reasonable accommodation is typically specific to the type of difficulties faced by each person with disability.

### *Disability management*

The ILO defines disability management as “a process in the workplace designed to facilitate the employment of persons with a disability through a coordinated effort and taking into account individual needs, work environment, enterprise needs, and legal responsibilities.”<sup>66</sup> The ILO’s “managing disability in the workplace” document outlines the basic principles for hiring and retaining people with disabilities in the workplace, and should be used to “adopt a positive strategy in managing disability-related issues in the workplace.”<sup>67</sup>

Disability management originated as a workplace injury strategy and is now transitioning to address all types of disability. It is both preventative and reactionary. Disability management seeks to prevent injury in the workplace, address injuries that occur in the workplace, and accommodate disabilities discovered prior to employment.<sup>68</sup> The ILO states that there are three essential components of a disability management strategy—a human resources component, such as an internal disability management team; an operations component, which includes the accommodations and initiatives implemented in the workplace to accommodate people with disabilities; and a communications component, which ensures that the disability management plan is understood across the workplace.<sup>69</sup>

Companies seeking to become more inclusive of people with disabilities should create a policy on disability and inclusion. Research by the Institute for Corporate Productivity shows that proactively creating policy on disability and inclusion is directly correlated with the performance and success of organizations.

<sup>65</sup> U.S. Department of Justice, “Americans with Disabilities Act: Question and Answers,” <https://www.ada.gov/qandaeng.htm>

<sup>66</sup> International Labour Organization, “Managing Disability in the Workplace,” [http://www.ilo.org/wcmsp5/groups/public/---ed\\_emp/documents/publication/wcms\\_103324.pdf](http://www.ilo.org/wcmsp5/groups/public/---ed_emp/documents/publication/wcms_103324.pdf)

<sup>67</sup> *Ibid.*

<sup>68</sup> International Labour Organization, “Disability Management at the Workplace: Overview and Future Trends,” <http://www.iloencyclopaedia.org/part-iii-48230/disability-and-work/12-disability-and-work/disability-management-at-the-workplace-overview-and-future-trends>

<sup>69</sup> *Ibid.*

The Institute for Corporate Productivity found that “twice as many high-performing organizations address diversity and inclusion (D&I) at the highest level of overall business strategy.”<sup>70</sup> Conversely, low-performing organizations “are five times more likely to address D&I only as a compliance strategy.”<sup>71</sup> The Institute for Corporate Productivity also found that organizations that proactively integrate D&I, including disability related policy, into their corporate strategy have statistically significant increases in levels of employee engagement.<sup>72</sup>

Many companies believe that including people with disabilities in the workforce is important, but do not have the internal expertise to effect changes. Businesses should consider partnering with external experts such as disability focused NGOs, disabled people’s organization, and socially minded companies that have expertise in inclusive wage employment necessary to assist companies in hiring and retaining people with disabilities.

Handicap International partners with employers, job placement agencies, vocational training centers, government agencies, microfinance institutions, and other NGOs in low and middle income countries to help organizations include people with disabilities in their employment practices. As previously mentioned, in Senegal, Handicap International partners with businesses such as BNP Paribas Bank to increase the long-term employment of people with disabilities within BNP. Handicap International provides training for people with disabilities to prepare them for work at BNP, and simultaneously works with BNP Senegal to ensure that people with disabilities have reasonable environmental and physical accommodation in the workplace. Innovative partnerships between large corporations and entities with disability expertise have a direct impact on decent employment opportunities available to people with disabilities.

Businesses must budget for reasonable accommodation. Such budgeting may seem daunting and can vary between countries and contexts, but Handicap International identifies at least four areas where organizations can set-aside funds in their budgets to accommodate people with disabilities at work:

- Training and coaching on disability inclusion for management, employees, and human resources to change and adapt work processes and procedures
- Adapting procedures and staff paradigms
- Making infrastructure accessible
- Ensuring communications are accessible

This list assumes that the workplace is not yet accessible for people with disabilities. In reality, companies may already be partially accessible. For example, a company’s entrance and rooms may already be physically accessible to people using wheelchairs or other walking aids.

Some countries’ governments provide stipends and/or tax credits to employers that make their workplace inclusive for disability. In the U.S., the government provides tax credits to help cover the cost of reasonable accommodation.<sup>73</sup>

### **Mainstream employment at every opportunity**

In low and middle income countries, it is more common to have sheltered employment than mainstream, inclusive employment of people with disabilities. This is rarely beneficial to the employee.

Out of the sheltered employment initiatives developed by the government or organizations of people with disabilities known to Handicap International, most are small-scale initiatives that do not provide dignified means of employment. Consistently, Handicap International discovered that people with disabilities were paid less than people with disabilities working in a mainstream workplace.

**70** Institute for Corporate Productivity, “Employing People with Intellectual and Development Disabilities,” <http://www.imintohire.org/wp-content/uploads/2014/09/Employing-People-with-Intellectual-and-Developmental-Disabilities-i4cp-2014.pdf>

**71** *Ibid.*

**72** *Ibid.*

**73** U.S. Small Business Administration, “Hiring People with Disabilities,” <https://www.sba.gov/managing-business/running-business/human-resources/hiring-people-disabilities>

- Sheltered workshops in Algeria do not pay people with disabilities enough to meet their basic needs.<sup>74</sup>
- In Egypt, Al Nour Wal Amal DPO works with women with visual impairment, running a sheltered call center for its beneficiaries. The call center was developed with support from the private sector.
- In Tunisia and Morocco, sheltered workshops are commonly run by states and seen as charitable initiatives.
- In Latin American and Maghreb, it is more common to find sheltered workshops. In fact, in Colombia and Bolivia, legislation encourages it. Yet legislation in Colombia also recognizes the discrimination that workers there face: a Colombian law states that “people with disabilities employed in sheltered workshops shall not be paid below 50% minimum wage.”

## CIVIL SOCIETY ORGANIZATIONS

- DPOs can act as resources for businesses, NGOs, governments, vocational training programs, and other disability and accessibility organizations
- NGOs can act as service providers for disability inclusive economic development and poverty alleviation programs

Civil society includes disabled people’s organizations (DPOs), non-governmental organizations (NGOs) and other organized groups that do not fall under the categories of business or government, according to the United Nations.<sup>75</sup> NGOs and DPOs play crucial roles in ensuring people with disabilities can access meaningful employment, especially in low and middle income countries where such organizations may provide services that governments provide in other countries.

### *Disabled people’s organizations*

Depending on their individual mandate, disabled people’s organizations can be instrumental in identifying people with disabilities across communities, linking people with disabilities with services and, in some



*Students learn hair dressing skills during a vocational training program led by Handicap International in Kyrgyzstan.*  
© Handicap International

instances, directly providing services to people with disabilities. “Services” for people with disabilities range. Examples include anything from rehabilitation to vocational training to job placement. In this way, DPOs often act as coordinating bodies for people with disabilities, linking them to relevant community services.

Since disabled people’s organizations are typically founded and run by people with disabilities for people with disabilities, DPOs—especially those that are formally registered with the government and pay employees—are often experts in employing people with disabilities. Therefore, there is high potential for future DPO partnerships with businesses, NGOs, and governments, as DPOs can be a great resource not only in identifying talent, but also in their advisory capacity on inclusion for businesses.

<sup>74</sup> Handicap International (2014) *L’inclusion sociale des personnes en situation de handicap dans la wilaya d’Alger*, Programme Maghreb / Fédération Algérienne des Personnes Handicapées

<sup>75</sup> United Nations, “Civil Society,” <http://www.un.org/en/sections/resources/civil-society/index.html>



## Non-governmental organizations

International and local non-governmental organizations (“nonprofits”) also tend to provide services when governments do not. This can include vocational training, job preparation, internship and/or job placement, job creation, and funding for small and medium enterprise creation, incubation or growth.

Geographically, people with disabilities are concentrated in low and middle income countries, with 80% of the global population of people with disabilities living in developing countries.<sup>76</sup> Correspondingly, 82% of people with disabilities live beneath the poverty line, on less than a dollar a day.<sup>77</sup>

People with disabilities disproportionately live below the poverty line in comparison with the rest of the global population.<sup>78</sup> Correspondingly, local and international non-governmental organizations whose mandate includes poverty alleviation and economic development should be reaching people with disabilities through their programs. However, most NGOs with missions that focus on poverty alleviation or economic development mandates do not currently reach people with disabilities. Typically, NGOs either focus on wage employment and/or job creation for people with disabilities or for mainstream populations. It is rare to find an NGO that focuses on wage employment for mainstream populations that simultaneously successfully includes people with disabilities.

Recently, perhaps in conjunction with the passing of the UN Convention on the Rights of Persons with Disabilities in 2006, non-specialist NGOs are becoming increasingly conscious of the need to make their projects inclusive to people with disabilities. Several NGOs have turned to partners such as Handicap International in an effort to reach more people with disabilities.

For example, Handicap International recently started an innovative project in several districts of Mali in a consortium with several mainstream partner

organizations. Recognizing that food insecurity in Mali is directly tied to sustainable and inclusive livelihood, Handicap International in partnership with ACTED, Action Against Hunger (ACF), the Danish Refugee Council (DRC), Solidarités International (SI), and International Rescue Committee (IRC) are providing a variety of livelihood opportunities to individuals in nine communities of the regions of Gao, Timbuktu, and Menaka. This project takes an innovative approach to inclusive risk management, adapting the livelihood support depending on the food security situation within each community and the needs of the most vulnerable including persons with disabilities.

## VOCATIONAL TRAINING CENTERS AND JOB PLACEMENT AGENCIES

- Vocational training should be provided based on the career aspirations of people with disabilities
- Educate leadership, human resources, and job trainers about disability
- Partner with disability experts, such as DPOs, NGOs, and other organizations that include and represent people with disabilities
- Ensure that advertisement for training courses are provided in accessible formats
- Ask people with disabilities what types of accommodation they need
- Set aside budget for reasonable accommodation

Vocational training centers are run by governments, NGOs, or private sector organizations, and their strategies for targeting and including people with disabilities in their activities differ accordingly.

Some vocational training courses are designed only for people with disabilities. In Northern Africa, specialized vocational training specifically targeting people with disabilities is common. These training programs are often found in large sheltered (segregated) vocational training centers or in schools. More generally, across African countries vocational

<sup>76</sup> World Health Organization, “Disability and Rehabilitation,” [http://www.who.int/nmh/donorinfo/vip\\_promoting\\_access\\_healthcare\\_rehabilitation\\_update.pdf.pdf](http://www.who.int/nmh/donorinfo/vip_promoting_access_healthcare_rehabilitation_update.pdf.pdf)

<sup>77</sup> International Labour Organization, “Moving Towards Disability Inclusion,” [http://www.ilo.org/wcmsp5/groups/public/---ed\\_emp/---ifp\\_skills/documents/publication/wcms\\_160776.pdf](http://www.ilo.org/wcmsp5/groups/public/---ed_emp/---ifp_skills/documents/publication/wcms_160776.pdf)

<sup>78</sup> The World Bank, “Overview,” <http://www.worldbank.org/en/topic/poverty/overview>

training services tend to be offered by DPOs or NGOs, and tend to target training individuals with specific types of disabilities (e.g. vocational training for people who are blind). Diplomas offered by these specialized centers are not typically recognized by the state.

In some countries, specialized employment services are offered by DPOs. Within the ten primary countries surveyed by Handicap International, Mali and Laos have developed specialized employment services. For example, a Malian DPO called EIHD developed a specialized employment service in partnership with Handicap International called “Handi Empoi,” which is a platform that provides information on employment opportunities, counseling, resumes and cover letters. Handi Empoi is restricted to people with disabilities.

Laos has the LDPA Job Placement Service, developed in partnership with Handicap International between 2009-11, which supports people with disabilities in accessing wage employment. It is the only service available in Laos that specifically targets people with disabilities.

Alternatively, vocational training programs, run by governmental and non-governmental organizations, may target youth, unemployed adults, and other eligible for work populations. These non-disability focused organizations should make a targeted effort to include people with disabilities into their training. For example, the Colombian government’s National Training Service “SENA” (run by the Ministry of Labour) runs both inclusive and disability-specific vocational training centers.

Recommendations for inclusive vocational training centers to better include people with disabilities in their training activities are very similar to the recommendations given for businesses to become more inclusive (above). Inclusive vocational training typically starts with policy change and/or a commitment from the organization to intentionally try to include more people with disabilities within trainings.

Second, vocational training centers should seek out inclusion experts to help educate human resources, management, and job trainers about D&I. This may

include DPOs, NGOs with expertise in disability inclusion, or other organizations with related expertise. Next, vocational training centers should budget for accessible infrastructure and accessible communications. These basic steps are at the core of increasing disability inclusion within vocational training centers.

Although the policy environment, physical environment, and communication channels must be considered when designing inclusive vocational training centers, if the activities taught are not adaptable to different types of disability, the training will ultimately be ineffective. Adaptation largely depends on the type of disability. For example, people who are deaf may need sign language adaptation and/or written materials during business training. People who are blind may need braille versions of any training materials and/or electronic versions if they have access to screen readers, as well as adaptations within the income generating activity. For common types of vocational training, there are often examples of preexisting adaptations that allow people with disabilities to engage in activities. It is often most effective to work directly with people with disabilities and/or organizations with expertise in reasonable accommodation, as they often know which adaptations work best for them.

In developing countries, access to services is an issue for people with disabilities as they face the same barriers when accessing services as they do with entry into the workplace. Barriers may include physical obstacles, lack of accessible information, lack of reasonable accommodation, and discrimination. Mainstream employment and vocational training services are examples of services that tends to be inaccessible for people with disabilities in low and middle income countries. This is slowly changing with increased awareness on the importance of inclusion via advocacy campaigns and trainings for service providers from disability-focused organizations, with the end goal of helping employment and vocational training services become increasingly inclusive for people with disabilities. For example, in Senegal, Handicap International’s EMPHAS project works with public employment services to help them offer services that are inclusive of people with disabilities.

As governments and employment organizations become increasingly aware of the need for training services for people with disabilities, there is an increase in employment and vocational training services designed and offered specifically for people with disabilities. Specific services tend to be more prevalent than mainstream services in low and middle income countries. Most of the times, these services are provided by DPOs, local associations, or NGOs.

Regardless of the type of vocational training offered, it is important that people with disabilities have the agency to select a vocational training service based on their career aspirations, and are not matched with vocational training that corresponds with pre-conceived notions of what they are able to do based on their disability. This aligns with the ILO's notions of decent work, one of which states that all work must be voluntarily chosen.

## FUNDERS

The term “funders” includes governments, bi-lateral agencies, multi-lateral agencies, foundations, CSR initiatives, and private donors that could provide funding to increase wage employment opportunities for people with disabilities. Recommendations for funders include:

- Educate leadership, human resources, and employees about disability
- Require organizations applying for funding to list in their performance monitoring plans and budgets for how they will include people with disabilities in their activities, and create a measurement tool to gauge success
- Create an organizational policy about disability
- Make a public commitment to ensuring that projects funded by your organization are inclusive of people with disabilities

Many funders, in particular governments in high and middle income countries, release “Request for Applications” (RFAs) and “Request for Proposals” (RFPs),



*A man in Burundi works with electronics.*  
© Brice Blondel / Handicap International

selecting an organization from a pool of applicants to receive a funding award. These funders are in the unique position to ensure that organizations applying for funding for economic development, livelihood, job creation, and related activities include people with disabilities in their project activities. By listing specific vulnerable populations within suggested outcomes, corresponding indicators in performance monitoring plans, budget lines, and related reporting documents within RFAs and RFPs, funders can hold implementing organizations responsible for including people with disabilities within the design and implementation of economic development and job creation projects.

More broadly, all funders can include requirements in their grant applications that mandate organizational activities to target, and be inclusive of people with disabilities. Similarly, large funders can make public commitments to reach more people with disabilities. For example, in 2016 the Ford Foundation's CEO Darren Walker publically announced that the Ford Foundation will “integrate an inclusive perspective across all... grantmaking.”<sup>79</sup> The Ford Foundation has the opportunity to mandate that grant recipients

<sup>79</sup> The Ford Foundation, “Ignorance is the Enemy Within,” <https://www.fordfoundation.org/ideas/equals-change-blog/posts/ignorance-is-the-enemy-within-on-the-power-of-our-privilege-and-the-privilege-of-our-power/>

reach people with disabilities in their programming. Initiatives such as these, if enforced, will directly positively impact the lives of people with disabilities.

Another example of a large funder that publically committed to disability inclusion is the Australian Government's Department of Foreign Affairs and Trade (DFAT). DFAT mandates all partner organizations to design and implement disability-inclusive projects. In Afghanistan, funded by DFAT, Handicap International trained five large INGOs on the basics of disability inclusive economic development. At present, Handicap International is actively working with these five INGOs to increase their ability to include people with disabilities in their projects.

They also developed a plan of action that incorporates assessments, awareness raising, training, and long-term coaching on disability inclusive economic development.

Unsolicited donations to NGOs can often be earmarked for activities, if requested by the donor. For example, if you are donating personal funds to an NGO or organization, requesting that the money go toward funding activities targeting people with disabilities can help influence the activities of the organization. Conversely, individual donors can consider giving money directly to DPOs and NGOs that focus on disability throughout their projects.



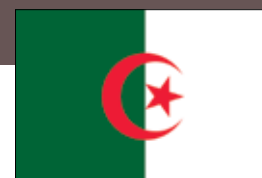
*Ramatoulaye Camara works as a cashier at Atlantic Bank in Senegal. © Elise Fitte-Duval / Handicap International*



*A Bangladeshi man with a disability takes a break from his salaried position designing wooden furniture.  
© Angela Kohama / Handicap International*

# Ten developing countries in focus

## ALGERIA



### Disability prevalence

5.5%, or 1,088,000 to 1,605,160 people with disabilities

Statistics on disability prevalence depends on the definition of disability used by the agency collecting data. Most stakeholders believe that national disability prevalence statistics in low and middle income countries are often much lower than the actual figure. This is due to underreporting, particularly of people with intellectual or psychosocial disabilities. Current disability prevalence numbers primarily represent physical and visual disabilities.

*Source: Recensement national de l'Organisation Nationale de la Statistique (RGPH 2008)*

At present, about 800,000 people with disabilities hold a “disability card,” which allows them to benefit from social assistance from the government.

*Source: Ministère de la Solidarité*

### Disability definition

Algeria's Law 02-09 on the Protection and Promotion of People with Disabilities, Chapter 1 Article 2 state that Algerian law protects people with one or multiple disabilities, with hereditary, congenital or acquired disability, and disabilities that limit one or several basic activities within daily life following a breach in mental capacity and/or motor and/or sensory organs. These disabilities will be defined according to their nature and degree on an individual basis.

### Employment rate

- There is no government data on the employment rate of Algerians with disabilities.
- A 2014 Handicap International study, as a part of the LEAD project, showed that 74% of people with disabilities interviewed in the capital Algiers had an income equal to or less than 4,000 dinars per month, which is equal to the disability pension provided to the HSP by the State. This suggests that people with disabilities living in Algiers have no additional income outside of the disability pension.

### Laws and public policies

#### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: March 2007
- ✓ Ratification: April 2009

#### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: February 9, 2001

#### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), 1983:

- ✗ No signature

#### Convention on the Elimination of All Forms of Discrimination against Women, 1981:

- ✓ Ratification: May 1996

## National laws

- Law 02-09 in Algeria on the protection and promotion of people with disabilities, May 2002
  - This law outlines the states obligations to promote the professional integration of people with disabilities, including equal access to vocational training programs, and inclusion of people with disabilities in job creation plans.
- The execution of decree no. 06- 455, December 2006
- The decree no. 14-212 of the law 02-09, July 2014

## National plans, programs, and policies

- A plan to employ people with disabilities in the mainstream work environment
  - Recognizes the right to work for people with disabilities
  - Creates a workplace quota mandating that 1% of the workforce consist of people with disabilities
  - Suggests possible financial subsidies for the construction and equipping of accessible workstations

## What can we find in these laws and programs?

- **Equality and non-discrimination:**  
Handicap International could not find information on equality and non-discrimination throughout our research within the laws of Algeria.
- **Workplace accessibility:**  
The execution of decree no. 06-455 in December 2006 establishes the conditions for physical, social, economic, and cultural accessibility for people with disabilities. As follow up, The Ministerial Order 230 of October 2012 sent each district objectives to ensure that each district follows the same accessibility standards.
- **Quota:**
  - Article 27 of Law 02-09 states that employers must reserve at least 1% of their posts for people with disabilities; those who do not meet the quota are required to pay fines.  
In case of non-respect of the quota, a financial contribution is to be paid on the Trust Account No. 302-069, entitled “Special Fund of National Solidarity.”
  - Employment services are also mandated to reserve at least 1% of spaces for people with disabilities.
- **Employer incentives and support:**
  - Article 28 of Law 02-09 states that employers who hire people with disabilities can receive benefits, including the provision of equipment and reasonable adaptation of the work environment.
  - Decree no. 14-212 of Law 02-09, published in July 2014 addresses the 1% quota reserving jobs for people with disabilities. It also establishes the “special fund of national solidarity” which allocates budget to adapt and equip the workplace for people with disabilities.
- **Vocational training:**  
Law 02-09, Article 16 establishes the creation of special facilities that provide education and vocational training as well as psychosocial and medical services to people with disabilities, both inside and outside the institution. Parents and other individuals are considered members of the care team for people with disabilities. All expenses related to reasonable accommodation and transportation to and from public facilities within education and vocational training facilities are covered by the state.
- **Supported employment:**  
Handicap International did not find any legislation on supported employment at this time.

- **Sheltered employment:**

Law 02-09, Article 29 establishes working centers for people with disabilities. While there is often good intent behind this work centers, non-governmental organizations and rights groups do not support these types of work centers because of they are segregated workplaces.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**

- The Ministry of National Solidarity of the Family and of the Status of Women
- The Ministry of Education and Vocational Training
- In the formation of the proposed environment, 40% corresponds to people with physical disabilities, 25% with people with hearing disabilities, 12% to people with visual disabilities, and 23% to people other disabilities and/or chronic diseases.
- The Social Action Directorate

- **DPOs:**

- Algerian Federation of Disabled People (FAPH): The Algerian FAPH is a national movement advocating for the defense and promotion of the rights of people with disabilities. FAPH coordinated a network of disabled people’s organizations and associations for people with disabilities across Algeria.

- **NGOs and foundations:**

- From January 2016 – December 2017, Handicap International implemented a project called “NASIJE,” which supports youth employment aiming to promote access to decent work for adequate remuneration for young people with disabilities, especially women. This project also promotes opportunities for citizen engagement in communities across Algeria.

- **Vocational training:**

- Vocational training centers in Algeria are primarily run by the Ministries of Education and Training (MEF) and the Ministry of Labor and Social Affairs (MTAS).

- **Employment service providers:**

- An inclusive services and workplaces guide explains making reasonable accommodation within workstations, determining financial penalties in cases of quota non-compliance, and available grants to develop inclusive workstations. Some of these are powered by the financial contribution of companies that do not meet the quotas. Inclusive services include the National Employment Agency (ANEM).

- **Companies:**

- According to the Consolidated Disability Findings from the 2010 U.S. State Department Country Reports on Human Rights Practices, Algerian public enterprises typically ignore the 1% quota requirement to reserve 1% of their workforce for people with disabilities.<sup>80</sup>

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**80** Consolidated Disability Findings from the 2010 U.S. State Department Country Reports on Human Rights Practices: The Near East and North Africa. Rep. Washington, D.C.: U.S. Gov. Print. Off., 2010. Print.



## BOLIVIA



### Disability prevalence

4% or 388,119 people with disabilities

*Source: The National Census, 2012*

44,862 people with disabilities registered with the Ministry of Health

*Source: The Ministry of Health has its own database of people with disabilities. People with disabilities registered with the Ministry of Health have a disability card that allows them to receive a yearly pension.*

### Disability definition

We did not come across a formal definition of disability in our research.

### Employment rate

- In 2014, the Ombudsman (Defensoría del Pueblo de Bolivia) stated that the unemployment rate of people with disabilities was between 60% and 80%, whereas official data reports a 3.2% unemployment rate.
- The National Federation of Blind People of Bolivia reports that only 31 of the 4,730 Bolivians who are blind had a long-term job in public institutions.
- An Ombudsman study indicated that only 2% of all employees in Ministries are people with disabilities, or half of the national government's 4% quota. Furthermore, most people with disabilities who are employed in the Ministries work in the lowest-paid jobs, such as receptionists, porters, and elevator operators.<sup>81</sup>
- 88% do not receive any kind of allowance or income.
- 70% of people with disabilities in El Alto live on less than 2 USD per day.
- Of the 31,499 people with disabilities aged between 15 and 55 identified in Bolivia, only 15.5% were actively working, according to a study by the solidarity mission "Moto Mendez." Among the workers, 63.2% were self-employed, 22.1% worked in the public sector, and 14.8% in the private sector.

### Laws and public policies

#### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: 2007
- ✓ Ratification: 2009

#### Inter-American Convention on the Elimination of All Forms of Discrimination against Persons with Disabilities:

- ✓ Ratification: 2002

#### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: June 6, 2003

#### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), 1983:

- ✓ Signature: 1996

**81** DERECHO AL TRABAJO Y PERSONAS CON DISCAPACIDAD, EL CASO BOLIVIANO Ponencia del Defensor del Pueblo de Bolivia, Rolando Villena, Brasilia, Abril de 2014

## Convention on the Elimination of All Forms of Discrimination against Women, 1981:

- ✓ Signature: 1980
- ✓ Ratification: 1990

## National laws

- Law 223 for people with disabilities:
  - March 2, 2012, President Evo Morales of Bolivia promulgated the General Law No. 223, aimed at improving the quality of life of people with disabilities, promoting their employment, creating rehabilitation programs, and providing an annual subsidy for qualified people with disabilities. It includes the right to employment, decent, and permanent work (Art 13).
- Decrees 27477 and 29608: establishes a 4% quota within the government for people with disabilities and states that the government should actively promote inclusive employment.

## National plans, programs, and policies

- The National Plan on Equity and Equal Opportunities/El Plan Nacional de Igualdad y Equiparación de Oportunidades para Personas con Discapacidad (PNIEO) seeks to ensure the enjoyment of the rights of people with disabilities. PNIEO includes programs on capacity development and inclusion in the labor force, primarily headed by the Ministry of Employment. Despite this plan, the public sector has not yet met the 4% quota for employment of people with disabilities, and there are few entities that enforce this quota.
- The Authority for Financial Services: It is a norm to promote the inclusion of people with disabilities under the Financial Services law. It is typical to promote the inclusion of people with disabilities in financial services and to promote inclusion amongst employees.
- The government's Program to Access Employment (PAE) has a database of jobseekers—noting which have disabilities—that employers can access. However, since the government does not provide personalized support or financing for reasonable accommodation, employers sometimes lack incentive to hire people with disabilities from the database.

## What can we find in these laws and programs?

- **Equity and non-discrimination:**  
Article 13 of the law 223: Right to employment, decent, and permanent work (Art 13).
- **Workplace accessibility:**  
Handicap International did not find any legislation on workplace accessibility for people with disabilities.
- **Quota:**  
4% of government employees should consist of people with disabilities, according to the Decrees 27477 and 29608.
- **Employer incentives:**  
Article 3 of Supreme Decree No. 29,608, of June 18, 2008, states that the Ministry of Working promote the creation of incentives of various kinds for companies, associations, and productive self-help groups, made up of people with disabilities, being empowered to the exemption of payment for procedures that are the responsibility of that institution.
- **Vocational training:**  
There is no current law mandating that vocational training programs include people with disabilities.

- **Supported employment:**  
There are no provisions—financial and other—for personalized support within most plans and programs; however, provisions for personalized accommodation for people with disabilities are included in some projects.
- **Sheltered employment:**  
Article 4 of Supreme Decree No. 24807, approving the Regulations to Law No. 1678—the Persons with Disabilities Act, promotes the inclusion of persons with disabilities in the workforce by establishing sheltered workshops and occupational centers to employ people with disabilities. Article 4 prohibits exploitative work situations and encourages businesses to ensure the adequacy of work conditions.
- There are also some workshops and centers that employ people with disabilities run by organizations of people with disabilities. But most of these employment initiatives are small or managed by a single family, resulting in a small number of employees.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**
  - Comité Nacional para Personas con Discapacidad (CONALPEDIS)
  - Dirección General de Personas con Discapacidad del Ministerio de Justicia: The Ministry of Justice, through the National Direction of People with Disabilities, is in charge of promoting full and decent employment for people with disabilities.
  - Al Ministerio de Trabajo, Empleo y Previsión Social
- **DPOs:**  
Handicap International did not find any information on DPOs in Bolivia at this time.
- **NGOs and foundations:**
  - Handicap International
- **Vocational training:**
  - Implementation of job training for people with disabilities, which runs through the Plurinational Employment Service, under the Directorate General of Employment. Through this project, people with disabilities are offered job training (courses with a workload of between 630 and 660 hours, during which the beneficiary receives a stipend of 25 Bs. per day) and support to generate job opportunities.
- **Employment service providers:**
  - In some instances, the Unit for People with Disabilities at the local government level provides support to link people with disabilities with potential employers.
  - The government’s Program to Access Employment (PAE) has a jobseekers database that employers can access. It identifies people with disabilities, but does not provide personalized support to employers or people with disabilities.
- **Companies:**
  - The public sector is the main employer of people with disabilities. People with disabilities represent 2% of employees.
  - The financial sector is also involved in hiring people with disabilities, primarily due to corporate social responsibility objectives.
  - Within the private sector, small companies remain the main employers of people with disabilities, but thus far the scale of employment remains small.

## COLOMBIA



### Disability prevalence

6.3% or 3,051,217 people with disabilities

*Source: The 2005 National Census; Population estimates for 2015*

### Alternative disability prevalence

1,063,917 people with disabilities

*Source: Registro para la Localización y Caracterización de Personas con Discapacidad (RLPCD) managed by the Social Protection Information System, December 2013*

### Disability definition

Colombia uses the definition of the Convention of the Rights of Persons with Disabilities and the International Classification of Functioning, Disability and Health (ICF) as the basis of its disability assessment systems.

### Employment rate

- According to the RLPCD, 17% of people with disabilities work—10.8% of women with disabilities and 23.7% of men with disabilities. People with physical and visual impairments report higher employment rates than people with other types of disabilities.
- According to the 2005 census, most people with disabilities do household chores (25%), have permanent disabilities, and have no pension (23%), are looking for work (7%), are studying (6%) or conduct self-consumption activities (3%).
- According to DANE—the Administrative Department of National Statistics—only 15.5% of the economically active population have some kind of occupation and only 2.5% receive the stipulated minimum wage. Of economically active persons with disabilities, women constitute only 34%.<sup>83</sup>

### Laws and public policies

#### Convention of the Rights of Persons with Disabilities:

- ✓ Signature: 2007
- ✓ Ratification: 2011

#### Inter-American Convention on the Elimination of All Forms of Discrimination against Persons with Disabilities:

- ✓ Ratification: 2003

#### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: January, 25 2005

#### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

- ✓ Signature: 1989

#### Convention on the Elimination of All Forms of Discrimination against Women, 1981:

- ✓ Ratification: January 19, 1982

<sup>83</sup> Harkin Employment Summit\White paper\Latin America\Colombia\rights-of-persons-with-disabilities-colombia.pdf

## National laws

- The Colombian National Constitution (Articles 25, 47, 54 and 68)
- *Ley 119* of 1994 structures the SENA (National Training Service)
- *Ley 361* of 1997 (Employment: Articles 22-> 34) is the national law for the social inclusion of people with disabilities.
- *Ley 1618* (Disability Act) of 2013 presents the National Plan on Disability.
- Decree 2852/2013 regulates the Public Employment Service with specialized units to promote reasonable accommodation, professional support, links with training programs and advice to increase employability of people with disabilities. This decree includes training employers on the possibilities and benefits of employing people with disabilities, and identifies candidates with matching profiles.

## National plans, programs, and policies

- CONPES 166 (2013): National Plan on Disability presents the actions of the government to promote the rights of people with disabilities.
- *The Productivity Pact Program* aims to improve the employment opportunities for people with disabilities by establishing agreements between the private sector and training services. It originates from an alliance between Corona foundation, the Inter-American Development Bank, the National Training Service (SENA), the Presidential Agency for International Cooperation of Colombia and the Foundation Saldarriaga Concha.
- The pilot project for the employment of people with disabilities of the DPS is implemented by the Administrative Department for Social Prosperity. This pilot project is planned to initially generate 40 new jobs and 20 internships for people with disabilities. The good practices will be replicated across all country's regions gradually.

## What can we find in these laws and programs?

- **Equity and non-discrimination:**  
The National Constitution recognizes the right to rehabilitation, inclusion and employment for people with disabilities under decent and fair conditions (Art.25, 47 and 54).
- **Workplace accessibility:**  
Handicap International did not find any legislation on workplace accessibility.
- **Quota:**  
At present there is no quota, but there is a 2% quota currently proposed to the Parliament.
- **Employer incentives and support:**
  - Law 361, Article 24 states that “companies can benefit from tax exemptions on equipment and other machinery that is design specifically for people with disabilities.”
  - Law 361, Article 31 affirms that “the companies that hire employees with disabilities (with ‘more than 25% of disability’) have fiscal advantages.” While these fiscal measures are written into policy, they are not implemented or enforced.
- **Vocational training:**  
Law 119 of 1994: Article 4, paragraph 9, states that the SENA should “organize comprehensive training programs for the unemployed, underemployed and programs of vocational rehabilitation for people with disabilities.”

- **Sheltered employment:**

- Article 22 affirms that the Government of Colombia will establish sheltered employment programs for persons with disabilities who can't access competitive system.
- Article 32 states that “People with disabilities that are working in sheltered workshop shall not be paid below 50% of the legal minimum wage.”
- On October 3, 2007 the Constitutional Court ruled (in C-810-07) that this article is constitutionally enforceable, with the understanding that the intent behind sheltered workshops is to provide training activities, social integration and/or rehabilitation. The Constitutional Court ruled that sheltered workshops do not equate to formal, decent employment.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**

- *Ministerio de Trabajo* (The Ministry of Labor)  
Law 1346, Article 27 (2009) claims that the Role of the Ministry of Labor is to ensure that companies fulfill their obligations to employ people with disabilities in the mainstream workplace. This law promotes a specific strategy to raise awareness about employment of people with disabilities, train employers and other stakeholders that work on employment of people with disabilities. Under this law, 2,308 stakeholders have been trained, including 1,382 employers.
- *Ministerio de Salud y Protección Social* (The Ministry of Health and Social Protection)  
The Ministry of Health and Social Protection acts as the governing body of the National Disability System. Decree 205 of 200, 3 Article 28, paragraph 10 states that the Ministry of Health and Social Protection should “propose and promote the implementation of rehabilitation and job creation policies for people with disabilities, in coordination with the other Directorates General of the Ministry.” Supported and protected employment initiatives were born out of this decree.
- *Departamento Administrativo para la Prosperidad Social (DPS)*—DPS is the Administrative Department for Social Prosperity.

- **DPOs:**

- *Federación Colombiana de Organizaciones de Personas con Discapacidad Física (FECODIF)* was established in 2003 to give voice to and defend the rights of persons with disabilities and their organizations.
- The Colombian Coalition for the Implementation of the Convention on the Rights of Persons with Disabilities was formed in October 2014 with the purpose of drafting the alternate report on the Rights of People with Disabilities. Since its formation, the coalition has worked on strengthening the role of civil society, generating instruments for compiling information about human rights violations against people with disabilities in Colombia, and has coordinated the work of networks of organizations of people with disabilities.

- **NGOs and foundations:**

- Handicap International provides support to local actors to implement inclusive employment projects. This includes a partnership with the *Fundación REI* to support a training center to become more inclusive. Handicap International also works with local employment services such as SENA or Comfenalco to help them become more inclusive of people with disabilities in their services. Handicap International also runs awareness campaigns and workshops about disability inclusive employment and access to decent work for people with disabilities.
- The *Fundacion Saldarriaga y Concha* is an NGO that runs a program for people with disabilities and older people, and aims to generate effective and sustainable income for by increasing employability, entrepreneurship, and access to services and inclusive environments.

- *Fundación Arcángeles* is a nonprofit organization that works to improve the living conditions of vulnerable populations in the country by running an inclusive labor program. Founded in 2006, this nonprofit reports that more than 60 people with hearing disabilities, 30 people with physical and sensory disabilities, and 40 people with physical disabilities were hired and retained in Colombia, Peru, and Argentina.
- The Rehabilitation Committee is a private non-profit organization for social development and runs a Rehabilitation Unit Program which aims to promote employment of people with disabilities.
- Fundación REI is a private nonprofit organization dedicated to the prevention of disability, habilitation, rehabilitation and equalization of opportunities for people with disabilities. Fundación REI is located in Cartagena.
- The *Asociación Amigos con Calor Humano* is a nonprofit organization founded in 1978 that accompanies people with disabilities and their families in the processes of social and productive inclusion through programs and projects. Some of the interventions include:
  - Training
  - Placement and adaptation to job analysis
  - Advocacy
  - Coaching to enterprises to hire people with disabilities
- **Vocational training:**
  - The SENA (National Training Service) provides professional training for people with disabilities (among others) to improve their employability. People with disabilities can access programs to obtain a training certificate or diploma that helps them improve their capacities according to their interests, expectations, and the labor market. In 2015 alone, the SENA trained 39,274 people with disabilities. SENA partners with the National Institute for Blind People and the National Institute for Deaf People.
  - National Institute of Blind People and National Institute for Deaf People are sheltered vocational training centers that offer specialized trainings to people with disabilities who are blind and deaf.
- **Employment service providers:**
  - *Unidad Administrativa Especial del Servicio Público de Empleo (UAESP)* and Centros de empleo: The Colombian Public Service of Employment (UAESP) and employment agencies provide support for people with disabilities to apply to available positions in the public sector, though the program's, "Productivity Pact." The UAESP project provides ongoing training to 400 people from 100 employment service points throughout the country. Some trainers are taught sign language, in methodologies to include people with disabilities and in overarching accessibility.
- **Sheltered employment centers:**

Examples of sheltered employment centers include Centro de Rehabilitación de Norte de Santander and Fundación Ideal del Valle del Cauca.
- **Companies:**
  - A 2015 study conducted by the employment website, *trabajando.com*, asked more than 2,100 leaders from companies in Colombia about their recruitment of people with disabilities. It concluded that 55% of companies do not employ any people with disabilities. 45% affirmed they employ people with disabilities among which 35% are in administrative positions, 26% in operations, 11% in client service, 9% in accounting, 7% in human resources, 5% in communications,

5% in commercial areas, and 2% in IT. 80% of the companies that have hired people with disabilities affirmed they have hired at least 10 people with disabilities in the past year.

- According to the experience of “Productivity Pact” and the Corona Foundation, from 2010 to 2014, there have been 143 companies that have hired 631 people with disabilities in formal employment.
- Some of the companies that employ people with disabilities are Bavaria, Grupo Bancolombia, Colcafe, Comfenalco, Metro de Medellín, Corona, Tutto, Comfandi, Grupo Éxito, and Carvajal.

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- *OPcD CORSAVIBA–CORPORACIÓN SALVADOR, VILLA GERMAN, BUENOS AIRES. Municipio de Apartadó–Antioquia–Colombia*



## EGYPT



### Disability prevalence

1.8% or 1,313,820 people with disabilities.

*Source: The 2006 National Census*

### Alternative disability prevalence

13%

*Source: UN estimates*

Despite the estimates above, there are no widely accepted statistics on the number of persons with disabilities in Egypt.

Handicap International recommends that the 2016 census utilize the Washington Group Questions to increase the quality of national level data collection on disability.

### Disability definition

The Rehabilitation Act defines a person with disability as “*everyone became unable to rely on himself to engage in work or do something else, and the stability or decreased ability due to organ failure, mental or sensory deficit or the result of a congenital birth*” (art. 2).

### Employment rate

- Currently, there are no statistics on the employment of people with disabilities in Egypt.
- The National Council for Disability Affairs in Egypt started an initiative to produce disability-related statistics. The Ministry of Social Solidarity also plans to collect disability statistics to support a new cash assistance scheme called “Karama” (World Bank).

### Laws and public policies

#### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: April 2007
- ✓ Ratification: April 2008

#### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: May 2002

#### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

- ✓ Signature: 1988

#### Convention on the Elimination of All Forms of Discrimination against Women, 1981:

- ✓ Ratification: September 1981

### National laws

- The Egyptian constitution of 2014 outlines the rights of persons with disability.
- The “Rehabilitation Act No. 39 of 1975, amended by Law No. 49 of 1982” is the state’s primary disability policy. The Act defines a person with disability as “*everyone unable to rely on himself to engage in work or do something else, and the stability or decreased ability due to organ failure, mental, or sensory deficit or the result of a congenital birth*” (art. 2).
- New legislation: a bill is under discussion at the Egyptian parliament. If the bill becomes approved, a number of provisions will be guaranteed.

## National plans, programs, and policies

- Last year, the Egyptian Authority for Management and Administration encouraged people with disabilities to apply for 5,000 available jobs in the public sector as part of the fulfilment of the 5% employment quota by the law.
- The partnership between the government, the International Labour Office, and civil society to rehabilitate and employ persons with disabilities strategically focuses on specific geographic territories and sectors, e.g. tourism.
- The Egyptian Information and Communication Technology Trust Fund (ICT-TF)—jointly established by the Ministry of Communications and Information Technology (MCIT) and the United Nations Development Program (UNDP)—has IT trainings and educational programs that specifically target people with disabilities, aiming to increase people with disabilities’ access to employment.

## What can we find in these laws and programs?

- **Equity and non-discrimination:**
  - Article 81 of the Egyptian constitution of 2014 emphasizes the rights of people with disability: *“The state shall guarantee the health, economic, social, cultural, entertainment, sporting, and education rights of dwarves and people with disabilities. The state shall provide work opportunities for such individuals, and allocate a percentage of these opportunities to them, in addition to equipping public utilities and their surrounding environment. The state guarantees their right to exercise political rights, and their integration.”*
  - Article 11 requires the state to protect and care for woman who are considered ‘most in need’ and, as such, this provision accords protection to women with disabilities who are particularly at risk.
- **Workplace accessibility:**  
Handicap International did not find any legislation on workplace accessibility for people with disabilities.
- **Quota:**
  - Law No. 49 (1982) introduces an employment quota of 5% for people with disabilities in firms with 50 employees or more.
  - In the suggested legislation, the threshold for employers’ obligation to hire the 5% quota will become 20 employees, instead of 50 employees.
- **Employer incentives and support:**
  - The new disability law suggests that government provides tax exemption and/or reductions for employers of people with disabilities and/or entrepreneurs with disabilities, employers who exceed the assigned employment quota for persons with disabilities and the employees with disabilities themselves. In the new law, it is suggested tax exemption/deduction for employers/entrepreneurs with disabilities, employers who exceed the assigned employment quota for persons with disabilities, and the employees with disabilities themselves.
- **Vocational training:**  
Chapter four in the new disability draft law mandates that the state provides vocational training and employment services for people with disabilities. Vocational training service providers use technology and support services to be inclusive of people with disabilities. They will provide free certificates that indicate the skills acquired in the course and corresponding occupations that would best fit the individual.
- **Sheltered employment:**  
Thus far, no sheltered employment initiatives have resulted from national legislation; however, multiple partnerships between the private sector and civil society have resulted from national level

legislation and advocacy. For example, Al Nour Wal Amal DPO—who link women who are blind with services in the community—established a call center staffed by women who are blind. This call center provides outsourced customer service for private sector companies and simultaneously provides women with economic opportunities.

## Primary stakeholders and service providers

### • Ministries and other government stakeholders:

- Amongst many responsibilities, the Ministry of Social Solidarity, works to increase employment opportunities for people with disabilities. This is partially through provision of rehabilitation services which increase people with disabilities capabilities within the work environment. The Ministry is also responsible for the delivery of social protection schemes.
- Founded in 2012, the National Council for Disability Affairs (NCDA) is responsible for ensuring compliance with existing legislation; for example, by lobbying public and private sector employers to abide by the employment quota for persons with disabilities. After implementing training in 2012, it was seen as a strategic step toward advocating and supporting disability rights.
- State Information Service Authority (rehabilitation initiative)
- Chamber of Information and Communication Technology: In 2012, The Ministry of Communications and Information Technology launched the National Initiative of ICTs for People with Disabilities. The initiative was launched in collaboration with the Wayana International Foundation for Integration and Awareness and the Misr El Kheir Foundation. The initiative’s main objectives include development of new IT applications targeted at people with disabilities, provision of IT training programs specifically for people with hearing and visual disabilities, and more broadly, to “achieve human development for people with special needs” via technology.<sup>82</sup>
- Between 2014-16, The Egypt-ICT Trust Fund,—in partnership with the UN Development Program and the International Labour Organization (ILO)—implemented a project titled “Jobs and Skills for people with disabilities with a focus on ICT-based solutions.”<sup>83</sup>
- The Ministry of Youth and Sports organizes annual employment fairs for persons with disabilities.

### • DPOs:

- The Egyptian Federation of Organizations for People with Special Needs is an associate member of Rehabilitation International and works to provide rehabilitation and equal opportunities for people with disabilities.

### • NGOs, foundations, and international cooperation:

- Handicap International:
  - Four-year IDMAG project funded by Drosos Foundation (the project is in its first year)
    - Community-based information and referral service which provides personalized support for youth with disabilities in two informal urban areas of Greater Cairo region
    - Inclusion support to livelihood and social service providers to become part of the referral network
    - Inclusion support to employers (both formal and informal ones)
    - Inclusive local development and creation of multi-stakeholders working group leading to inclusion initiatives and sustainability of established practices and mechanisms
    - Partner: Association for the Rehabilitation of Youth with Disabilities (local DPO)

<sup>82</sup> “ICTs 4 PwDs.” Ministry of Communications and Information Technology. Arab Republic of Egypt, 2016. Web. 2016.

<sup>83</sup> “The First Steering Committee Meeting for the Project “jobs and Skills for Persons with Disabilities with a Focus on ICT-based Solutions” Takes Place in Cairo.” UNDP in Egypt. UNDP, 14 Dec. 2014. Web. 11 Nov. 2016.

- Governance Action for Livelihood (GOAL) project (EU Funding approval pending):
    - Support of local governance mechanism to include economic inclusion for persons with disabilities
    - Support local job placement mechanism, by transferring expertise of mainstream job placement agency to serve the local needs of persons with disabilities to join the labor market
  - The ILO's two-year project, Decent Jobs for Egyptian Youth, in partnership with Ministry of Tourism, Governorate of Red Sea, and Ibtisama Foundation provided rehabilitation and training for 70 youth with disabilities from the Red Sea governorate. Following the project, the 70 youth with disabilities were employed at 19 hotels in Egypt.
  - Helm ("Dream") is a non-profit organization that promotes the full inclusion of people with disabilities in all aspects of life, and specifically, to facilitate their employment and ensure that private and public premises are accessible to all.<sup>84</sup> To date, Helm supported the employment of 1,230 people with disabilities and worked with 220 corporate clients to increase overall disability inclusion within the workplace. Helm covers the greater Cairo region.
  - The Caritas Seti Center works to facilitate employment for people with disabilities, and partners with employment-related governmental stakeholders to ensure successful job placements for people with disabilities. People with disabilities are typically identified within DPOs and trained in specific skills, are placed within the workplace and followed up with via the project team to ensure work stability, productivity, and goodness of fit for the role. This project hopes to achieve employment for 220 people with disabilities in the Governorates of Alexandria and Beheira.
  - Al Nour Wal Amal, an NGO that runs a sheltered call center for women with disabilities, offers a stable income and an accessible work environment.
  - The Elhassan Foundation recently started a job placement program for people using wheelchairs. Thus far they have successfully placed a few people within private sector organizations.
  - The Coptic Evangelical Organization for Social Services (CEOSS): While CEOSS works across advocacy, health, rehabilitation, education, and civic inclusion, one key sector in which CEOSS focuses on is livelihoods and access to work for people with disabilities.<sup>85</sup>
  - Ibtisama Foundation in partnership with Orange targets youth with disabilities and provides training and rehabilitation followed by job matching with employers, with a special focus on hotels. To date, the program supports the employment of ten youth with disabilities.
  - Wayana is an NGO that works toward cross-sectoral inclusion. Their projects include forming partnerships with private sector businesses to help them become more inclusive of people with disabilities.
  - The Development Association for Empowering Special Needs (DAESN) Foundation provides training for employment and job placement in the private sector for persons with visual impairment.
  - Among other fields of assistance, Japanese International Cooperation Agency (JICA) supports access to employment for persons with disabilities through administering disability equality training and provides supported employment through job coaching.
  - Plan International is currently implementing the Tamkeen project on inclusive employment for marginalized groups, including people with disabilities.
- **Vocational training:**

<sup>84</sup> "About." Helm. Helm, 2016. Web. 11 Nov. 2016. <http://www.helmegypt.org/about/>

<sup>85</sup> "Rehabilitation of Persons with Disabilities." CEOSS. N.p., 09 Sept. 2015. Web. 11 Nov. 2016. <http://en.ceoss-eg.org/rehabilitation-of-persons-with-disabilities-program/>

- Vocational training in Egypt typically occurs in segregated schools. These three types of special schools include:
  - Intellectual Education Schools cater to students with psychosocial disabilities, except those students whose disabilities are determined to be “severe.” The school delivers rehabilitation, basic education and professionally focused vocational training.
  - Al Nour [the light] schools target persons with visual impairment, and provide education parallel to mainstream schools.
  - Al Amal [the hope] schools target persons with hearing impairments, and deliver basic education (e.g. reading and writing). From the Al Amal schools, student are automatically enrolled into partner vocational high schools.
- While these schools exist, the quality of the vocational training provided varies. The schools often do not fully prepare youth for the labor market. This is typically due to old curriculum and limited facilities within these schools. Due to a lack of opportunity for people with disabilities to access decent, high paying jobs many people with disabilities prefer to receive cash assistance from the government rather than working in low-paying, unfulfilling positions.
- **Employment service providers:**
  - Labor Offices (Ministry of Manpower and Migration)
    - The Ministry of Manpower and Migration coordinates a variety of activities related to employment, including many different types of targeted vocational training, distribution of certificates and ID cards that verify skills and regulation of migratory work.<sup>86</sup>
    - The Ministry of Manpower and Migration is also on the steering committee for the Egypt ICT Trust Fund.
  - National Employment Pact (a national job placement agency)
    - NEP is partnering with Handicap International (specifically within the “IDMAG project”) to achieve its 2016 strategy to reinforce inclusive practices and increase the number of persons with disabilities served.
- **Sheltered employment centers:**
  - Al Nour Wal Amal offers a sheltered call center for women with disabilities, offering stable income and accessible workplace.
  - The Ability Contact Center is a socially-g geared business providing outsourced customer service care. The contact center solely hires people with disabilities. Using their professional network, the Ability Contact Center also refers job seekers to other employers interested in hiring people with disabilities.
- **Companies:**

There are several companies that actively recruit and hire people with disabilities in Egypt. Some hire people with disabilities in a mainstream workplace; others have workplaces solely devoted to hiring people with disabilities (sheltered workshops). These includes Semiramis Intercontinental Hotel, Vodafone, Xceed Contact Center, Raya Contact Center, Ability Contact Center, Giza Spinning and Weaving, the Chamber of Information and Communication Technology, McDonald’s, and Americana.

*Thanks to: Handicap International Egypt, HI-Egypt staff, Olivier Fabre, Leonello Fani, Kazem Hemeida, and Reham Hussain, and partners.*

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<sup>86</sup> <http://www.manpower.gov.eg/Vocationaltraining.html>

# HAITI



## Disability prevalence

While there is no reliable data at the country level on disability prevalence, we can estimate the disability prevalence based on international statistics. The WHO estimates that 15% of the world's population lives with a disability. However, rates of disability increases by 1 – 4 times proportionally after a disaster. Considering that Haiti has about 10 million citizens, we can estimate that more than 1.5 million people live with a disability in Haiti.

*Source: OMS. Rapport mondial sur le handicap. Genève, Organisation mondiale de la santé, 2011*

## Disability definition

Haiti uses the definition found in the Convention on the Rights of Persons with Disabilities.

## Employment rate

- There is no national data on employment of people with disabilities.
- 35.9% of people with disabilities registered as employed, according to a 2012 study by Handicap International.

## Laws and public policies

### Convention on the Rights of Persons with Disabilities:

✓ Ratification: July 2009

### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

✓ Ratification: July 2007

### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

✗ No Signature

### Convention on the Elimination of All Forms of Discrimination against Women, 1981:

✓ Ratification: July 1981

### Inter-American Convention on The Elimination of all Forms of Discrimination against Persons with Disabilities:

✓ Ratification: May 2009

## National laws

The law, passed on March 13, 2012, on the integration of people with disabilities outlines six adaptations in the workplace.

## National plans, programs, and policies

The Five Year National Strategic Action Plan on Disability (2011-16) outlines the right to equal employment. At the beginning of each year, the office develops an action plan to ensure ongoing implementation of the five-year strategic plan.

## What can we find in these laws and programs?

- **Equity and non-discrimination:**
  - Article 42 of the law passed on March 13, 2012 states that any discriminatory practice against persons with disabilities throughout recruitment or employment is prohibited.

- Article 80 states that any company who refuses to employ a person because of his or her disability is liable to a fine ranging from 200,000 gourdes to 500,000 gourdes for each separate instance of discrimination.
- **Workplace accessibility:**
  - Article 48 requires employers to make reasonable accommodation within the workplace for people with disabilities.
  - Article 49 states that the Inspectors of the Ministry of Social Affairs and Labour regularly conduct inspections of facilities and installations within businesses, particularly regarding accessibility within the workplace and within sanitary facilities. While this law is on paper, these inspections are rarely enforced.
- **Quota:**
  - Article 44 states that every workplace must ensure that people with disabilities comprise 2% of their workforce.
  - To meet the quota, employing people with disabilities can be done through direct hiring or through contract services.
  - Article 50 stipulates that the mandate to fulfill a quota extends to all government jobs.
- **Employer incentives and support:**  
The strategic plan offers incentives for companies to employ people with disabilities. However, this portion of the law is not enforced.
- **Vocational training:**  
Chapter four of the law passed on March 13, 2012 mandates that all university centers that provide vocational training and appropriate reasonable accommodation to people with disabilities.
- **Sheltered employment:**  
There are no formal laws about sheltered employment.
- **Access to unions:**  
Article 47 prohibits discrimination against people with disabilities for union membership.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**
  - The Office of the Secretary of State for the Integration of Disabled Persons (Bureau du secrétaire d'état à l'intégration des personnes handicapées, or BSEIPH) and the Ministry of Social Affairs (Ministère des Affaires Sociales, or MAST) work to:
    - Improve the living conditions of people with disabilities
    - Help raise awareness of public opinions on disability issues
    - Strengthen the intervention capacities of associations
    - Establish a legal framework for protection of people with disabilities
  - The National Vocational Training Institute (INFP) of the Ministry of National Education and Vocational Training (Institut national de formation professionnelle (INFP) du Ministère de l'éducation nationale et de la formation professionnelle)
  - Public institutions:
    - Office of Human Resources Management (OMRH)
    - The Department of HR
  - The Ministry of Trade and Industry (Ministère du commerce et de l'industrie)
  - The Ministry of Tourism (Ministère du Tourisme)

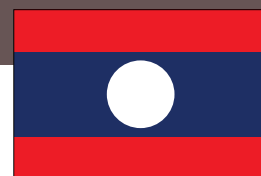
- The Chamber of Trade (Les chambres de métiers)
- The Young International Chamber (Jeune chambre International (JCI))
- **DPOs:**
  - Haitian Society for the Blind (Société Haïtienne d'aide aux aveugles, or SHAA) works to build awareness and facilitate training on reasonable accommodation and IT adaptations for people who are blind.
  - Saint Vincent manages awareness building campaigns and trains partners on adaptations and support mechanisms for people with disabilities.
  - Founded in 2001, The National Network of Associations for the Integration of Disabled People (Réseau associatif national pour l'intégration des personnes handicapées, or RANIPH)
  - The National Coalition of Organizations for the Integration of People with Disabilities (Coalition nationale des organisations pour l'intégration des personnes handicapées, or CONOIPH)
  - The Haitian Federation for the Integration of Persons with Disabilities (Fédération Haïtienne pour l'intégration des personnes handicapées, or FHAIPH)
  - Disabled Peoples' International North America and the Caribbean (DPI NAC) is a network of NGOs spanning across several countries in the Caribbean that focus on disability.
- **NGOs and foundations:**
  - Handicap International works with people with disabilities to help them develop personalized business plans, improve access to decent work, and promote integration within the community.
  - Christian Blind Mission (CBM) collects information on disability and supports the government in developing program strategies for people with disabilities, including promoting inclusive job placement programs that target and include people with disabilities.
  - The Association of Sant Kore Lavi, or L'association Sant Kore Lavi (SKL) supports 210 people with disabilities within their economic development program.
- **Vocational training:**

The Versatile Vocational Training Center in Port-au-Prince provides access to professional training—particularly in adapted computer training—to people with disabilities.
- **Employment service providers:**
  - The Office of the Secretary of State for the Placement of Disabled Persons facilitated employment opportunities for people with disabilities, including:
    - Awareness raising
    - Placement of people with disabilities into jobs using data collected by the government.
    - Providing career training for people with disabilities (e.g. resume building, job interviews, etc.).
- **Companies:**

Handicap International did not find any private sector businesses actively employment people with disabilities during our research.



# LAOS



## Disability prevalence

2.8% or 6,492,400 people with disabilities

*Source: The new National Census of the Laos statistics bureau from the Ministry of Planning and Investment was conducted in 2015, but the official report has not been issued. This number is the unofficial figure as of August 2016.*

## Disability definition

Laos adopts its definition from The Convention on the Rights of Persons with Disabilities.

## Employment rate

- There is no national data on the employment of people with disabilities.
- A survey conducted by Handicap International in 2012 found that in seven districts, nearly 2,700 people with disabilities of working age are registered with Lao Disabled People's Association (LDPA). From these 2,700 individuals, the survey gathered information on more than 2,200 people with disabilities and includes the following demographics:
  - 7% employed
  - 17% unemployed
  - 40% unemployed but able to work
  - 36% unemployed and unable to work

## Laws and public policies

### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: 2008
- ✓ Ratification: September 2009

### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: June 2005

### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

- ✗ No Signature

### Convention on the Elimination of All Forms of Discrimination against Women, 1981:

- ✓ Ratification: August 1981

## National laws

- Following its revision in 2003, the Laotian Constitution now guarantees that people with disabilities will receive social security benefits and time off work in the event of incapacitation or disability.
- Although there isn't a specific law on disability, the current legal document referenced is: Lao Government Decree No 137/GOL on Persons with Disabilities dated April 18, 2014.
- There are several references to tax policy within the Laos Decree on the Rights of Persons with Disabilities, which includes tax reduction and/or exemption for vocational training centers and employers who choose to employ people with disabilities, as well as tax and duty exemption for documents, instruments, materials, and equipment that "aim to assist the development of persons with disabilities."<sup>87</sup>

<sup>87</sup> <http://www.manpower.gov.la/Vocationaltraining.html>

## National plans, programs, and policies

The National Policy on Persons with Disabilities is under development. Once the plan is presented and approved by the government, a strategy and action plan will be developed. The current draft of the National Policy includes articles on work and employment.

### What can we find in these laws and programs?

- **Equity and non-discrimination:**

Under the Constitution, all citizens are equal before the law, including people with disabilities.

- **Workplace accessibility:**

Article 27 of Decree No 137/GOL states: “when people with disabilities are taken to work, they shall be provided with necessary accommodation.”

- **Quota:**

Laos does not have a quota written into law for the employment of people with disabilities. However, Laos mandates that businesses who cannot hire qualified people with disabilities will pay into the government fund for persons with disabilities an amount equal to the minimum salary, as provided for in labor law.<sup>88</sup>

- **Employer incentives and support:**

Article 25 of the Decree on the Rights of Persons with Disabilities states: “the State shall promote the private sector to employ persons with disabilities more than a certain number specified by the State, by considering tax reduction or exemption.” Since this is a decree and not a formal policy, there is no formal implementation or reinforcement of this decree.

- **Vocational training:**

Section V of the Decree on Disability is currently the primary legal guide for the promotion of vocational training for persons with disabilities.<sup>89</sup>

- **Sheltered employment:**

There is no reference to sheltered employment in any laws in Laos or in the Decree on Disability.

### Primary stakeholders and service providers

- **Ministries and other government stakeholders:**

- The Ministry of Labor and Social Welfare
- The National Committee for Persons with Disabilities and the Elderly (NCDE), an inter-ministerial coordination body for the disability sector.

- **DPOs:**

- Lao Disabled People’s Association (LDPA)
  - 2015-2016 with World Education, assisting 70 people
  - Working with partners, LDPA enhances employment prospects of members through job preparedness training, job placement and inclusion forums with employers and government
  - Supporting implementation of UNCRPD and Lao Disability Decree
  - Raising awareness of disability rights and equality
- Lao Disabled Women’s Development Center
- The Lao Handicapped Women and Children Association (LHWCA)

<sup>88</sup> <http://www.manpower.gov.la/Vocationaltraining.html>

<sup>89</sup> “Laos – Decree on the Rights of Persons with Disabilities.” Disability Rights Education Defense Fund. N.p., 22 Oct. 2012. Web. 11 Nov. 2016.

- The Lao Association of the Blind
- The Lao Autism Association
- The Lao Association of the Deaf
- **NGOs:**

Previously in Laos, Handicap International managed the LEED Project. The project ended in 2014 when HI handed over responsibilities to local actors, LDPA. Today, LDPA still runs the small scale job placement service in the capital of Laos, Vientiane.
- **Vocational training:**
  - Vocational training opportunities provided by the government include targeted and mainstream training centers.
  - NGOs also offer specific programs that cater to people with disabilities for specific skill development, often related to manual labor.<sup>90</sup>
- **Employment service providers:**
  - Mainstream job placement services:
    - There are three public mainstream job placement services in Laos–Vientiane, Savannakhet, Pakse–and nine private services in Vientiane.
    - Public job placement services were set up with assistance from the ILO, but these services have not been developed past the pilot stage. However, the services offered are limited to publication of job vacancies and there is no database of job seekers to match with jobs. Thus far, the public job placement services primarily targets Lao citizens wishing to enter the foreign migrant labor market.
  - The LDPA LEED Job placement service–implemented in collaboration with HI from 2009 to 2011–is the only service available to support people with disabilities to access wage employment.
- **Companies:**

Local, private companies, and/or workshops are the primary employers of people with disabilities, such as:

  - Magic Carpet
  - OuThai Tractor
  - Xao Ban Group
  - Mega Garment
  - Xok Xay Chaleurn Company

*Thanks to Handicap International Laos and HI-Laos staff, Mr. Sichanh Sitthiphonh.*

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**90** “News & Events.” COPE. N.p., n.d. Web. 11 Nov. 2016. <http://www.copelaos.org/>

# MALI



## Disability prevalence

10% to 15.5 % or 1,161,088 to 2,247,500 people with disabilities

*Sources: Studies from NGO, 1996 and OMS, 2011 respectively*

## Disability definition

Mali uses the definition from the Convention on the Rights of Persons with Disabilities.

## Employment rate

There is no national data on the employment of people with disabilities in Mali. However, a study by Handicap International in Bougouni presents the various working status of people with disabilities compared to people without disabilities.

Working status of people aged 15-64 years old <sup>91</sup>	People without disabilities n = 384	People with disabilities n = 148
Wage employed	8.6	8.1
Self-employed	39.1	29.7
Homemakers	43.2	33.8
Daily workers	5.0	2.7
People seeking work	2.1	1.4
Unemployed for health issue	0.5	14.2
Unemployed (for other reasons)	1.0	6.8
Retired	0.5	3.4

## Laws and public policies

### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: 2007
- ✓ Ratification: 2008

### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: July 14, 2000

### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

- ✓ Signature: June 12, 1995

### Convention on the Elimination of All Forms of Discrimination against Women, 1981

- ✓ Ratification: September 10, 1985

## National laws

- The National Constitution and the Labor Code, created in 1992 prohibit discrimination against people with disabilities.
- No specific laws on disability: In 2000, The Federation Malienne des Associations de Personnes Handicapées, or FEMAPH suggested “La loi de protection sociale pour les personnes handicapées,” a specific law on disability. At this time, the Malian state will not pass this law.

<sup>91</sup> Handicap International, L'accès aux services des personnes handicapées à Bougouni, Mali ; 2010-2011

## National plans, programs, and policies

- **Politique Nationale de l'emploi (1998, updated in March 2012):**  
The Politique Nationale de l'emploi is the Malian national policy on employment. The new version of the law, passed on March 2012, is more inclusive. The national policy highlights specific issues that relate to persons with disabilities, and proposes the primary guidelines to promote access to employment.
- **Plan stratégiques pour la promotion socio-économique des personnes en situation de handicap au Mali (2014-2024)** is the national plan to promote the inclusion of people with disabilities. It has been adopted by the present government and includes a large section about employment issues.

## What can we find in these laws and programs?

- **Equity and Non-discrimination:**
  - Article 2 of the Constitution states: “All Malians are born and remain free and equal in rights and duties. Any discrimination based on social origin, color, language, race, sex, religion, political opinion is prohibited.”
  - The Labor Code institutes the principle of non-discrimination in employment and clearly states that disability cannot be a factor in refusal of employment.
- **Workplace accessibility:**  
The National Plan for the Economic Inclusion of People with Disabilities mandates that businesses provide reasonable accommodation in the workplace.
- **Quota:**  
As there isn't a specific law on disability, there is no quota for employment of people with disabilities. The state recommends that businesses employ people with disabilities without discriminating. However, in the public sector about 30 – 40 persons with disabilities are employed each year.
- **Employer incentives and support:**  
There are no incentives or support for employers in the law.
- **Vocational training:**  
The National Plan for the Economic Inclusion of People with Disabilities states that it should be “taken into account the needs of disabled people to participate in apprenticeship programs and training in both the private and public sectors.”
- **Sheltered employment:**  
There is nothing plan about sheltered employment in the legislation and policy.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**
  - Direction Nationale de l'emploi et de la formation professionnelle (DNFP) is the national directorate in charge of the national policy on employment and vocational training.
  - Association pour la Promotion de l'Emploi des Jeunes (APEJ) is an association that promotes youth employment and work for young people with disabilities.
  - The Ministry of Humanitarian Action Solidarity and the Elderly (Le Ministère de l'Action Humanitaire, de la Solidarité et des Personnes Agées) has been particularly proactive in hiring people with disabilities.
  - Established in 2014, The National Commission of Human Rights (La Commission Nationale des Droits de l'Homme,) has the mandate to monitor and report on human rights violations in Mali, including human rights violations against people with disabilities.

- **DPOs:**
  - *Fédération Malienne des Personnes Handicapées (FEMAPH)* is a DPO umbrella organization that coordinates the large number of DPOs. In Mali there are several DPOs divided topically by disability, e.g. there are separate DPOs for people who are blind and people who are deaf. FEMAPH coordinates these wide reaching DPOs.
  - *Emploi Intégration des Handicapés pour le Développement (EIDH)* provides a variety of services, including:
    - support to job seekers
    - psychological support for people with disabilities
    - personal support for people with disabilities in employment
    - coaching for people with disabilities during their internships and/or job placements
- **NGO and foundations:**
  - Handicap International currently runs the “DEEFIH Project,” which is a two year initiative starting in 2015. Activities include:
    - analyzing inclusion within businesses to understand their level of inclusion
    - training staff, from human resources to employees, on disability and inclusion
    - promoting reasonable accommodation and accessible environments in the workplace
    - coaching people with disabilities during job placements or internships
    - coaching people with disabilities during their internships
    - building business awareness for inclusion of accessible recruitment mechanisms for people with disabilities
- **Other national organizations:**
  - *Association Malienne des Gestionnaires des Ressources Humaines (AMAGRH)* (in English: the National Association of Human Resource Managers) is a Handicap International partner in Mali. They serve as a coordinating body between Handicap International project and companies, including their canvassing, participation in the steering committee and consultative framework to promote employment of persons with disabilities in these companies.
  - *Fédération Nationale des Artisans du Mali (FNAM)*
- **Vocational training providers:**
  - National Directorate for Vocational Training (DNFP) created a database of vocational training centers in Bamako that are sensitized on inclusion and disability and accessible to persons with disabilities.
  - At present, no sheltered vocational training centers or vocational training centers targeting only people with disabilities are identified.
- **Employment service providers:**
  - *Agence Nationale Pour l'Emploi (ANPE)* is an inclusive public service agency that provides employment and vocational training services. It collects, gathers, analyses, and disseminates information and data about labor markets. Handicap International partners with ANPE to ensure inclusive employment and vocational training services for people with disabilities are provided by the National Agency.<sup>92</sup>

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92 Handicap International. Mali 2015. Rep. N.p., n.d. Web. [http://www.handicapinternational.be/sites/default/files/paginas/bijlagen/201508\\_cc\\_mali\\_en.pdf](http://www.handicapinternational.be/sites/default/files/paginas/bijlagen/201508_cc_mali_en.pdf)

- The Young People’s Employment Agency (APEJ) is an inclusive placement program that enables young graduates with and without disabilities to be placed in their first internship, allowing young people to learn about an office environment, build their resume and enhance their skills to better prepare them to access employment across the public and private sectors.
  - The Platform “*Handi Emploi*” of EIHD is a placement service for people with disabilities. It provides information on employment opportunities, job counseling, resume, and cover letter training and computer rooms to use for employment related tasks.
- **Companies:**  
In a recent study of 200 businesses, 120 of them employed people with some form of disability.<sup>93</sup> One of these businesses, Orange Mali, partners with Handicap International to actively recruit and employ people with disabilities in the mainstream workplace.



*Ibrahim Maïga is a logistician for Handicap International in Bamako, Mali. He also happens to live with a disability.*

*© Sébastien Rieussec / Handicap International*

**93** “Company employing or likely to employ persons with disabilities,” 2010, by Handicap International as part of the PIPROPH project (Professional Integration of People with Disabilities).

## MOROCCO



### Disability prevalence

6.8%, or 2,264,672 people with disabilities

One in four households, or 24.5% of all households in Morocco are home to at least one person with a disability.

*Source: Résultats de la seconde enquête effectuée en 2014 par le ministère de la Solidarité, de la femme, de la famille et du développement social.*

### Disability definition

The definition of disability within the last Moroccan law on disability aligns with the definition found within the CRPD.

### Employment rate

Morocco is one of the few countries that specifically conducted surveys to gauge the level of employment of people with disabilities. According to the second national survey conducted in 2014 of people with disabilities,<sup>94</sup> 13.6% of people with disabilities of working age are employed, out of an estimated total 612,000 people with disabilities in Morocco. The employment rate for persons with disabilities in Morocco is three times lower than the national employment rate, and women with disabilities are further marginalized given that 91.1% of people with disabilities employed in the formal sector are male.

The second national survey conducted in 2014 of people with disabilities also breaks down employment by sectors. 39.2% of respondents responded that they work in the private sector. However, “62.8% of people with disabilities employed in the private sector are not registered and therefore do not receive the benefits stipulated in the labor code or social protection.” 32.3% of people with disabilities are self-employed, with 15.1% employed in a family business or as a caregiver of another family member. 69.04% of people with disabilities are not compensated for their work.

### Laws and public policies

#### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: March 30, 2007
- ✓ Ratification: April 8, 2009

#### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: January 26, 2001

#### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

- ✗ No Signature

#### Convention on the Elimination of All Forms of Discrimination against Women, 1981

- ✓ Ratification: June 1993

### National laws

- Discrimination based on disability is strictly banned in the preamble of the 2011 constitution.<sup>95</sup>

<sup>94</sup> <https://www.men.gov.ma/Ar/Documents/Rech-Nat2-Raptdet-fr.pdf>

<sup>95</sup> [https://www.constituteproject.org/constitution/Morocco\\_2011.pdf?lang=en](https://www.constituteproject.org/constitution/Morocco_2011.pdf?lang=en)



- Article 34 of the 2011 Moroccan constitution establishes state support for social services for people with disabilities; specifically targeting people with physical, sensory-motor and psychosocial disabilities with rehabilitation services and programs to increase integration into social/civil life. The goal of these state policies is to “facilitate their [people with disabilities’] enjoyment of the rights and freedoms recognized to all.”<sup>96</sup>
- Under The Labour Code, Act No. 65-9 (September 11, 2003), discrimination based on disability is prohibited. This code lays groundwork for measures aimed at providing equal opportunity and treatment between workers with disabilities and other employees.
- Law 97-13, the Law on the Protection of the Rights of People with Disabilities
- Law 97-13 (2014) adopted in April 2016 on the protection of the rights of people with disabilities gives Moroccan people with disabilities a legal framework to advocate for their rights. This law aligns ideologically with the Convention on the Rights of Persons with Disabilities.<sup>97</sup>
- Decree No. 2-16-145 developed by the Minister of Solidarity, Women, Family, and Development establishes an enforcement mechanism for the preexisting 7% employment quota in governments and local authorities. Specifically, the decree orders the government to establish a list of positions that can be prioritized for people with disabilities, as well as a list of tasks that can be prioritized for people with disabilities.<sup>98</sup>

## National plans, programs, and policies

The integrated public policy to promote the rights of persons with disabilities in Morocco, 2017-26 outlines a plan to improve access to vocational training and professional integration in the public and private sector.

## What can we find in these laws and programs?

- **Equity and non-discrimination:**  
The labor code provides for equal opportunity and treatment of employees with disabilities. Under the labor code, employees with disabilities should enjoy the same rights and benefits as employees without disabilities.
- **Workplace accessibility:**  
Article 167 within Morocco’s labor law forbids recruitment of people with disabilities into hazardous work, and mandates that the workplace is accessible.
- **Quotas:**
  - Article 15 of law 97-13, the law on the protection of the rights of people with disabilities, requires that quotas in the private and public sector should be fixed by future decrees.
  - Decree No. 2-16-145 developed by the Minister of Solidarity, Women and Family reinforces a 7% employment quota for people with disabilities in public service. The 7% quota was first established in 2010, but has not yet been filled. The reestablishment of this quota is ambitious given that only approximately 50 people with disabilities were hired in the public sector in the past twenty years.
  - The 7% employment quota above does not extend to private businesses. At present the government offers grants, tax exemption and/or partial social security exemption to employers of

<sup>96</sup> [https://www.constituteproject.org/constitution/Morocco\\_2011.pdf?lang=en](https://www.constituteproject.org/constitution/Morocco_2011.pdf?lang=en)

<sup>97</sup> [http://www.ilo.org/dyn/natlex/natlex4.detail?p\\_lang=en&p\\_isn=102003&p\\_country=MAR&p\\_count=1](http://www.ilo.org/dyn/natlex/natlex4.detail?p_lang=en&p_isn=102003&p_country=MAR&p_count=1)

<sup>98</sup> [http://www.huffpostmaghreb.com/2016/07/01/handicapes-quotas-fonction-publique\\_n\\_10773512.html](http://www.huffpostmaghreb.com/2016/07/01/handicapes-quotas-fonction-publique_n_10773512.html)

people with disabilities to offset the additional cost related to employment of people with disabilities. These initiatives aim to increase the sustained, long term employment of people with disabilities in private sector workplaces.

- **Vocational Training:**

- Article 11 of Law 97-13 establishes the right to access vocational training for people with disabilities.
- Article 12 of Law 97-13 commits the state to create accessible, adapted training for people with disabilities.

- **Sheltered Employment** is primarily provided by local Disabled People’s Organizations.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**

- The Office for People with Disabilities is the national coordinating committee for policies created for people with disabilities.
- The Ministry of Social Solidarity of Women, the Family, and Social Development helps coordinate efforts between government departments and non-governmental organizations.
- The “Entraide nationale” is a government affiliated organization that plays a key role in fighting against poverty and vulnerability through programs and initiatives to improve the living conditions of the most disadvantaged social groups. Since its inception on April 27, 1957 this initiative has changed the lives of large sections of the population by providing wide ranging social assistance with the goal of guaranteeing dignified and effective integration into society. The Entraide Nationale’s work ranges from supporting children with disabilities, provision of vocational training, support for education, coordination of physical education and sports programs targeting marginalized individuals.
- The Ministry of Employment and Social Affairs coordinates and enforces the labor code and the employment of people with disabilities.

- **DPOs:**

- The Collective for the Promotion of the Rights of Persons with Disabilities Morocco was created in 2005 at the initiative for five Moroccan associations working to promote the rights of persons with disabilities. It gathers, to date, twenty-three (23) focal points representing the various types of disability and works in all sixteen administrative districts in Morocco. The collective also offers trainings for non-governmental organizations and representatives of governmental institutions on disability.<sup>99</sup>
- AMSAT partnered with the Ministry of Handicrafts for a pilot project aiming to integrate young people with Down syndrome into vocational training programs. To date, approximately 12 teenagers participated in pottery and woodworking classes at the Center of Traditional Arts in Takaddoum.
- The Hubert–Pascal home project titled “ceramics and disability” under a “promotional center for mental retardation” was intended to bridge cultures, exchange techniques and allow for space to reflect on disability.
- Anais Takouine Service Learning, Integration and Training Association targets adolescents between 14 – 18 years with specialized management training and professional preparation. The goal of these services are to provide adolescents the skills to efficiently prepare to incorporate a suitable and fulfilling career. In addition, the association offers young adults ages 18 – 20 vocational training opportunities to prepare for professional life.

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99 <http://collectifhandicapmaroc.ma/>

- **NGOs and foundations:**

- Handicap International’s Programs in Morocco:
  - Offer personalized support to people with disabilities to prepare them to create their own projects and support them in their professional efforts
  - Support companies to include people with disabilities in mainstream workplaces
  - Strengthens links between different actors
- The Association “Casal dels Infants”: The goal of the “program incorpora” is to create a supportive network composed of social organizations within the cities of Casablanca and Tangier. These supportive networks help people with disabilities throughout the hiring process and help businesses understand the reasons to hire people with disabilities.
- AMH Group’s Programs in Morocco:
  - Training in job search skills (CV and Cover Letter writing, job interview techniques)
  - Workplace behavioral training (time management, attendance, relationships within hierarchy, working in groups, etc.)
  - Offers vocational training externally geared toward unskilled users

- **Vocational training:**

- The Office of Vocational Training and Work Promotion (OFPPT) is the organization that coordinates the implementation of vocational training. This organization is spearheading inclusion efforts for people with disabilities within vocational training throughout Morocco. OFPPT representatives are trained in disability inclusive vocational training.
- The Mohammed V Foundation and the National Mohammed VI Center for the Disabled offers professional training and specialized employment services for people with disabilities.<sup>100</sup>
- Center for Professional Training of the Mohammed VII Center for the Disabled was set up in partnership with the Office of Vocational Training and Work Promotion (OFPPT). It provides people with intellectual and mental disabilities the opportunity to access adapted vocational training.

- **Employment service providers:**

The National Assistance under the Social Cohesion Fund (ANAPEC) works closely with the *entraide nationale* through the funds for social cohesion to establish a plan to reduce disabilities; while simultaneously increasing the number of beneficiaries, the creation and management of welcome centers and professional integration through entrepreneurship and cooperatives.

- **Companies:**

- The General Confederation of Enterprises of Morocco (C.G.E.M.) launched several initiatives and mechanisms including the Social Responsibility Committee of Business; as well as its CSR label, the working group “Business and Human Rights” which focuses among others on the problem of inserting PESH.
- Employers of people with disabilities in Morocco are primarily private employers. There are few job opportunities in the public sector. Leading companies that employ people with disabilities are Lydec, L’Oréal, Axa Assistance, IKEA, Meditel, and Dell.

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**100** “Accueil.” Centre National Mohammed VI Des Handicapes. Government of Morocco, 2014. Web. 11 Nov. 2016. <http://fhandicap.ma/>

## SENEGAL



### Disability prevalence

5.9%, or 846,927 people with disabilities

*Source: Grand general census of population and housing, agriculture and livestock by the National Agency of Statistics and Demography (ANSD), 2013*

### Disability definition

Senegal uses the definition of the Convention of the Rights of persons with disabilities

### Employment rate

There is no reliable data on employment of persons with disabilities in Senegal

### Laws and public policies

#### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: 2007
- ✓ Ratification: September 7, 2010

#### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Signature: June 2000

#### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

- ✗ No Signature

#### Convention on the Elimination of All Forms of Discrimination against Women, 1981

- ✓ Ratification: February 1985

### National laws

- Article L180 of the 2015 Labour Code establishes conditions under which employers will reserve some positions for people with disabilities.<sup>101</sup>  
Decree No. 2012-543 of May 24, 2012 creates leadership representing the promotion and protection of people with disabilities within the General Directorate of Social Action.
- Articles 22 – 29 within The Social Orientation Law No. 2010-15 of July 6, 2010 (published in October 2010) address employment of people with disabilities. To date, only one decree has been implemented: the Equal Opportunities Map in October 2012.

### National plan, programs, and policies

- National Employment Policy  
The 2014 Forum on Youth Employment provides recommendations on inclusive employment, including:
  - Setting up a system to establish the traceability of job seekers (Department of Employment)
  - Setting up a national database (to be functional in 2015)
- The National Convention on Private-State Employers for the promotion of employment (CNEE), November 2014, established by the Department of Employment<sup>102</sup>

<sup>101</sup> Le Code Du Travail. Dakar: Publication Du Ministere De L'Information Et Du Tourisme, n.d. 1997. Web. 2016. [http://www.cres-sn.org/sites/default/files/code\\_du\\_travail\\_16\\_0.pdf](http://www.cres-sn.org/sites/default/files/code_du_travail_16_0.pdf)

<sup>102</sup> Un Peuple - Un But - Une Foi. CONVENTION NATIONALE ETAT- EMPLOYEURS PRIVES POUR LA (n.d.): n. pag. 25 Apr. 2010. Web. <https://www.ilo.org/dyn/natlex/docs/MONOGRAPH/97263/115337/F-79042235/SEN-97263.pdf>

## What can we find in these laws and programs?

- **Equality and non-discrimination:**

- Section two of the “Loi d’orientation sociale n° 2010-15 du 6 juillet 2010” (the Social Orientation Law of Senegal n° 2010-15 of July 6th, 2010) establishes legal equality and non-discrimination against people with disabilities
- Article 26 of the Social Orientation Law of Senegal clearly states that “disability cannot, in any circumstances, constitute as grounds for discrimination to employment in the public and private sectors, when conditions are met for training and professional qualifications met.”<sup>103</sup>

- **Workplace accessibility:**

- Article 21 of the Social Orientation Law of Senegal provides funding for disability accessible workstations

- **Quotas:**

In Article 29 of the Social Orientation Law of Senegal, the state announces that they will reserve, whenever possible, jobs for people with disabilities. This particular law establishes a quota of at least 15% of government and public jobs to be reserved for people with disabilities.<sup>104</sup>

- **Employer incentives and support:**

The government of Senegal, under “L’Etat s’engage dans la Convention Nationale Etats-Employeurs privés pour la promotion de l’emploi” is a national convention between the government and private employers in which the government commits to promoting a job retention plan by co-financing 50% of salaries. This plan targets employment of youth and people with disabilities.<sup>105</sup>

- **Vocational training:**

- Article 22 of the Social Orientation Law of Senegal will adapt training institutions to provide people with disabilities the appropriate technical and vocational training within the regular vocational training system alongside people without disabilities, to help people with disabilities acquire the knowledge, technical skills, and professional preparation for future employment. Under Article 22, people with disabilities who cannot benefit from mainstream vocational training can receive specially designed training for their specific disability.<sup>106</sup>
- Article 23 of the Social Orientation Law of Senegal establishes a quota for people with disabilities in public vocational training centers. When appropriate, public vocational training centers will develop trainings specifically adapted to needs of individuals receiving training.<sup>107</sup>

- **Sheltered employment:**

Throughout Handicap International’s research we did not find a reference to sheltered employment in the legislation of Senegal.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**

- The Ministry of Vocational and Technical Training
- The Directorate of Employment

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**103** Un Peuple - Un But - Une Foi. CONVENTION NATIONALE ETAT- EMPLOYEURS PRIVÉS POUR LA (n.d.): n. pag. 25 Apr. 2010. Web. <https://www.ilo.org/dyn/natlex/docs/MONOGRAPH/97263/115337/F-79042235/SEN-97263.pdf>

**104** Guide de poche sur la législation du Handicap au Sénégal DECISIPH, HI, November 2010

**105** Un Peuple - Un But - Une Foi. CONVENTION NATIONALE ETAT- EMPLOYEURS PRIVÉS POUR LA (n.d.): n. pag. 25 Apr. 2010. Web. <https://www.ilo.org/dyn/natlex/docs/MONOGRAPH/97263/115337/F-79042235/SEN-97263.pdf>

**106** “Loi D’orientation Sociale N° 2010-15 Du 6 Juillet 2010.” JOURNAL OFFICIEL DU SENEGAL, 6 July 2010. Web. <https://www.ilo.org/dyn/natlex/docs/SERIAL/86581/97871/F1851640273/SEN-86581.pdf>

**107** *Ibid.*

- The Department of the Promotion and Protection of the Disabled coordinated initiatives that promote protection and opportunities for people with disabilities in Senegal, such as a scholarship for people living below the poverty line, many of whom are people with disabilities, that promotes equal opportunities.
- **DPOs:**
  - The Senegalese Federation of Disabled Persons Associations (FSAPH) provides a partnership framework, consultation services and support for collective action by disabled people's organizations.
  - The Association Handicap.sn is an association of people with disabilities for people with disabilities, who provide ICT training to companies or employers of persons with disabilities.<sup>108</sup>
  - The Anpavh (The National Association of injured persons with disabilities)
  - The Association of disabled drivers of Senegal (APHM)
  - SOS Handicap Rehabilitation-Senegal
- **NGOs and foundations:**

Handicap International runs the "EMPHAS" Project in Senegal, which promotes decent employment for people with disabilities, especially young people and women, through social dialogue and Corporate Social Responsibility initiatives. Activities include provision of technical training and advocating within workplaces for adapted work environments to accommodate people with disabilities within the workplace.
- **Vocational training providers:**
  - Handicap International coordinates with pre-established vocational training centers in Senegal to provide support, training and awareness on disability-inclusion and to help vocational training centers provide training to people with disabilities alongside people without disabilities
  - Ucat DUT Dakar trains people with visual disabilities to be court clerks
  - Senegal's National Institute for Blind Youth provides professional training to institute attendees
- **Employment service providers:**

There are several different public employment services, including:

  - The National Agency for Youth Employment, or ANPEJ, who offer support services, information, training, guidance and career counseling to young job seekers. Handicap International partners with the ANPEJ to offer full support to employers in their efforts to employ more youth. This includes utilizing the existing national database on job seekers and ensuring that this database is more inclusive of people with disabilities. The ANPEJ also offers assistance, advisory support, coaching and training for young entrepreneurs.
  - The SMO, loosely translated as the Department of Labor, targets workers who recently lost jobs and youth seeking employment.
- **Sheltered employment centers and workshops:**
  - The state's IT agency is piloting a small scale IT vocational training program
- **Companies:**

The primary employers of people with disabilities in Senegal are private companies. In particular, Senegal has strong CSR programs and Handicap International found a correlation between CSR policies and employment of people with disabilities. Subsidiaries of multinational companies often also employ people with disabilities. Examples of companies that have historically and/or presently hired many people with disabilities include Zena Exotic Fruits, BICIS - Subsidiary BNP Paribas, Dakar dem dik and PCCI.

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**108** "Association Handicap.sn." Association Handicap.sn. N.p., n.d. Web. 11 Nov. 2016. <http://www.au-senegal.com/Association-Handicap-sn.html?lang=fr>

# TUNISIA



## Disability prevalence

2.15 to 2.3% or 236,437 to 388,119 people with disabilities

*Sources: The first estimate is calculated from the number of disability cards distributed by the Ministry of Social Affairs. The 2014 General Census of the Population indicates a result slightly higher number.*

## Disability definition

Tunisia uses the definition found in the UNCRPD as a basis to define disability, and uses the International Classification of Functioning, Disability and Health (ICF) model of WHO to identify people with disabilities.

## Employment rate

- Handicap International conducted a study titled the Leadership and Empowerment for Action and Disability Project, or the LEAD Project, in partnership with the Tunisian Organizing Defenses of the Rights of Persons with Disabilities. This study found that 13.3% of people with disabilities are regularly employed. This rate is one-third the employment rate in comparison to people without disabilities. In addition, only 8.3% of people with disabilities surveyed were actively seeking employment.
- According to a study in the VAPS Project (Autonomous Lives and Social Participation) on a sample of 1,000 individuals (497 people with disabilities and 503 people without disabilities), we find the results in the following table for persons with disabilities:
- Another key finding of this study is that, on average, people with disabilities in Tunisia earn an income 40% lower than people without disabilities.
- According to statistics published by l'INS (National Institute of Statistics), 9000 unemployed persons with disabilities are registered in employment offices.<sup>109</sup>

Salaried employment	8%
Day laborers	13%
Working at home	3%
Seeking employment	2%
Inactive population	55%
Retired	6%
Students	8%
Self-employed	6%

## Laws and public policies

### Convention on the Rights of Persons with Disabilities:

- ✓ Signature: March 30, 2007
- ✓ Ratification: April 2, 2008

### C182 - Worst Forms of Child Labour Convention, ILO, 1999:

- ✓ Ratification: February, 28 2000

### Convention no. 159 Vocational Rehabilitation and Employment (Disabled Persons), ILO, 1993:

- ✓ Signature: 1989

### Convention on the Elimination of All Forms of Discrimination against Women, 1981

- ✓ Ratification: September 20, 1985

<sup>109</sup> Handicap International « Analyse des besoins, obstacles et opportunités d'emploi/auto-emploi des personnes handicapées dans les principaux secteurs d'activité des territoires de BEN AROUS, GAFSA et GABES », rapport de lancement, 15 Mars 2016, NSCE

## National laws

- Loi d'orientation n° 2005-83 of August 15, 2005 establishes the Tunisian legal framework for people with disabilities. Chapter VI focuses on education and vocational training and Chapter VII is specific to the employment of persons with disabilities.
- Decree n°2005-3087 fixes conditions and modalities of application of the laws on employment of people with disabilities.
- The new version of the Tunisian Constitution, 2014:
- Article 48: The new version of the Tunisian association affirm that: “every disabled citizen has the right to benefit ... to all the measures that guarantee the full integration into society” (non-official translation from Arabic).<sup>110</sup>
- Loi n° 2016-41 of May 16, 2016 amends the law n°2005-83 of August 15, 2005, on the promotion and protection of people with disabilities.

## National plans, programs, and policies

“Strategie nationale et plan d'action sur l'integration socio-economique des personnes handicapees en tunisie,” (2014) is the national strategy on economic inclusion of people with disabilities. It is not yet approved by the state, but the Ministry of Social Affairs is currently preparing an action plan for its implementation.

## What can we find in these laws and programs?

- **Equality and non-discrimination:**  
Loi d'orientation n° 2005-83, Chap VII, Article 26 establishes that employers cannot discriminate against people with disabilities within a competitive hiring process if that person has the appropriate skills for the job. This law applies to both the private and public sector.
- **Workplace accessibility:**  
Article 3 of decree number 2006-1467, May 30th, 2006 requires all buildings, establishments and installations to allow full accessibility to those with motor and/or sensory disabilities
- **Quota:**
  - Loi d'orientation n° 2005-83, Chap VII, Article 30: all public and private businesses that employ 100 workers are more are required to reserve 1% of their positions for people with disabilities.
  - Decree n°2005-3087: If a business does not meet the employment quota for people with disabilities, the employer must pay a cash contribution equal to 2/3 of the minimum wage for a person holding the priority disability card and equal to half of social charges for each person with a regular disability card.
  - Chao VII, Article 31: substitution measures are available if employers can't directly recruit people with disabilities, to increase wage employment of people with disabilities and work to fill quotas. Examples include teleworking, labor subcontracting and purchasing products made by people with disabilities.
  - Loi n° 2016-41
    - Article 29 and 30 reserve an employment quota of 2% for people with disabilities each year in the civil services. These articles also establish a special competition around hiring people with disabilities. Thus far, 278 people with disabilities are hired annually.

<sup>110</sup> (n.d.): n. pag. Tunisia's Constitution of 2014. 18 Apr. 2016. Web. [https://www.constituteproject.org/constitution/Tunisia\\_2014.pdf](https://www.constituteproject.org/constitution/Tunisia_2014.pdf)



- Article 30 - Any company, public or private establishment permanently employing between 50 and 99 workers is required to reserve at least one workstation for people with disabilities. Any company or establishment permanently employing 100 people or more is required to reserve at least 2% of jobs for people with disabilities. Recruitment for people with disabilities should be done at the same time as recruitment for people without disabilities.
- Article 2 - Any company or establishment affected by the application of Article 30 is required to comply with the obligation to employ persons with disabilities or apply one of the alternatives provided for in Article 31 of the Law policy No. 2005-83 within a period of one year from the date of entry into force of this Act.
- **Employer incentives and support:**  
Loi d'orientation n° 2005-83, Chap VII, Articles 9 et 12: employers who are recruiting people with a disability will be exempt from payment of the following fees:
  - Of all employers' social charges for each worker who hold a priority disability card
  - Of 2/3 of payroll taxes for each worker who holds a priority disability card
  - Of half the payroll taxes for every worker who holds a regular disability card
- **Vocational training:**  
Loi d'orientation n° 2005-83, Chap VI Education and training
  - Article 19, 20, 21 et 24: the state is committed to providing education and training that are appropriate to the needs of persons with disabilities.
  - Article 22 requires professional training institutions to include people with disabilities in their programming, aiming to increase social and professional integration.
- **Sheltered employment:**  
There is no reference to sheltered employment in the law or policies.

## Primary stakeholders and service providers

- **Ministries and other government stakeholders:**
  - The Ministry of Labour and the Ministry of Justice, through the National Direction of People with Disabilities
  - Ministry of Social Affairs (Ministère des affaires sociales)
    - The Department of Social Promotion (Direction générale de promotion sociale, or DGPS)
  - Ministry of Vocational Training and Employment (Ministère de la formation professionnelle et de l'emploi)
    - The National Employment and Self-Employment Agency (Agence nationale pour l'emploi et travail indépendant, or ANETI)
    - The National Vocational Training Agency (Agence Nationale de formation professionnelle, or ATFP)
- **DPOs:**
  - FATH: the federation of associations working in the field of disability (fédération des associations œuvrant dans le domaine du handicap)
    - AGIM: The General Association of motor impairment (Association Générale des Insuffisants moteurs)
    - The Tunisian Union for Aid to mental impairment (Union Tunisienne d'Aide aux insuffisants mentaux, or UTAIM)
    - The National Association of Support for the Hearing Impaired (Association Nationale De Soutien Aux Déficients Auditifs, or L'ANSDA)

- The Association of Parents and Friends of Handicapped Tunisians (Association des parents et Amis d'Handicapés Tunisiens, or A.P.A.H.T)
- The Tunisian Association for Aid to the Deaf (Association Tunisienne d'Aide aux sourds, ATAS)
- The National Union of the Blind of Tunisia (Union Nationale des Aveugles de Tunisie, or UNAT)
- **NGO and foundations:**
  - Handicap International in Tunisia promotes the quality of life, self-reliance, and social inclusion of people with disabilities. This project includes coordinating collaboration between disability operators and beneficiaries to develop personalized social support services, and strengthening participation of people with disabilities in local development and awareness efforts. Handicap International also provides personalized support for disabled job seekers and helps companies integrate workers with disabilities.
- **Other national associations:**

The Tunisian Organization for Defence of the Rights of Persons with Disabilities (Organisation Tunisienne de defense des droits des personnes handicapées, or OTDDPH)
- **Vocational training:**

The Vocational Rehabilitation Center for Handicapped and Accident Victims in Manouba
- **Employment service providers:**

The National Agency for Employment and Independent Work (ANETI), under the Ministry of Vocational Training and Employment, is the public organizations that provides employment services. Handicap International partners with ANETI to promote the rights of people with disabilities to work by creating jobs and working with Handicap International to learn and adapt Handicap International's "personalized approach." Long term, ANETI aims to be a disability-inclusive national agency.
- **Companies:**

Six hundred people with disabilities were recruited in the public sector since the revolution, and a similar number of people with disabilities were recruited in the private sector.

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*The information for these country profiles on the employment of people with disabilities was provided by Handicap International field staff, with the support of their partners, complemented by the information available in documents and websites. These country profiles should never be seen as exhaustive or complete. They provide only an overview of the situation of employment of persons with disabilities in each country as of September 2016.*

*If you have updated or additional information, please email Angela Kohama on [akohama@handicap-international.org](mailto:akohama@handicap-international.org).*

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