

Accessibility Enabler Framework

Together, we can build a more equitable and accessible future.



Building pathways to in-demand jobs

The challenge

At Microsoft, building a future where everyone can access the benefits of technology has never been more important than it is today. In the face of the world's pressing challenges and extraordinary opportunities, we believe that companies that can do more, should do more. And we are.

Our mission to empower every person and every organization on the planet to achieve more has never been more relevant or pressing. With more than **400,00 partner organizations employing over 22 million people, thousands of suppliers, and customers of every size, in every industry, and in every part of the world**, we have an enormous opportunity and responsibility to effect change through our ecosystem.

Our commitment

Together, we can build a pipeline of disabled talent that can enter and succeed in today's rapidly evolving digital technology workforce.

Our approach

This employability model toolkit aims to help organizations think about driving inclusion and enabling the hiring of disabled talent. It includes practical tips, along with examples and case studies currently available. We want to share what we have learned so everyone can join us on the journey to build a more equitable and accessible future.

Around the world, we've partnered with non-profits, governments and business to develop local technology skills programs that meet unique market needs- anchored in data about the technology skills gap focused on increasing diversity in the industry. If you want to build an accessible and inclusive workplace; the key is to hire disabled talent who can share their expertise to ensure that your products and services meet the needs of your customers and employees.

Get Started with the Enabler Framework



Scaling accessibility through partnership and a shared approach

Responsibility

Opportunity

Bridging the disability divide starts by ensuring that products are accessible-by-design. By developing technology with and for people with disabilities, accessibility is embedded into products, not added as an afterthought. An accessible world enabled by technology can improve the employability of People with Disabilities.

We can't do this alone. We can empower our ecosystem by connecting nonprofits and businesses together for training and job matching. The next generation of accessible technology is possible when we attract more people with disabilities to play a bigger role in helping to develop it and use it across all environments, especially in the workplace. However, these individuals need businesses to ensure that they create an inclusive workplace that nurtures this talent.

Accessibility is a responsibility and an opportunity:

Did you know: By 2050, 1.3 billion people will need assistive technology. Companies that hire, support and promote disability talent financially outperform their peers and report higher employee retention—particularly with millennials and Generation Z.¹



Organizations focused on accessibility report:



28%
higher revenue¹



2x
net income¹



30%
higher margins¹

Resources

¹Accenture DI Research

²WHO AT Report

³Closing the Disability Inclusion Gap

STEP 1

Identify the Opportunity



Inclusion starts at the very beginning

Opportunity stems from **unsolved needs**.

The first step is to **identify the challenge or an exclusion area** you want to **address** through your program.

Consider the following questions:

- What **statistics** exist in the country/region surrounding marginalized populations? Consider researching educational opportunities for people impacted by poverty and the current reported disability rate?
- Does the region have a supportive social system that provides **governmental vocational funding**, social services or strong **disability lead affinity groups** that advocate for policy changes and employment?
- Are there non-governmental/non-profit organizations in the country that provide specialized staff, training and skilling for employment preparation and workforce development?
- Is electricity, **broadband internet service** and technology available or are there initiatives in place for the build out of these services?
- Does Microsoft have any **customers or commercial partners** located in this country? Invite partners to bring their skills, passion, and innovation to accessibility within their organization and to their customers across every industry.

Learn more: [Microsoft Launches APAC Enabler Mentorship Program](#)



One billion people

around the world live with a disability.²



Disability

can affect any of us at any time²



2X

the unemployment rate for People with Disabilities³

Empowering underserved communities by imparting foundational skills for digital economy

One of Asia's most pressing and complex issues is disability employment. Tackling the challenge requires a holistic, multi-partner approach, which is exactly what Microsoft, Cognizant and Virtualahan did. The three organizations came together to identify the unsolved needs and begin to discuss the opportunities as well as the roles and responsibilities that each company agreed to embark on. The disability employment rate and government status/approach made Singapore and the Philippines ideal locations for the pilot program.

STEP 2

Identification of a Local Champion/Executive Sponsor



A Microsoft identified country specific accessibility champion and executive sponsor is important to the overall success of the program. Across the partner ecosystem, there are regional specific resources and sponsors that are aligned to the global commercial accessibility program as well as volunteers who are passionate about accessibility who may be resources to consider. It is important to identify at least one person to drive the program. Actively involve them in your ideation, validation, and planning processes. The champions should be an employee in the locality, someone you know personally—or even yourself. You are encouraged to create a core volunteer team or extended team to support as well.

Consider the following questions:

- Is the person an active advocate of accessibility and inclusion? Do they have their **Accessibility101 Badge**?
- Is the person the **local lead for D&I Accessibility pillar** / part of the volunteer team?
- Is the person senior enough to **drive change** or be **the executive sponsor** for the effort?
- Has the person worked with / has **connection** with the/a Non-Profit Organization for People with Disabilities? (preferred but not required)
- **Full-time employees** who are aligned with the **global partner** network and account executives are great options to consider as a champion.



Innovate and deliver new accessibility solution to expand inclusion

A local leader within the Asia specific region sales field team raised a local Microsoft Global partner concern around recruiting talent. Many in the region were facing the same issues. This leader was a self-motivated change maker and became an extended member of the MCAPS/GCAPS team due to her interest in social impact. A business case was raised to a local executive sponsor and her manager. This set-in motion conversations about additional team members to include while the project charter took shape. Team members agreed to engage and support the initiative, kicking off the Asia specific Enabler Framework project.

STEP 3

Identification of the Local Non-Governmental Organization

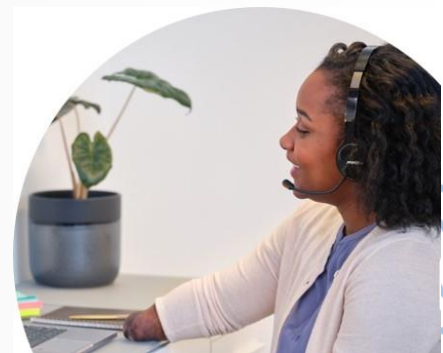


Identify a strong local Non-Profit / Non-Governmental (NPO) Organization that has a proven track record for empowering People with Disabilities to be employment ready through digital skills training programs, employment support, and other support as needed. These NPOs should be ready to collaborate and work with the initiatives of the program and will be able to bring forth recipients, talents and participants who are equipped to be competitive professionals and entrepreneurs in the disability talent pipeline. The NPO is responsible for recruiting individuals with disabilities and while also providing the staff who will be responsible for training and assessments. The NPO should be prepared to run employer preparation workshops and ongoing advisory to employers and hired talent. To ensure success of the talent pipeline the NPO must identify funding from either local government resources or the hiring partner. The NPO will then assess and train the talent pipeline to match open roles and meet the hiring partners needs.

Consider the following questions:

- Is the organization's goal and mission aligned to supporting People with Disabilities to ensure they are fully included in the society on an equal basis with others?
- Does the organization actively participating in the protection of human rights to ensure all persons are fully respected, protected and fulfilled?
- Does the organization's mission deliver scalable inclusive employment programs for employers, including disability sensitivity workshops, HR inclusive training and employment support?
- Employment readiness program includes specialized training and skilling for employment preparation and workforce development.
- Accommodates talents from all backgrounds regardless of condition, gender, religion, culture and educational attainment to make organizational culture and technologies accessible to all, aiming to create a more inclusive society.

Tip: Consider additional value exchange in addition to remuneration. Things like free product access, training and upskilling, fundraising, or employee donations for the cause or non-profit build strong community relationships and ensure you have a great network of people to involve in different projects.



APAC Team partners with NPOs to expand horizons in APAC

Through the MS Enabler Program, **Cognizant** (commercial partner) became MS's #1 partner training over 10k associates in over 20 countries on the Accessibility Fundamentals course. Cognizant partnered with the NPO **Virtualahan** to recruit, train, mentor and hire individuals into Cognizant. The collaboration and partnership has continued since 2020 via training webinars/workshops, 1:1 mentorship journeys and further expansion to other markets. The tangible social impact has assisted each stakeholder to create better leaders, a culture of enablement, inclusion and empowerment.

www.cognizant.com www.virtualahan.com

STEP 4

Identification of Commercial Partners



Innovate and deliver new accessibility solutions to expand inclusion

Across industries, including healthcare, education, retail, banking, media and communications, transport and travel, **accessibility** is becoming a **core customer expectation** and a **business differentiator**. Through **inclusive design** approaches, adoption of AI and cognitive services, and delivery across multiple device platforms and operating systems, partners can unlock new use cases and opportunities to scale innovative accessible technologies including inclusive hiring practices.

Once you have strong internal team and a Non-Profit Organization identified, the third and arguably the most important part of the consortium are **commercial partners**. Identify eligible and committed commercial partners to drive the mission of the program into their own organization. The **partners are responsible for identifying opportunities for experiences including job shadowing, mentoring, internships and most critically, employment opportunities**.

[Search for qualified partners in the self-attestation section of Partner Center](#)

Questions to consider:

- Is the company a commercial GPS managed partner?
- Is the partner operating in multi-countries? (preferred)
- Does the company have a large workforce?
- Does the company have a strong Diversity and Inclusion strategy and pillar?
- What is the mission and reputation of the commercial partner from a public relations perspective?

Hear their stories and experiences

Tip: It is recommended to move into action by hosting a kick-off or exploratory call with all engaged stakeholders to discuss expectations, roles, funding, and required contractual obligations across parties where necessary.

Commercial Partners and Microsoft will engage in the **MOU process** together

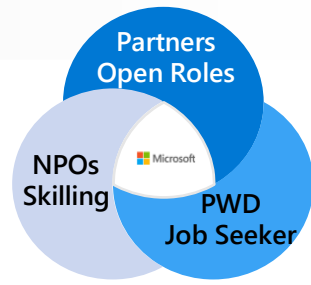


Cognizant as one of the pilot commercial partners



Cognizant is a globally located, partner and customer of Microsoft whose mission is to engineer modern businesses to improve everyday life. We do this by supporting inclusion in tech for diverse, under-represented and under-served communities and improving community impact through environmental stewardship and community impact at scale. This is possible through Cognizant's **Outreach** program which is a volunteerism-led social impact program where their employees share time, talent and technology to empower communities for the future.

[Outreach Program | Cognizant](#)



STEP 5

Vision, Strategy, Engagement

An employability model that accelerates accessibility and inclusion in the workplace while reducing the disability divide hire People with Disabilities in the organizations and across all roles.

Vision:

During the **initiation phase** as described in the toolkits first steps, the opportunity is clearly scoped as well as the desired outcomes and each organizations stakeholders' roles and responsibilities (R&R).

Strategy:

Moving into the **planning phase**, it is important to identify funding streams, open roles, skill requirements and necessary training. Each organization develops outcomes and proposals working towards the agreed timeline.

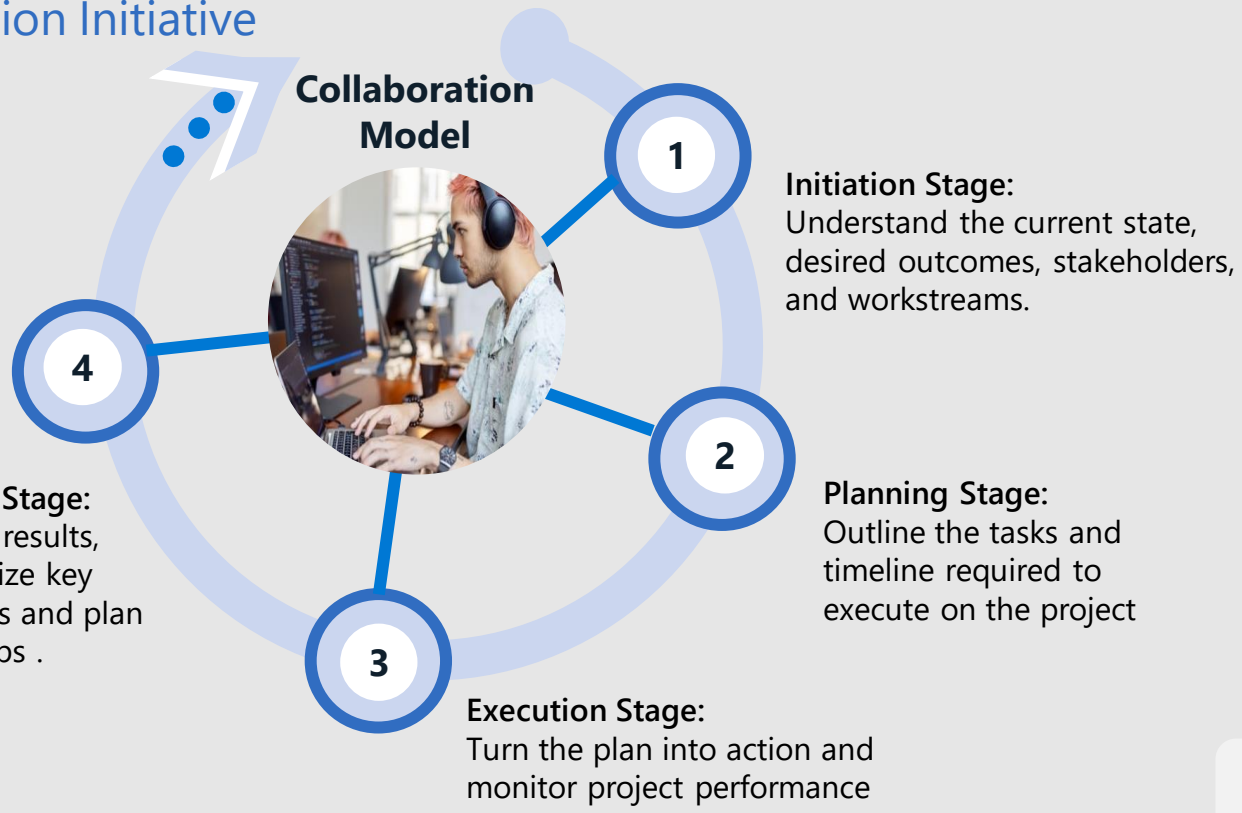
- The **Partner** is responsible for identifying employment opportunities, job shadowing, mentoring and internships. The Partner/employer is encouraged to collaborate with the NPO to determine proper training resources and cost.
- **Microsoft** ensures the Partner and the NPO trainers gain access to online portals/training material including technical training paths and workshops on Accessibility tools. Digital skilling may be provided to the partner or NPO trainers who will utilize a train the trainer model for the prospective employees.
- While actively recruiting and training candidates to fulfill the open roles identified by the partner, the **NPO** also provides "partner onboarding." This includes employer prep workshops that will support the employee onboarding and employment. A collaborative approach is suggested for candidate assessments, employee onboarding and ongoing career coaching.

Engagement:

- Now that all parties are equipped with the skills and experiences required, it is time to **execute** the plans to meet the desired goals of each stakeholder.
- **Closure**- Bridging the disability divide requires a continued building of momentum to create scalable impact. It is suggested that each organization involved tracks learnings, iterates on the model, and amplifies its success.

Please see additional pilot programs/case studies that were influenced. Reach out to accevents@microsoft.com for more details on taking the next step at your organization.

Shared Innovation Initiative





[About Avanade](#)

[Inclusion and Diversity](#)

At Avanade, we do what matters to make a genuine human impact.

At Avanade, Inclusion and Diversity is part of everything we do – from the way we treat people to how we make decisions and the solutions we take to market. We have pursued a deliberate and purpose-driven strategy around Inclusion and Diversity since our founding in 2000. We believe that inclusion is everyone, everything, every day. If our inclusive culture doesn't consider all races, gender identities, ethnicities, sexual orientations, disabilities, ages, religions – all people and all phases of life – it falls short.

Our Inclusion and Diversity framework is rooted in three strategic priorities:

- **Representation:** Increasing representation across all levels of the business
- **Limitless Learning:** Inspiring action and offering educational resources
- **Engagement:** Creating an inclusive culture so everyone can be their authentic selves



DiversAbility Employee Network

At Avanade, we have a Disability Inclusion Employee Network which not only demonstrates our commitment to foster an inclusive and disability-confident environment, but more importantly, it creates a safe space for our employees to be open about their disabilities if they wish to do so and to ask for any support they might require. This is important to us because at Avanade, everyone counts.

Microsoft Enabler Program Partner

In 2022, Avanade became a part of the Microsoft APAC Enabler Program and collaborated on employee trainings focused on Accessibility and Inclusive culture, hackathon, and mentoring programs for the benefit of People with Disabilities.

[Avanade](#)

[Website](#)

[Responsible Business](#)

[Inside Avanade](#)



[About Cognizant](#)

[Cognizant Outreach Program](#)

Building skills in the community

At Cognizant, we focus our industry-leading expertise on, and provide financial support to, organizations that make a positive change in the world. We support skill-building and workforce programs and improve the operations of non-governmental organizations (NGOs) around the world.

The Cognizant Outreach program mobilizes our associates' expertise and enthusiasm through volunteer work.

To make an impact in the areas that are strategically aligned to our business, we focus on:

- Supporting inclusion in tech. We support community projects that help advance technology education, training and inclusion.
- Increasing the use of technology for good. We utilize technology to deliver improved social, economic and environmental outcomes.



One of the Microsoft APAC Enabler Program partner who helped PwDs matched to roles within the first seven months.

Cognizant actively engaged thousands of its associates in accessibility and inclusive trainings and workshops. The Microsoft Accessibility Fundamentals is now part of their internal employee required trainings creating a culture of inclusivity in the organization.

Highlighted partner of the APAC Enabler Program in 2022 Ability Summit session, titled "Digital Upskilling: how can advancing your technical skillset impact employment?"

[Cognizant](#)

[Disability Inclusion](#)

[Website Accessibility](#)

[Insights](#)

[About HCL Tech](#)

[Learn More](#)

Embracing Diversity and Inclusion

At HCL Technologies, we are committed to creating a diverse and inclusive work culture that makes for a stronger enterprise. We believe that equality and mutual respect must prevail. This belief helps us excel as an organization because diverse voices and cultures bring fresh perspectives that strengthen our ability to make decisions and draw insights. Our talent strategy is focused on the 4 pillars of Diversity & Inclusion which includes Gender Inclusion, Cultural Inclusion, Disability Inclusion & LGBTQ+ Inclusion.

We are also committed to enable Enterprises to design and build products accessible to all. To create an inclusive world, it is imperative to have robust technologies that benefit everyone. HCL Tech is committed to this and is partnering with leading companies across the globe from diverse industry groups to make the world more inclusive.

HCLTech Accessibility Practice

700+ Accessibility Consultants	75+ People with disability	360° Accessibility Services	8+ Global Locations	13 Mn. + Value Addition	12+ Accessibility Tools
3300 + Products & Services made accessible		18+ Customers	10+ Global NPO Partners	20+ Whitepapers on Accessibility	



Global partnership

Microsoft Enabler Program
Partnership with Microsoft on the 'Microsoft Enabler Program', which pioneers inclusive hiring across Asia Pacific by removing the barriers for a more diverse workforce.



Partnership with NPOs
In collaboration with organizations to provide recruitment/trainings to People with Disabilities and create accessibility awareness.

[HCLTech](#)

[Website](#)

[Accessibility Services](#)

[Corporate Social Responsibility](#)



[About Infosys](#)

[Diversity Equity Inclusion](#)

We make a better world together.

‘Respecting Each Other’ is a fundamental tenet of the Infosys Code of Conduct and Ethics and informs our inclusion efforts, thus ensuring an equal opportunity workplace free of discrimination or harassment. Celebrating diversity and fostering inclusion helps build a balanced and inspired workforce. We are proud to showcase 8 active Diversity Equity Inclusion employee resource groups(ERG) supporting our multi-cultural and diverse organization.

INFYABILITY, our employee resource group for employees with disability and their allies aims to create a safe, accessible and inclusive work environment for our employees with disability. It addresses specific actions to support the recruitment, development, engagement, growth, and retention of employees with disability by promoting an inclusive workplace where skills and knowledge of each employee is valued and respected. The ERG also runs campaigns to raise awareness among employees and contributes to the design of the Company’s disability inclusion strategy.



- Infosys Practice Guidelines to support integration of employees with disabilities into the organization
- The internship program for People with Disabilities focuses on creating a digitally skilled talent pool for industry
- Infosys Accessibility - Accessibility Lab facilitates digital inclusion



In 2022, team in India onboarded 14 interns with disabilities, and enrolled in Enabler Training Program Employment after internship.



In 2022, Infosys joined the APAC Enabler Program and collaborated with workshops and trainings for hiring managers and employees such as: Building Inclusive Workplace; Neurodiversity Hiring; MS Accessibility Tools; Building a Culture of Accessibility and Inclusion.



Employee with Disabilities. Workplace accessibility is at the heart of an inclusive ecosystem. We are proud that employees with various physical and intellectual disabilities choose to work at Infosys.

Infosys

[ESG - Social](#)

[DEI Awards](#)

[People with Disabilities](#)



Enabling people. Accelerating change.

Lumify Group (previously known as DDLS Group) helps organizations and individuals turn change into opportunity. As part of the Group, Lumify Work supports public sector agencies and private enterprises through instructor-led, vendor-certified IT and process training. Our mission is to enable PEOPLE to thrive in the digital landscape of tomorrow. And we are dedicated to becoming a Center of Excellence in the Asia Pacific.

[Lumify Group](#)

[Lumify Work PH](#)

The Lumify team are made up of changemakers who strive to use our business as a force for good. As a B-Corp certified business, we work to introduce and improve on sustainable practices, and initiatives that can serve the greater community. Individually and as a team, our staff take part in programs like Volunteer Leaves, STEPtember, Women Rising, the Smith Family Partnership and more.



We've brought together passionate people across all Lumify Group areas and locations - Australia, New Zealand and the Philippines - to drive our corporate social responsibility (CSR). They make up our ImpACT team. The team's name stands for "Information, Making a difference, Planet, People, Action, Community, Technology." This reflects the team's vision of being "a group of awesome people, coming together to act and impact people and our planet."

Microsoft Enabler Program Partnership

Since 2021, Lumify Work Philippines has been an active partner, working to make the organization more accessible and inclusive for staff, students and the greater community. The seeds of this engagement began with a disability inclusion workshop by Enabler NPO Virtualatan Inc.. After which, Lumify Work signed on interns, seeing successful candidates who have gone on to become valuable full-time employees. [Read more.](#)



[Corporate Social Responsibility](#)

[Linkedin](#)



NTT Data

[About NTT DATA](#)

We value everyone.

NTT DATA – part of NTT Group – is a trusted global innovator of IT and business services headquartered in Tokyo. We help clients transform through consulting, industry solutions, business process services, digital & IT modernization and managed services. NTT DATA enables them, as well as society, to move confidently into the digital future. We are committed to our clients’ long-term success and combine global reach with local client attention to serve them in over 50 countries around the globe.

We truly believe the value of each and every individual through initiatives that promote diversity, equity, and inclusion in the workplace. Jean Chua, Head of Branding and Communications, who spearheads Diversity and Inclusion (D&I) efforts at NTT DATA, stated, “Our recent awards serve as powerful testament to our unwavering commitment to diversity and inclusion. They inspire us to continue our commitment to building a culture of inclusivity and empowering individuals from all backgrounds. Through our mentorship programs, we are dedicated to enabling young talents, providing them with the necessary support and opportunities to thrive in their professional journeys. These accolades reaffirm our strong belief in the transformative power of being inclusive in the workplace and inspire us to continue fostering an inclusive work environment where everyone can reach their full potential.”



[NTT DATA Singapore Receives Awards for Exemplary Work in Inclusive Hiring](#)

[Recognized at the Inclusive Business Forum and Channel Asia’s Women in ICT Awards](#)



[NTT DATA SINGAPORE was awarded the Enabling Mark \(Silver\)](#) for its efforts in being an inclusive organization that champions disability-inclusive hiring.



Pilot commercial partner of the [Microsoft APAC Enabler Program Partner](#), committed in inclusive-hiring [talents with disabilities in Singapore](#), through SG Enable.

[Partner of the Sumitomo Life Insurance and Temasek Polytechnic Singapore’s first-of-its-kind Digital Talent Accelerator](#)

NTT DATA SG

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