

# **CERTIFICATION OF DIVERSITY IN THE WORKPLACE**

**(With particular reference to  
disabled people)**

## **SCORING FRAMEWORK**



FUNDED BY THE EUROPEAN COMMISSION



ASOCIACIÓN INICIATIVAS Y ESTUDIOS  
SOCIALES

**CERTIFICATION OF DIVERSITY IN THE  
WORKPLACE**

**Appendix :**

**SCORING FRAMEWORK**

## COMPANY REPUTATION AND APPROACHABILITY

<b>Company Reputation and Approachability</b>	<b>Score</b>	<b>Weighting</b>	<b>Total</b>	<b>Comments</b>
<b>1. The Enterprises recognises the Business case</b>				
1.1 Policy statements reflect “Business Case”				
1.2 Evidence of leadership				
1.3 Mission statements based on stakeholders’ dialogues				
1.4 Monitoring for inclusion				
1.5 Disability Awareness training to Marketing Department				
1.6 Positive images in public events				
1.7 Diversity issues in communications with Stakeholders				
1.8 Report on the level of investments in Equal Opportunity and Diversity programme.				
1.9 Carries out full Stakeholder Evaluation				
1.10 Company reports publicly on evaluation outcomes.				
1.11 Operation of a continuous improvement process.				
1.12 Organisation benchmarks its results				

<b>2. Community Involvement</b>	<b>Score</b>	<b>Weighting</b>	<b>Total</b>	<b>Comments</b>
2.1 Company budgets for the empowerment of excluded groups				
2.2 Representatives of excluded groups participate in assessment of firm's advertising.				
2.3 Encourage excluded groups to apply for work experience.				
2.4 Company sponsors disabled or "excluded" university students.				
<b>3. Customer Care</b>				
3.1 Review of physical access				
3.2 Staff training: Doing business with different cultures.				
3.3 Staff training in disability awareness				
3.4 Provision of diverse means for access to information (translations, alternative formats, interpretation...)				
3.5 Complaints procedure established				
<b>4. Product Development</b>				
4.1 Company considered the principles of inclusive design and applied them where possible				
4.2 Product design in consultation with specific customer groups.				

**Total recommended for Certification:** \_\_\_\_\_

**TOTAL** \_\_\_\_\_

## QUALITY SYSTEMS - MANAGEMENT RESPONSIBILITIES

<b>1. Quality Policies</b>	<b>Score</b>	<b>Weighting</b>	<b>Total</b>	<b>Comments</b>
1.1 Corporate diversity policies endorsed by the Chief Executive Officer				
1.2 Key interest groups identified for policy consultation				
1.3 Service users consulted about policies				
1.4 Trade Unions and staff representatives consulted about policies				
1.5 Provisions for multiple discrimination				
1.6 Effective working policies covering a range of issues : <ul style="list-style-type: none"> <li>- Grievance</li> <li>- Disciplinary procedures</li> <li>- Harassment and victimisation</li> <li>- Health and safety</li> <li>- Maternity</li> <li>- Mentoring and shadowing</li> <li>- Training and lifelong learning for employees.</li> </ul>				
1.7 Company encourages employment flexibility : <ul style="list-style-type: none"> <li>- job-sharing</li> <li>- compassionate leave</li> <li>- tele-working</li> <li>- reduced-time</li> <li>- sabbatical leave</li> <li>- secondment</li> </ul>				
1.8 Measurable targets established with policies				
1.9. Action plan endorsed by management				
1.10 Resource requirements established for : <ul style="list-style-type: none"> <li>- policy implementation</li> <li>- reasonable accommodation for disabled staff</li> <li>- the cost of training personnel in diversity issues</li> <li>- the cost of career development</li> </ul>				

<b>Quality policies (Cont...)</b>	<b>Score</b>	<b>Weighting</b>	<b>Total</b>	<b>Comments</b>
1.11 Company exchanges support with other companies to support policies and practices.				
1.12 Company participates in the creation of networks				
1.13 Company uses contract procedures to extend policy of monitoring to contractors and suppliers				
1.14 Contractors' quality of equal opportunities policies are promoted by companies through means of contract compliance clause.				
1.15 Sanctions taken against contractors who fail in their equality commitment.				
<b>2. Multiplying Levels of Responsibilities</b>				
2.1 Responsibility for management of diversity is defined and recorded				
2.2 Objectives for the management of equalities objectives built into managers' job description				
2.3 Managers' abilities to manage diversity policies are supervised				
2.4 "Champions of disability" elected				
2.5 Resources allocated to meet published targets regarding : <ul style="list-style-type: none"> <li>- Training of staff</li> <li>- Adaptations and other reasonable accommodations</li> <li>- Marketing and building the company's reputation</li> </ul>				

**Total recommended for Certification :** \_\_\_\_\_

**TOTAL** \_\_\_\_\_

## QUALITY SYSTEMS - PROCEDURES

<b>1. Departmental level</b>	<b>Score</b>	<b>Weighting</b>	<b>Total</b>	<b>Comments</b>
1.1 The departmental objectives constitute an improvement over previous ones				
1.2 Departmental manager clear about expectations				
1.3 Manager's accountability for implementation built into work-plans				
<b>2. Participation of potentially "excluded" employees</b>				
2.1 Participation in : <ul style="list-style-type: none"> <li>- departmental strategies</li> <li>- focus groups</li> <li>- recruitment panels and boards</li> <li>- career development training</li> </ul>				
<b>3. Promoting staff awareness of issues of diversity</b>				
3.1 Provision of diversity and disability awareness training to all staff				
3.2 Disability awareness training provided by disabled people				
<b>4. Recruitment</b>				
<b>4.1 Advertisements</b>				
4.1.1 Recruitment literature and advertisements demonstrate an understanding of impairments (offer of alternative media)				
4.1.2 Vacancies advertised where disadvantaged applicants are most likely to be reached				
<b>4.2 Job Descriptions and Person Specification</b>				

<b>4. Recruitment (Cont.)</b>	<b>Score</b>	<b>Weighting</b>	<b>Total</b>	<b>Comments</b>
4.2.1 Person Specification specifies attributes exclusively related to the tasks				
<b>4.3 Selection of candidates for interview</b>				
4.3.1 Members of disadvantaged groups involved in selection panels				
4.3.2 Selection decisions based purely on work-related criteria				
4.3.3 Invitations to request special arrangements to be made for interview are extended to selected candidates				
4.3.4 The selection panel records reasons for selection or rejection				
<b>4.4 The interview</b>				
4.4.1 Any questions about disability are only concerned with the requirements of the tasks				
<b>5. Career Progression</b>				
5.1 Equal opportunities issues built into appraisals and promotion interviews				
5.2 In-house communications are circulated in appropriate media				
5.3 Staff members from disadvantaged backgrounds encouraged to seek career development courses				
5.4 Disabled staff invited to participate in Promotion Boards.				
<b>6. Retention of newly disabled Staff</b>				
6.1 External service called in to manage return to work of newly disabled staff				



<b>7. Retention (Cont.)</b>				
6.2 Medical retirement considered only as the last option				
6.3 The Company considers alternative options to continue employing the disabled staff member				
<b>8. Monitoring and Evaluation</b>				
7.1 The Company monitors the number of staff recruited in different categories				
7.2 The Company monitors recruitment procedures				
7.3 The Company monitors career progression of different categories of staff				
7.4 The Company monitors resignation rates				
7.5 The Company monitors the delivery of equality and diversity objectives				
7.6 Monitoring and Evaluation are used as tools for continuous improvement				

**Total recommended for Certification:** \_\_\_\_\_

**TOTAL** \_\_\_\_\_

## PHYSICAL ACCESS

<b>1. Planning to make the environment accessible</b>	<b>Score</b>	<b>Weighting</b>	<b>Total</b>	<b>Comments</b>
1.1. A specialist has carried out an audit of the premises				
1.2 Sources of advice on technical aids have been established				
1.3 A survey of needs has been conducted				
1.4 Responsibility for managing the provision of the adjustments has been allocated				
1.5 The person responsible in 1.4 is aware of the national legislation				
1.6 A budget has been allocated for funding the needs for accommodation				
1.7 Disability equality training provided for everyone involved in access issues				
1.8 Departmental emergency officers have been informed of the location of disabled staff				
<b>2. The premises</b>				
2.1 Design specification complies with national legislation				
2.2 Design specification extends beyond the minimum requirements				

<b>2. The Premises (cont.)</b>				
2.3 The access audit has taken the following impairments into account: <ul style="list-style-type: none"> <li>- visual</li> <li>- hearing</li> <li>- restricted mobility</li> <li>- lifting</li> <li>- sitting and getting up</li> <li>- learning difficulties</li> </ul>				
2.2 The access audit covers the following : <ul style="list-style-type: none"> <li>- Parking facilities</li> <li>- Entrances, reception and rest areas</li> <li>- Lifts</li> <li>- Staircases</li> <li>- Internal circulation areas</li> <li>- Working areas, equipment</li> <li>- Lighting and signs</li> <li>- Toilets, fixtures and fittings</li> <li>- Restaurants</li> <li>- Meeting rooms</li> <li>- Communication aids</li> </ul>				
<b>3. Emergency</b>				
3.1 Disabled staff consulted about best methods of evacuation				
3.2 Evacuation procedures for disabled people are tested regularly				
3.3 Special evacuation chair for wheelchair users				
3.4 Flashing lights for deaf employees				

**Total recommended for  
Certification :** \_\_\_\_\_

**TOTAL** \_\_\_\_\_

**SCORING FRAMEWORK SUMMARY**

<b>Total Recommended for Certification</b>	=====
<b>Company reputation and approachability</b>	_____
<b>Quality Systems – Management Responsibilities</b>	_____
<b>Quality Systems – Procedures</b>	_____
<b>Physical Access</b>	_____
<b>GRAND TOTAL</b>	=====

**Comments :**

**Decision :**