



## The elimination of discrimination in respect of employment and occupation in Steria

A Global Compact case study from Steria about how we work on the elimination of discrimination for disabled people

# → Steria support UN Global principles

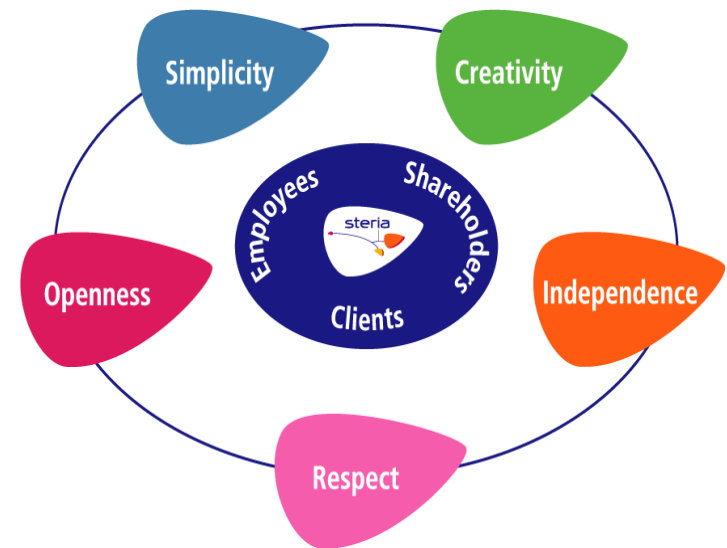
- Steria signed the Global Compact in 2004 and are looking for numbers of ways to fulfill its obligations towards the 10 principles in the way we run business, and in the way we act as an employer.
- The 6th principle "The elimination of discrimination in respect of employment and occupation" is an integrated part of our HR policy. This principle inspires us to take into account the 10% of the population defined as disabled, when recruiting.





# Our challenge and main drivers for addressing the topic

- Governments in different European countries introduced legislations pushing companies to take a more proactive role, and give penalties for non compliance. Steria is up to now not able to fulfill the targets in countries with such legislation.
- Steria has 5 different values, among which openness and respect. By being open minded in our approach to people with disabilities we honor these values.
- Hardly any disabled people apply for a job at Steria. We have to find out why, and abolish the fences that stop disabled people to chose technical studies that qualify them for a job in our company.





# Actions taken

- To put the topic on the agenda, giving top management support and intensifying work in all countries
- A Steria group Disability policy was launched in 2009. The policy was developed by a team representing the different countries within the Steria group, with special background and knowledge about the topic. This was a Steria Group Corporate Responsibility project.
- This is a first, but important step to increase the number of disabled employees in Steria.



→ [www.steria.com](http://www.steria.com)



## Disability policy

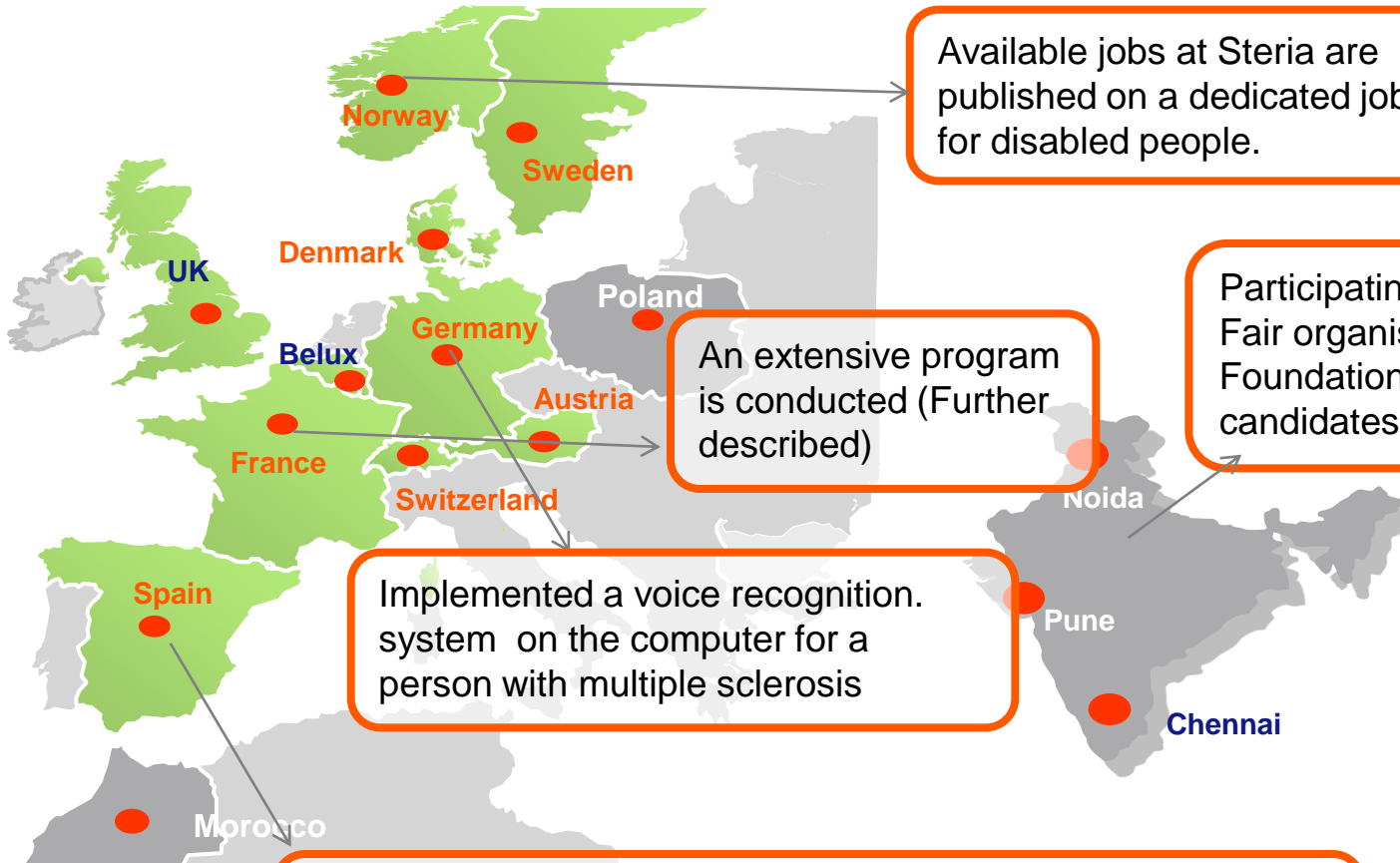
Our guiding principles for how we act towards disabled people

September 2009





# Work done in Steria countries



Available jobs at Steria are published on a dedicated job portal for disabled people.

An extensive program is conducted (Further described)

Participating in the Employability Fair organised by Ability Foundation to find disabled candidates for jobs at Steria

Implemented a voice recognition system on the computer for a person with multiple sclerosis

Buy stationery from an organization with disabled employees. Collaborate with a foundation publishing ads and recruiting disabled people .



## → Key players involved in solving the topic

Key players in solving the topic so far has been the Steria Group Corporate responsibility program members with support from Steria Group HR Director and local sponsors in different Steria group countries. In some of the countries, trade unions has been a supportive partners along with bodies representing the disabled and public government.

# → Remaining unanswered questions

→ There are also some practical issues that have to be solved locally in the Steria group countries.

Examples are:

- Access to buildings, both Steria offices and customers sites
- Customers attitude when adjusting to disabled employees' needs at customer sites.



## → A Steria group example from Steria France

Steria National Agreement about Disability 2008-2009  
Assessment & Perspectives







# The French challenge and main drivers for addressing the topic

→ A law called «Loi pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées» - « Act for the equal opportunities, for the participation and citizenship of disabled people ») was renewed in February 2005.

→ Concerning employers, the law binds all companies having 20 employees or more to have 6% of disabled people in its manpower. If not, the company has to pay a high contribution to the Agefiph association, that finances national actions around disability. Steria France is not yet able to fulfill this objective.

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# Key players in Steria France involved in solving the topic – internally and externally

- To be able to achieve the targets in this law, Steria France had to take some clear, new actions.
- Outside the company, the key players are:
  - The authorities (French public institutions, universities, public training centers for disabled people)
  - Private associations (Tremplin, APF)
- Inside the company the key players are:
  - The top management, by giving its support
  - The HR department, by conducting the actions
  - The line managers
  - The disabled people themselves

## → Managers as key players

- Managers are the key players : they are the key population to convince.
- The issue of Steria's France program around disability was also to go beyond the "myths" implying that:
  - disability = "someone in a wheelchair", when in reality only 5% of disabled people have problems of mobility;
  - Disability = "someone who's less productive" when all surveys prove that a disabled person is as much productive as another person;
  - someone who's often off on sick leaves
- And explain the benefits of hiring a disabled person:
  - Abiding by the law,
  - Raising awareness on disability
  - Creating team work, working in a different way...

## → Actions taken

- **2006:** Starting to work with the trade unions to improve the actions towards disability.
- **2008:** Steria signed a 2 year-agreement with the Agefiph organization, with specific targets to improve the recruitment and working conditions of disabled people. A special HR person has been appointed to work specifically on the disability program for Steria France.
- **2008-2009:** Conducting training program for 200 line managers and HR personnel.
- **2009:** Efficient internal communication campaigns around disability (posters, leaflets mailed to our 6000 collaborators' home...)
- **2010:** Agreement with Agefiph is renewed
- Special events around disability every year on November (theater plays, conferences, art exhibitions...)



# An example of what we did during National disability week (November 2009)

- **During the week, from Nov. 16 to Nov. 20 : Quiz**
- 10 questions about disability  
Prize : one diner for 2 in the restaurant « Dans le Noir » (« In the Dark »)
- **Monday 16 november** : theater play
- **Tuesday 17 november** : Paintings and sculptures exhibition by an association of disabled artists
- **Wednesday 18 november** : Forum of Recruitment



# An example of what we did during National disability week (November 2010)

- **During the week, from Nov. 15 to Nov. 19** : Quiz (2<sup>nd</sup> edition)
- 10 questions about disability  
Prize : one diner for 2 in the restaurant « Dans le Noir » (« In the Dark »)
- **Wednesday 17 november & Friday 19 november** : Forums of Recruitment
- **Thursday 18 November** : conference about « IT and disability »
- **Thursday 18 November** : short films about disability on the intranet of Steria France
- **Friday 19 november** : One Day Challenge, our community day where 9049€ were raised for Interface Handicap, an association dealing with disability and information technology



# Initiative taken to answer the difficulty to recruit disabled people with the right skills

## → Reconversion training session

- Managers are the key players : they are the key population to convince.
- Steria has put in place a special training session for disabled unemployed and underskilled people, in order to for them to reach the level of "java developer". This session lasted 65 days, from March until June 2010. At the end of the program 6 people were recruited by Steria.
- During the coming year (until June 2011) they will work part-time in Steria and continue their training. On June 2011, they are supposed to have a Master level in developing. Steria covers all salary expenses

→ This program received great acclaim by the Syntec association (Federation of French IT companies), and other training programs based on what we did are emerging



# Some things that we offer to adapt working conditions

→ Working time flexibility

→ Homeworking

- Tools provided by Steria : laptop, mobile phone, internet connection

→ Specific equipment adapted to disability

- Ultra light laptop ...



# ➔ Internal campaign: how we communicated

Steria - L'excellence n'a pas de limites. Avec ou sans handicap. [www.steria.com](http://www.steria.com)

mission HANDICAP

**IDÉE REÇUE N°1**  
Il vaut mieux cacher mon handicap que le déclarer à mon employeur.

VRAI  
 FAUX



Chez Steria, nous pensons que performance et handicap ne sont pas incompatibles.


En vous faisant reconnaître en tant que travailleur handicapé, vous bénéficiez d'avantages destinés à améliorer vos conditions de travail et à favoriser votre accès aux formations. Tout cela dans la plus stricte confidentialité. Car déclarer votre handicap simplifie votre quotidien.

steria

Contactez la Mission Handicap et Diversité de Steria France  
Gabriel Ibanez +33 (0)1 34 88 92 77 - [gabriel.ibanez@steria.com](mailto:gabriel.ibanez@steria.com)

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mission HANDICAP



**IDÉE REÇUE N°2**  
Déclarer mon handicap donnera un coup de frein à ma carrière.

VRAI  
 FAUX

Chez Steria, nous pensons que performance et handicap ne sont pas incompatibles.

En vous faisant reconnaître en tant que travailleur handicapé, vous bénéficiez d'avantages destinés à améliorer vos conditions de travail et à favoriser votre accès aux formations. Tout cela dans la plus stricte confidentialité. Car votre évolution dépend uniquement de vos compétences.

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mission HANDICAP

**IDÉE REÇUE N°3**  
Si je déclare mon handicap, toute l'entreprise le saura.

VRAI  
 FAUX



Chez Steria, nous pensons que performance et handicap ne sont pas incompatibles.

En vous faisant reconnaître en tant que travailleur handicapé, vous bénéficiez d'avantages destinés à améliorer vos conditions de travail et à favoriser votre accès aux formations. Tout cela dans la plus stricte confidentialité. Car votre handicap ne regarde que vous.

steria

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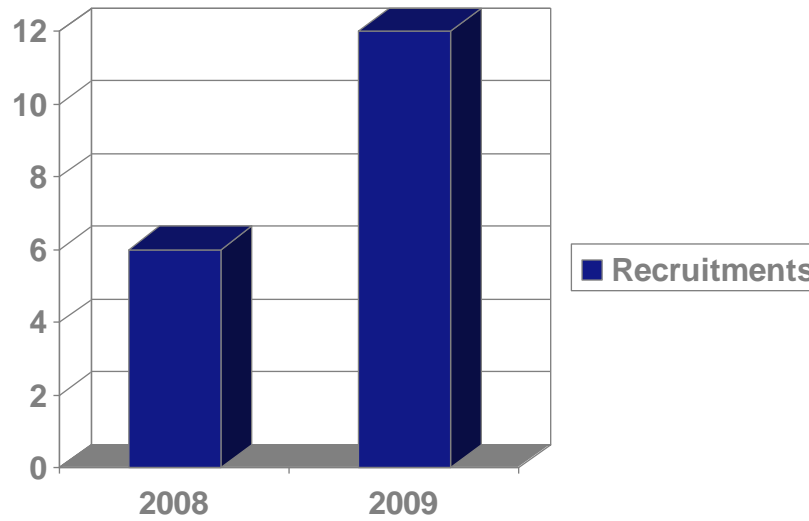
## → Results so far

- The tax due to not fulfilling the targets set by law decreased from 2008 to 2009 (1,524M€ in 2008, 1,406M€ in 2009)
- 100% more people recruited in 2009 (12 employees), compared to 2008 (6 employees)
- A strong implication of the HR team and of line management in the disability field



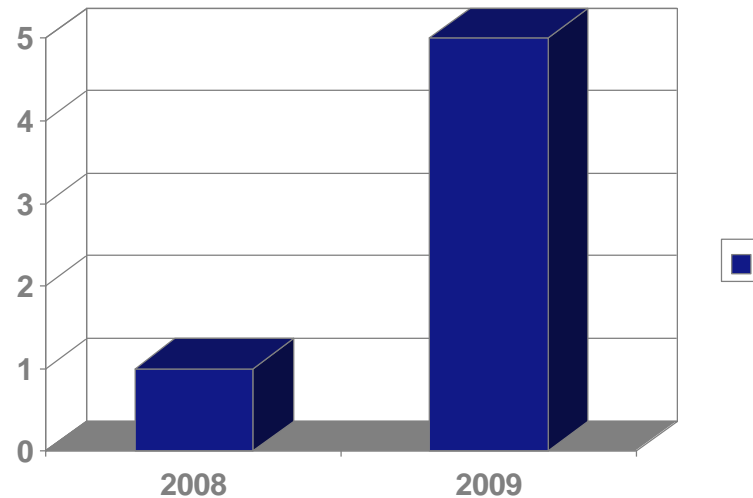
# Results so far on manpower's evolution : Recruitments

	2008	2009	Progression
<b>Disabled people recruited</b>	<b>6</b>	<b>12</b>	<b>+100%</b>



# → Results so far on manpower's evolution

	2008	2009	Progression
<b>Steria people who declared themselves as disabled</b>	<b>1</b>	<b>5</b>	<b>+400%</b>



## → Our failures

- We didn't recruit as much as we wanted. This is due to two factors:
  - lack of profiles
  - lack of adequate skills.
- In addition, it is important to assess both short and long term impacts and unanticipated outcomes, positive as well as negative.

## → A disabled collaborator's testimonial

### → Carole, accountant at Steria France

Q : What was your job context before getting disabled?

Carole : I came back to work after several months of sickness leave. I didn't see any perspectives and was worried about my future within Steria

Q : How did you proceed?

C : I met the doctor of Steria, who advised me to declare myself officially as disabled. I also met Gabriel, in charge of the disability program who helped me to create my administrative file

Q : What were the benefits of implementing this disability file?

It helped me recover a fulltime job (instead of a part-time activity) within Steria, by using homeworking 2,5 days a week.

Q : How did the disability program of Steria help you?

Gabriel helped me during all the administrative process, and helped to fit my workstation with my disability. I know now that my disability is compatible with a career within Steria.

# → Further plans on recruitments & integration

## 2010-2011 Goals: Extend our policy of recruitments

<u>Process</u>	<u>Recruitments</u>	<u>Sourcing &amp; Partnerships</u>
<ul style="list-style-type: none"> <li>✓ Set up a process of recruitment and integration of disabled people :               <ul style="list-style-type: none"> <li>✓ Anticipating the needs of workstation's adaptation during the hiring interviews</li> <li>✓ Monitoring the integration period</li> </ul> </li> <li>✓ Extend the incentive recruitment bonuses</li> </ul>	<ul style="list-style-type: none"> <li>✓ <u>10 + 10 / year</u> :</li> <li>✓ 10 people within a reconversion training session               <ul style="list-style-type: none"> <li>✓ 10 unemployed people to work as « new technologies developer» previously trained during a 60 days period</li> </ul> </li> <li>✓ 10 recruitments for different profiles</li> </ul>	<ul style="list-style-type: none"> <li>✓ Optimize our recruitment sources (internet sites...)</li> <li>✓ Enlarge our partnerships with specialized structures (public or private)</li> </ul>



One of our objectives for 2010-2011 is informing all Steria collaborators about disability

- Create a regional network on disability resources
- Carry on to make all our employees aware of disability issues all year long during internal events (department meetings, Well.com days)
- Be innovative during our information campaigns (sign language trainings, information about unknown diseases...)





# Another objective is to develop subcontracting with sustainable companies

- 2008 : 15.000€ total bills with sustainable companies :
  - ✓ ITequipment recycling
  - ✓ Catering
  - ✓ Mailing
  
- 2009 : Certification of a first list of sustainable companies (public or private) by Steria France
  
- 2010-2011 Goals : develop even more subcontracting with sustainable companies. Our goal is to have one order in every Steria agency (there are 16 Steria agencies in France)

## → Additional areas to follow up

- Set up a process of monitoring for disabled employees in order to anticipate their needs (to adapt their workstation, to provide them specific trainings, with technical or time fitting ups...) and maintain their job within Steria
- Carry on the incentive policy to encourage declaring disability (exceptional days off and bonuses)



## To summarize...

### It worked!



- Twice more disabled people within our manpower
- The communication campaign about „clichés“, the national „disability week“
- A HR team concerned about disability and motivated to fight discriminations
- A real awareness from the managers (trainings, incentive policy)