THE 2018
DISABILITY
EQUALITY INDEX

A Record Year for
Corporate Disability Inclusion
and Leadership
Leading organizations view disability inclusion as a priority in order to truly create an inclusive culture for all.

**The Disability Equality Index (DEI)** is a comprehensive assessment tool jointly designed by business leaders and disability advocates. The DEI helps businesses analyze their environment, identify opportunities and leverage disability inclusion as a competitive advantage.

By measuring across these various areas, senior business leaders can better understand and leverage the unique differences, talents and perspectives of employees, investors, customers, and suppliers with disabilities.

Top-scoring DEI companies receive the recognition **Best Places to Work for Disability Inclusion™** and build brand recognition among potential and current employees, investors, and customers – including those with disabilities and their friends and families.

**The 2018 DEI measured:**
- Culture & Leadership;
- Enterprise-Wide Access;
- Employment Practices (Benefits, Recruitment, Employment, Education, Retention & Advancement, Accommodations);
- Community Engagement & Support Services; and
- Supplier Diversity

I firmly believe that hiring people with disabilities should be commonplace in every workplace. As a deaf woman, I see first-hand how it makes for an inclusive culture and fosters innovation. The Disability Equality Index has been instrumental in guiding Microsoft’s disability inclusion journey and helped shape our Inclusive Hiring Program.

Jenny Lay-Flurrie, Chief Accessibility Officer, Microsoft and Chair of Disability:IN Board of Directors

The DEI has quickly emerged as the nation’s leading corporate benchmarking tool for disability equality and inclusion. As a cancer survivor, amputee and life-long advocate for people with disabilities, I want to recognize organizations that have made employment and accessibility among their top strategic priorities. These companies know that disability inclusion is not just the right thing to do, but produces measurable results to their bottom lines.

Ted Kennedy, Jr, Chair of American Association of People with Disabilities (AAPD) Board of Directors
2018 Disability Equality Index
Demographics

145 corporations participated in the 2018 DEI, a historic milestone signifying a 32% increase from 2017.

These Fortune 1000-scope companies are from over 25 different types of businesses.

The 2018 participating DEI corporations account for a total U.S. workforce of 7.8 million employees

Top participating industries include:

- Financial Services (14.5% of reporting companies)
- Technology (9.7% of reporting companies)
- Healthcare (8.3% of reporting companies)

2018 Disability Equality Index Highlights

Of the 145 companies, 62.7% earned a 100 rating – the highest score possible. This is a substantial increase from 2015 when 22.5% received 100 ratings and also in 2016 when 50.6% earned 100 ratings.

The average score of participating companies was 90. This demonstrates how companies are using the DEI as a benchmarking tool to identify and address opportunities to further enhance their disability inclusion efforts.
2018 Trends and Gaps

AREAS WHERE COMPANIES EXCEL

**CULTURE**
99% of participating DEI corporations have a company-wide written statement of commitment to Diversity & Inclusion. 88% of corporations specifically mention disability – an increase from 79% in 2017.

**LEADERSHIP**
94% of DEI companies reported having a Senior Executive (within the first two levels reporting to CEO) who is internally known as being a person with a disability and/or as an ally for people with disabilities.

**ENTERPRISE-WIDE ACCESS**
92% of businesses have a process in place for employees to request disability accommodations for off-site company meetings/activities and 90% communicate that process to employees.

**EMPLOYMENT PRACTICES**
97% of DEI businesses pay all of their employees at least Local, State, or Federal minimum wage - whichever is highest.

**COMMUNITY ENGAGEMENT & SUPPORT SERVICES**
99% of DEI businesses have a centralized communications/support center available to answer questions from those with whom they conduct business.

**SUPPLIER DIVERSITY**
72% of DEI companies had expenditures with certified disability-owned businesses and/or certified service-disabled veteran-owned businesses in 2018.
AREAS WHERE COMPANIES HAVE SHOWN MARKED IMPROVEMENT

CULTURE
87% of the 2018 DEI companies have an officially recognized disability-focused Employee Resource Group (ERG) or Affinity Group. This is a significant increase from 2014, when the inaugural DEI reported that 66% of DEI companies had a disability-focused ERG.

LEADERSHIP
33% of Senior Executives received individual performance evaluations that specified disability inclusion as part of a written diversity component. This is notable growth from 16% in 2015.

ENTERPRISE-WIDE ACCESS
47% of 2018 DEI businesses conducted usability studies for their highest traffic URLs to verify that their websites work effectively with screen reading and other assistive technology, compared to just 36% in 2016.

EMPLOYMENT PRACTICES
95% of DEI companies have a written disability accommodation procedure available to employees that explained the process for requesting a reasonable accommodation, and this process was posted in places where employees could access it on their own. This is a notable improvement from in 2015.

COMMUNITY ENGAGEMENT & SUPPORT SERVICES
69% of DEI companies offered training to their centralized communications/support center(s) staff on the process for responding to requests for documents in accessible formats, which is a noteworthy improvement from 49% in 2015.

SUPPLIER DIVERSITY
81% of DEI businesses had a supplier diversity webpage on their external public-facing company website and 49% specifically mentioned both disability-owned and service-disabled veteran-owned businesses on their external public-facing supplier diversity website. Both of these numbers increased from 2015, when they were 79% and 39%, respectively.
AR EAS W HER E C O M PA N I E S H AV E O P P OR T U N I T I E S T O IMP R O V E

C U L T U R E & L E A D E R S H I P
95% of DEI businesses utilize an employee engagement survey and 88% provide a way for the business to track employee engagement by demographic. However, only 38% review the results for employees who have identified as having a disability.

E N T E R P R I S E- W I D E A C C E S S
Only 55% of DEI businesses have a company-wide external and internal commitment to digital accessibility.

E M P L O Y M E N T P R A C T I C E S
44% of 2018 DEI companies make all job interview candidates aware of the option to request an accommodation(s) for the interview. Additionally, only 15% of companies that utilize personality profile screening tests/instruments, allow applicants with a disability to opt-out (8% provide an alternative to the personality test).

71% of DEI businesses have a smart-phone app available for use by the public, but just 34% of DEI businesses have audited the app for accessibility.

S U P P L I E R D I V E R S I T Y
Only 30% of DEI businesses have a company-wide disability-focused goal(s) in place for supplier diversity and inclusion. 28% measure progress against the goal, and 21% brief the CEO of their business on the progress against an established goal.
The results of the 2018 DEI shows the powerful and trusted tool this Index represents today. Above all, for the first time, business leaders have a deeper knowledge and recognition of policies and contemporary practices that increased job opportunities and advancement for all. Since the DEI’s first pilot in 2013-2014, we have seen this tool and the enthusiasm of our corporate partners result in collaborative gains in inclusivity and diversity.

We are especially proud to recognize these path-breaking companies in the 2018 DEI for their commitment to workplace inclusivity and diversity and their desire to be an employer of choice for members of the disability community. We are confident that as we continue to work on the DEI and future ratings, we will see an expanded bench of self-reporting corporate partners, a growing number of corporate leaders earning 100 ratings, and perhaps most of all, a corporate community fully dedicated to enhancing their cultures and increasing opportunities for the disability community.
About the Disability Equality Index

America’s business leaders understand the importance of data and insight to guide future performance. The Disability Equality Index (DEI) provides this intelligence as a tool to achieve greater equality for all people with disabilities wherever they work, whatever tasks they perform and however they contribute.

The Disability Equality Index (DEI) is a unique, joint project of Disability:IN and American Association of People with Disabilities (AAPD). It serves as the nation’s most trusted annual benchmarking tool allowing America’s leading corporations to self-report their disability policies and practices. This evolving survey scores each corporation on a scale from 0 to 100, with 100 representing the most disabilities inclusive. The DEI was developed by the two national leading organizations in consultation with the appointed DEI Advisory Committee, a diverse and voluntary group of experts in business, policy, and disability advocacy.

The final DEI score reflects a company’s inclusive disability practices and policies in the following five areas:

**CULTURE & LEADERSHIP**
- **Culture**: Formal statements, Employee Resource Groups (ERGs), and Hiring goals
- **Leadership**: Internal advocacy and support, Executive sponsorship, Public statements, and Performance metrics

**ENTERPRISE–WIDE ACCESS**
- **Enterprise-Wide Access**: Emergency procedures, Physical accessibility, Electronic accessibility, Off-site meeting accessibility, Training and support for accessibility requests

**EMPLOYMENT PRACTICES**
- **Benefits**: Counseling services, Short-and Long-term disability benefits
- **Recruitment**: Outward statements, Recruitment accommodations, Proactive efforts
- **Employment, Education, Retention and Advancement**: Awareness training, Supervisory training, Self-identification processes
- **Accommodations**: Formal policies, Communication practices, and Funding

**COMMUNITY ENGAGEMENT & SUPPORT SERVICES**
- **Community Engagement**: Supplier diversity, Philanthropic support, and Public impact
- **Internal / External Support Services**: Communication support systems, Accessible format training, Online communication accessibility, Feedback programs

**SUPPLIER DIVERSITY**
- Evaluating supplier diversity practices that fully include and utilize disability owned, veteran-disability owned businesses and service-disabled veteran owned businesses.

The DEI entrusts companies to quantify and earn recognition for their efforts to create an inclusive and forward-thinking business. Additionally, the DEI encourages all companies to be aspirational in modeling the best disability inclusive policies and practices—showing company leadership opportunities for improvement.

The DEI not only educates the American business community on best policies and practices, but also guides people with disabilities in choosing businesses that are authentically committed to providing a supportive work environment. This is especially important as millennials are more supportive of companies that are socially responsible.¹
Although the Americans with Disabilities Act (ADA) was signed into law in 1990, promising reasonable accommodations for employees with disabilities and accessibility requirements for public spaces, the United States has not fully embraced this commitment. The ADA was historic and visionary in its goal of economic self-sufficiency for people with disabilities. However, 28 years later, the labor force participation rate for people with disabilities is a dismal 20% compared to 68% for people without disabilities, proving despite the ADA and federal regulations there is still a major untapped market of employees.

Presently, many would-be entrepreneurs with disabilities are stunted in their efforts to start a new business; many top university graduates with disabilities have trouble finding work environments that transcend the legal baseline for accommodations; and the American marketplace is limited in its potential growth by not including people with disabilities in their product and services design and acknowledging the aggregate income of people with disabilities is over $1 trillion.

The DEI encourages changes to these issues by enabling companies to showcase and measure their efforts that go beyond the essential baseline provided by the ADA. Companies already realize environmental, social and governance factors impact their management, culture, brand and financial well-being. Increasingly, companies are realizing including people with disabilities creates a culture of belonging and acceptance, which ultimately contributes to long-term sustainability, across the business.

Top-scoring companies of the DEI become “Best Places to Work for Disability Inclusion” by continuously building on progress through previous DEI scores, implementing best practices from other industry leaders, and tapping into the competitive nature of business. More importantly, they stand as leaders of the movement and encourage other companies in various industries to step up to fill critical gaps and realize disability inclusion drives real impact and results.

References
1 http://www.huffingtonpost.com/danielle-sabrina/rising-trend-social-respo_b_14578380.html
2 “May 2017 Disability Employment Statistics” US Department of Labor, Office of Disability Employment Policy
3 U.S. Census Bureau, 2000
AAPD and Disability:IN are honored to be working with the Disability Equality Index Advisory Committee – a diverse group of business leaders, policy experts, and disability advocates, who have assembled to share with AAPD and the Disability:IN their knowledge, expertise, and vision to enhance disability inclusion policies and practices across the enterprise.

**CO-CHAIRS:**
- David Casey
  Vice President, Workforce Strategies and Chief Diversity Officer, CVS Health
- Helena Berger
  President and CEO, American Association of People with Disabilities (AAPD)

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- Zoe Gibby
  SVP, Enterprise Disability Strategy, Bank of America
Best Places to Work for Disability Inclusion
Top-Scoring Companies of the DEI

3M
Accenture
Aetna
AMC Theatres
Ameren Corporation
American Airlines
American Electric Power
Anthem, Inc.
Aramark
AT&T
BAE Systems, Inc.
Bank of America
Baylor Scott & White Health
Biogen
Blue Cross Blue Shield of Michigan
BMO Harris Bank
Boehringer Ingelheim USA
Booz Allen Hamilton
Boston Scientific
Brown-Forman Corporation
Capital One Financial Corporation
Cargill
Centene Corporation
Cigna
Comcast NBCUniversal
Corning
CVS Health
Dell Inc.
Deloitte
Delta Air Lines, Inc.
DTE Energy
DuPont
Express Scripts
EY
Facebook
Fidelity Investments
Financial Industry Regulatory Authority (FINRA)
Florida Blue
Freddie Mac
General Motors
Goldman Sachs & Co.
GlaxoSmithKline plc
Health Care Service Corporation
Hewlett Packard Enterprise
Highmark Health
HP Inc.
Huntington National Bank
Intel Corporation
JP Morgan Chase & Co.
Kaiser Permanente
KPMG
L’Oréal USA
Lincoln Financial Group
Lockheed Martin
ManpowerGroup
Mastercard
Mayo Clinic
Medtronic
Meijer
Merck
Microsoft
Northrop Grumman Corporation
Old National Bank
Pacific Gas & Electric
PNC Financial Services, Inc.
Proctor & Gamble
Prudential Financial
PwC
Qualcomm, Inc.
Southern Company
Spaulding Rehabilitation Network
Sprint Corporation
State Street Corporation
Synchrony
T-Mobile
TD Bank
The Boeing Company
The Dow Chemical Company
The Hartford Financial Services Group, Inc.
The Walt Disney Company
Thermo Fisher Scientific
Thomson Reuters
Travelers
Tufts Health Plan
U.S. Bank
United Airlines
Verizon
Walgreens
Walmart Inc.
Wells Fargo & Company
Whirlpool Corporation
Best Places to Work for Disability Inclusion
Top-Scoring Companies of the DEI

90%

AXA
Bristol-Myers Squibb Company
Cisco
DXC Technology
Johnson & Johnson
M&T Bank
MassMutual
McKesson Corporation
MetLife
Nielsen
Northern Trust
Northwestern Mutual
OppenheimerFunds, Inc.
PPL
Quest Diagnostics
Raytheon Company
Royal Caribbean Cruises Ltd.
Sodexo
Southern California Edison
Steptoe & Johnson LLP
Unilever U.S.
UPS
Voya Financial

80%

Amazon.com
Choice Hotels
CSX Transportation, Inc.
Entergy
Ford Motor Company
Monsanto Company
Norfolk Southern Corporation
Southwest Airlines
USAA

United Technologies Corporation
Unum Group
W.W. Grainger