

# LEADING PRACTICES ON **DISABILITY INCLUSION**



U.S. CHAMBER OF COMMERCE



## TABLE OF CONTENTS

## Table of Contents

Welcome Letter	2
Workplace Disability Inclusion Assessment Tool	3
Including Disability in the Workplace	4
BJC HealthCare	4
Boehringer Ingelheim USA Corporation	5
Booz Allen Hamilton, Inc.	6
Capital One Financial Corporation	7
Caterpillar, Inc.	8
Cigna	9
Comcast NBCUniversal	10
The Dow Chemical Company	11
Ernst & Young, LLP	12
Florida Blue	13
Huntington Ingalls Industries	14
IBM Corporation	15
Intel	16
JPMorgan Chase	17
KPMG, LLP	18
Merck	19
Prudential	20
Scripps Health	21
TD Bank	22
The Hartford	23
Unum	24
United Parcel Service of America, Inc. (UPS)	25
Wells Fargo	26



**U.S. CHAMBER OF COMMERCE**



Dear Reader:

America prospers when every one of its citizens can contribute their talents and energy to improving our economy, our country, and our way of life. On the 25th anniversary of the passage of the Americans with Disabilities Act (ADA), the U.S. Chamber of Commerce and the US Business Leadership Network (USBLN®) are proud to commemorate this landmark law and the vital role it plays in creating opportunities for countless Americans. Indeed, many of these opportunities are provided by the business community, which is committed to advancing the ADA's legacy of equality of opportunity for all. For American businesses, employing individuals with disabilities is not only the right thing to do, it's the smart thing to do.

While businesses sometimes encounter serious challenges as they seek to implement disability inclusion strategies, many employers have overcome these hurdles with robust and creative practices. As a collaborative initiative to share inclusion practices that succeed, the U.S. Chamber of Commerce and the USBLN® invited congressional and business leaders to participate in the third Corporate Disability Employment Summit: Leading Practices on Disability Inclusion on July 31, 2015.

Prior to the summit, business leaders were asked to share their successful disability inclusion strategies. This publication highlights these strategies, which businesses of all sizes can use to create a more inclusive workplace, marketplace, and supply chain. Real-life examples, such as these, are important to help businesses realize the wide range of opportunities available and the potential for replicating success. An assessment tool is also included to initiate or enhance your company's disability-friendly corporate practices.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Donohue".

**Thomas J. Donohue**  
President and CEO  
U.S. Chamber of Commerce

A handwritten signature in black ink, appearing to read "Jill Houghton".

**Jill Houghton**  
Executive Director  
US Business Leadership Network



# USBLN® Workplace Disability Inclusion Assessment Tool

This checklist is designed to provide employers with a quick tool for a preliminary review of their disability-friendly corporate practices.

Check the box that best applies to your organization

YES

NO

NOT  
APPLICABLE

## RECRUITMENT

The term “disability” is specifically mentioned in non-discrimination and equal opportunity policy language on the company website and in recruiting materials.

☐
☐
☐

Job applicants with disabilities are actively recruited.

☐
☐
☐

Recruitment plans include community outreach to organizations serving people with disabilities.

☐
☐
☐

Recruiters receive disability awareness, sensitivity training, and tips for interviewing job candidates with disabilities.

☐
☐
☐

Resource materials regarding pre-hire accommodations are available for recruiters to easily reference.

☐
☐
☐

Recruiting materials are available or can be easily provided in alternative formats, e.g., Braille, large print, and electronic.

☐
☐
☐

Application materials are available in alternative formats, and the application process is accessible.

☐
☐
☐

Prescreening process, assessments, and testing are accessible.

☐
☐
☐

The company regularly evaluates its physical plant for accessibility.

☐
☐
☐

## EMPLOYMENT

Onboarding process is accessible.

☐
☐
☐

Hiring managers receive disability awareness and sensitivity training.

☐
☐
☐

A companywide reasonable accommodation policy is in place.

☐
☐
☐

A formal accommodation process exists.

☐
☐
☐

If leadership training is available for women and minorities, it is also available for employees with disabilities.

☐
☐
☐

Training courses include provisions for sign language interpreters, materials in alternative accessible formats, and accessible locations.

☐
☐
☐

An employee resource group, or affinity group, focused on disabilities exists.

☐
☐
☐

Disability is included in all diversity and inclusiveness training.

☐
☐
☐

## DIVERSITY SUPPLYING

The company's diversity supplier program includes outreach to disability-owned companies.

☐
☐
☐

Any diversity supplier programs that your company offers, e.g., mentoring or small business education, include suppliers with disabilities.

☐
☐
☐

## TECHNOLOGY ACCESS

The company's IT department is knowledgeable about accessible technology.

☐
☐
☐

The company's website is accessible to users of screen readers.

☐
☐
☐

A companywide policy exists requiring that technology tools and resources, e.g., online travel, expenses, and employee benefits, are accessible.

☐
☐
☐

## MARKETING

Images of people with disabilities appear in advertisements, collateral materials, and other external communications.

☐
☐
☐

Appropriate disability language is required in all documents, including press releases and presentations.

☐
☐
☐



"At BJC we recognize that embracing our differences leads to a culture of innovation and passion, which translates into providing exceptional care to our patients, families, and the communities we serve. We are thrilled to partner with Vocational Rehabilitation to continue developing our efforts of hiring talented individuals with disabilities."

—Rhonda Brandon, Senior Vice President and Chief Human Resources Officer



As one of the largest nonprofit health care delivery organizations in the country, BJC HealthCare is committed to improving the health and well-being of our employees, patients, and the communities we serve. At the heart of our commitment, we provide an environment of inclusion within our community.

BJC actively partners with Vocational Rehabilitation of Missouri and Illinois to expand our efforts to hire people with disabilities for employment opportunities. This partnership ensures that individuals with disabilities who are interested in career opportunities with BJC have the support and assistance they need to find, apply, and obtain a position that matches their skills and career goals. BJC has embraced the Talent Acquisition Platform and has the largest number of opportunities available for those with disabilities. Our continuing efforts are nationally recognized, having received the NET Business Partner Award from the Council of State Administrators of Vocational Rehabilitation.

### COMPANY OVERVIEW

**Type of Industry:** Health Care

**Number of Employees:** 26,658

**[www.bjc.org](http://www.bjc.org)**

BJC's commitment to have an inclusive community expands beyond our hiring practices. We are dedicated to helping individuals with disabilities join the St. Louis workforce by providing exceptional services within the community.

With the help of local school districts, BJC hospitals participate in transitional programs to help young adults with developmental disabilities. Students are prepared for employment through on-site structured programs that provide job skills, offer experience, and start the voyage toward independence.

BJC believes that an inclusive community secures employment for everyone. Employment is more than a paycheck; it provides a sense of purpose and hope. We are devoted to improving the mental health and well-being of our community by focusing on the "whole person" approach of delivering health care. Our dedicated staff provides and coordinates an array of mental health services to support individuals through their journey, including employment coaching and placement in St. Louis companies.



"The ability to foster a workplace and culture that supports people of all abilities to thrive, collaborate, and grow is key to Making More Health for our patients."

—Jamie Eden, SVP HR USA, Boehringer Ingelheim USA Corporation



**Boehringer  
Ingelheim**

Our company-sponsored Business Resource Group, Combining Abilities for Business Success (CABS), is an important resource to our organization nurturing a culture of inclusion. CABS seeks to do the following:

- Promote greater awareness of the range of abilities that exist within society and Boehringer Ingelheim (BI), e.g., visible and invisible, physical, mental, and emotional.
- Improve understanding of how disabilities can be accommodated within the workplace, so that misunderstandings regarding abilities do not become a barrier to selecting the most qualified employee for every position at BI.
- Increase the population of employees with disabilities and, expand BI's potential to leverage ideas, personalities, and business opportunities available from and through this community.
- Create an environment where BI becomes recognized as an employer of choice in the disability community.

### COMPANY OVERVIEW

**Type of Industry:** Pharmaceutical

**Number of Employees:** 47,700

**[www.boehringer-ingelheim.com](http://www.boehringer-ingelheim.com)**

CABS' primary goals are to create greater awareness of abilities within our current employee population and contribute to and support the HR Talent Acquisition strategy identifying and implementing a variety of recruiting sources and methods for inclusion in the standard recruiting procedures to attract individuals with disabilities.

#### Our Vision

CABS' purpose is to create an environment where all individuals (visitors, job candidates and employees) feel welcome and included regardless of their ethnicity, sexual orientation, or physical and mental disabilities. This environment will encourage employees to be comfortable self-disclosing a disability, particularly if that results in the provision of accommodations or specialized tools increasing their performance and/or enhancing their working experience at BI.

BI becomes an employer of choice by all individuals who bring their special uniqueness and perspectives to business discussions and ideas.



"Businesses like Booz Allen can create an environment where people with disabilities expect that they will succeed. We can employ individuals with disabilities and call upon their strengths, and we can empower individuals with disabilities by creating a workplace where they can deliver their best possible work. As chair of our Disability Leadership Team and the parent of a child who is building a life while struggling with neurological disabilities, I have personally experienced the power of innovation and collaboration that results when we ensure that all people are valued for whom they are, not whom we wish them to be."

—Jennifer Swindell, Senior Vice President

## Booz | Allen | Hamilton

At Booz Allen, workplace diversity is more than recognizing differences. It's about embracing and accommodating the panoply of ideas, thoughts, perspectives, abilities, needs, styles, and cultural backgrounds that our people bring to work every day. We believe that embracing diversity in the workplace contributes to more innovative ideas, which lead to better results for our clients.

So we weave diversity practices into day-to-day workplace life across the firm. We provide training, mentoring, and career development resources to help staff reach their goals. We apply the insights derived from our employee-led diversity forums to respond to the changing needs of our staff and our client community. And we annually assess leadership and staff on their workplace diversity and inclusion practices, one of the firm's Core Values.

Booz Allen's Diversity and Inclusion programs include 7 diversity leadership teams and 13 diversity forums. The diverseABILITY forum—established in 1999—works closely with the Disability Leadership and Workplace Accommodations teams to focus on the following:

### COMPANY OVERVIEW

**Type of Industry:** Consulting/Professional Services

**Number of Employees:** 22,000+

**www.bah.com**

- Maintaining our inclusive workplace culture and creating development and engagement opportunities for the disability community.
- Integrating with teams across the firm to meet our Section 503 goals.
- Creating rich and rewarding partnerships with external organizations aligned and committed to diverse and inclusive workplaces.

We're proud to partner with the US Business Leadership Network, the National Business and Disability Council, and Our Ability to develop strategies to attract, hire, and retain individuals with disabilities and share and implement industry best practices for supporting all members of the disability community.

By creating a culture that illustrates and upholds our Core Values, we leverage the unique skills, expertise, and experiences of our professionals to solve clients' most complex issues. Across Booz Allen, we recognize that diverse backgrounds, perspectives, and approaches deliver the innovation and edge that set us apart in today's market.





"Capital One has had a long-standing commitment to diversity and inclusion—it's in our DNA. A key component of that commitment calls on us to do all we can to develop an inclusive environment that ensures a disability-friendly culture and a physical environment in which our associates can grow and succeed."

—Lane Hopkins, Chief Diversity Officer, Senior Vice President, Human Resources



Capital One was built on the philosophy that when we hire great people and provide them with a workplace enabling them to reach their fullest potential, we'll have a workforce that is engaged, creative, and highly capable of delivering products and services that allow us to do banking differently. For us, a great place to work is a workplace that is diverse and inclusive and enables all of our associates to be their best selves, spurring our success as a business. We take a broad perspective on diversity and inclusion so that our teams bring together individuals with different experiences, backgrounds, and viewpoints as they work together to deliver breakthrough products for our customers.

Supporting people with disabilities and helping them flourish are important parts of our workplace and business practices. Through our internal CapAbilities Network, associates with disabilities, caregivers of individuals with disabilities, and allies come together to remove barriers of inclusion for individuals with

### COMPANY OVERVIEW

**Type of Industry:** Financial Services

**Number of Employees:** 46,000

**[www.capitalone.com](http://www.capitalone.com)**

disabilities in the workplace, the marketplace, and at home. Joining the Network allows associates to connect their lives to their livelihoods and gives them a platform for conquering stereotypes, providing services to customers and members of our communities, and focusing on our shared goal of inclusion.

We believe that diversity also drives innovation in our supply chain, and we're committed to having a supplier base that is reflective of our diverse associate and customer base. This is why we actively seek relationships with qualified disability-, service disabled veteran-, LGBT-, minority-, and women-owned businesses. Not only do we help certified diverse-owned businesses connect with companies like ours, but we also offer mentoring and development programs to provide them with the skills to grow their businesses.

Capital One strongly believes that the more inclusive we are, the more innovative we can be.





"The diversity of our people and the inclusiveness of our environment is what enables Caterpillar to build a better world."

—Kelly Wojda, Chief Diversity Officer



Caterpillar Inc. is committed to a diverse and inclusive environment that values the unique talents, experiences, and viewpoints of our global employees.

Caterpillar began implementing a recruiting strategy focused on hiring individuals with disabilities. The strategy includes targeted outreach efforts such as attending career fairs, posting to job boards, and creating partnerships with key external groups, such as university disability services offices. Furthermore, we are evaluating our recruiting and hiring practices to ensure that they are accessible and barrier free.

Through education, personal development, support, and outreach, the Caterpillar Abled and Disabled Employees Partnering Together (ADEPT) Resource Group is a valuable resource for employees and HR professionals. The ADEPT speaker series has brought in experts to discuss a wide array of topics such as accommodations, policy, self-identification, and stress disorders. Members of ADEPT also volunteer at fundraising events for EPIC, an organization that helps people with disabilities experience life to the maximum.

### COMPANY OVERVIEW

**Type of Industry:** Manufacturing

**Number of Employees:** 113,322

**www.cat.com**

The Peoria, Illinois based Community Workshop and Training Center (CWTC) offers services for adults with disabilities to encourage independent living. Last year, almost 300 CWTC employees packaged and shipped parts for Caterpillar Parts Distribution. Additionally, Caterpillar employees support CWTC by volunteering and serving as board members. Caterpillar was recognized with the Commercial Business Partnership Award, sponsored by SourceAmerica, a nonprofit highlighting job opportunities for those with disabilities.

Solar Turbines, a subsidiary of Caterpillar, is benefiting from a partnership with DeafTEC and the National Technical Institute for the Deaf. As an industry partner, Solar facilitates Working Together: Deaf and Hearing People workshops, which provide strategies for integrating qualified individuals who are deaf or hard of hearing into the workplace. This partnership has directly contributed to efforts aimed at recruiting and retaining a more diverse workforce, resulting in the hiring of multiple co-op students.



"Cigna aims to leverage differences as strengths in order to grow our business. We do this by engaging Cigna employees, attracting and retaining diverse talent, and driving innovation through diversity of thought."

—Rosanna Durruthy, Chief Diversity Officer



People define health and well-being in many ways, depending on their physical, emotional, social, and financial needs. That's why Cigna's diversity and inclusion strategy is critical to understanding our customers' needs and helps us work with them to achieve healthier, more secure lives.

Among our stakeholders—employees, customers, partners, suppliers, and communities served—there are many different cultures, beliefs, and values represented. We define diversity in all the ways we are different, from traditional definitions of race, religion, gender, age, and ability to non-traditional differences such as work styles, preferred languages, veteran status, and sexual orientation.

### Cigna's Commitment

Cigna is committed to including people with disabilities and continuously engages in taking action to understand and operationalize perspectives that enable the inclusion and productivity of people with disabilities in our workforce and in our customer interactions. Cigna's employees embrace this dedication to an inclusive work environment. Through our Colleague Resource Groups (CRGs) as well as our health care and disability products, we strive to promote inclusion and equality for individuals with disabilities.

Cigna's nine CRGs are employee-led, company-sponsored groups that provide opportunities for professional development and sharing important customer insights. The People with Different Abilities CRG actively advocates for the cultural competence of Cigna's workforce and supplier partners, to effectively address the needs of our diverse customers.

## COMPANY OVERVIEW

**Type of Industry:** Health Services

**Number of Employees:** 35,000

**www.cigna.com**

Here are a few examples that demonstrate Cigna's commitment to inclusion:

### The Accessible Icon Project

The accessible icon project has been a huge contributor to Cigna's ability to publicize the advancement of the inclusion of people with different abilities. The accessible icon replaces the outdated "handicap" symbol located in parking spaces at facilities. The new symbol showcases an individual propelling forward and in control, a person in motion. This symbolizes the reality that people with different abilities are active, engaged individuals. Cigna has replaced the symbol in four locations, with more planned for 2015.

### Re:ACT Forum

Cigna's People with Different Abilities CRG hosted the first Cigna Re:ACT Forum. The Forum informs Cigna employees of the employee, customer, partner, and community impact that is possible through greater understanding of a unique constituency.

### Employee Training

Employees from all over the country—and in many different business units—have formed a group where they can present information on less well-known conditions aimed at the person with the condition, the Cigna employee who may help someone with the condition, and caregivers. Each month this group focuses on a different health condition so that ultimately a great collection of stories and facts can be gathered explaining the ins and outs of the conditions.



"The inclusion of people with disabilities in our workplace and supply chain is critical to achieving our goal to be the model company for diversity and inclusion. Diversity and inclusion enable us to enrich the experience for all customers, including those with disabilities."

—David L. Cohen, Senior Executive Vice President & Chief Diversity Officer



### COMPANY OVERVIEW

**Type of Industry:** Media and Technology

**Number of Employees:** 139,000

**www.comcast.com**

- Comcast NBCUniversal is a recognized leader in disability inclusion. In 2015, the company was recognized with the American Association of People with Disabilities' (AAPD) Corporate Leadership Award, earned the Associated Services for the Blind and Visually Impaired's Corporate Recognition Award, was listed among DiversityInc's Top 10 best companies for people with disabilities, and ranked No. 26 among Careers & the disABLED magazine's Readers' Choice "Top 50 Employers."
- Comcast NBCUniversal is proud to serve as the Founding Technology Partner of AAPD and USBLN's new Disability Equality Index (DEI), an online tool that offers businesses the opportunity to objectively measure their full inclusion of people with disabilities as customers, employees, and suppliers.
- Comcast NBCUniversal's Abilities Network employee resource group fosters an environment of recruiting, retaining, developing, and connecting professionals of all abilities. Open to all employees, it was designed to help everyone reach his or her maximum potential by engaging members through increased exposure, leadership, and mentoring opportunities.
- Comcast NBCUniversal partners with the USBLN and other diverse organizations to increase its pipeline of diverse vendors. Service Disabled Veteran-owned suppliers support Comcast NBCUniversal's businesses in numerous areas, including, for example, electrical supplies, IT, administrative staffing, professional services, and project management.
- Through the Comcast Assistive Technology Grant Fund, Easter Seals builds on successful programs for people with disabilities by providing assessment, training, and support designed to address their long-term technology needs.
- In 2014, Comcast NBCUniversal announced a new national partnership with The Arc to support and expand digital technology opportunities for people with intellectual and developmental disabilities.
- Each year, NBCUniversal partners with AAPD to provide four Tony Coelho Media Scholarships to undergraduate and graduate students with disabilities who are pursuing communications or media-related degrees.
- Comcast NBCUniversal executives serve on the board or advisory councils/committees of numerous disability-serving organizations, including the AAPD, Easter Seals, The Arc, USBLN, American Foundation for the Blind, Associated Services for the Blind & Visually Impaired, the FCC Disability Advisory Committee, and the Massachusetts Rehabilitation Commission.





“Having people with disabilities in the workplace is simply the right decision for business, and we are highly focused on working together to make Dow a better environment for people of all abilities.”

—Peter Holicki, Corporate Vice President, Operations, Executive Sponsor, DEN



At Dow, employees have always been recognized as the source and catalyst for the company's innovation, value creation, and sustainability. That is why attracting and retaining a diverse workforce—one that includes individuals who happen to have a disability—is so important. Qualified employees living with disabilities add significant value to our company and contribute greatly to our ability to operate as an innovative and sustainable organization.

Of course, just having a diverse workforce isn't enough. We want to foster a respectful and inclusive workplace environment where every individual is contributing his or her personal best. We enable this through Dow's employee networks, including the Disability Employee Network (DEN). Launched in 2002, DEN has 27 chapters at sites around the globe. Employees with disabilities, parents of children with disabilities, and other supporters are among the participants in the network.

Dow offers a variety of programs, tools and resources to employees through DEN. The Network offers an executive mentoring program, awareness-building

### COMPANY OVERVIEW

**Type of Industry:** Manufacturing

**Number of Employees:** 53,000

**[www.dow.com](http://www.dow.com)**

activities, the Champions of Inclusion recognition program, training events, external partnering for legislative action, and local community service efforts.

Representatives from each geographic region sit on the DEN Global Management Team, providing a direct voice from the local chapters into network strategy and planning activities. An Executive Sponsor and Management Sponsor provide guidance and financial support, help initiatives move forward in the company, and serve as champions for employees with disabilities throughout the workplace.

DEN is working to continue building commitment and increasing program participation, with a goal of increasing the network size by 3,000 people before the end of 2017. This will help Dow grow its pipeline of professionals with disabilities and stimulate model leadership behavior on advocacy and hiring – ultimately doing the right thing for business by being inclusive of people with disabilities in the workplace and raising awareness about their positive contributions both at work and in their communities.



“In order for EY to fulfill its purpose of building a better working world, we strive to create the highest performing teams to empower people of all abilities to reach their full potential and leverage differences to produce better business results.”

—Steve Howe, EY Americas Managing Partner



At EY, we believe that people are “effectively” disabled by two things: the environment and people’s perceptions. This is why we work hard to build an enabling environment and a respectful, inclusive culture where talented people of all abilities can feel comfortable and do their best work.

EY has three abilities-related professional networks: AccessAbilities, whose nearly 1,000 members focus on advancing inclusiveness in the workplace; the Parents Network, a community to support parents of children with special needs, and the Caregivers Circle, which supports EY people who act as caregivers for elders or adults with disabilities.

We also support a wide range of abilities-related initiatives, including the following:

- Enhancing accessibility in our offices, technologies, and business processes.
- Standardizing assistive technologies for easier computer and communications use.
- Educating our people on inclusive etiquette, language, and work habits.
- Sharing stories of EY people with disabilities succeeding at all ranks and in all lines of business.
- Raising awareness of nonvisible disabilities and educating on how to be supportive or get support for complex issues.

### COMPANY OVERVIEW

**Type of Industry:** Assurance, Tax, Transaction and Advisory Services

**Number of Employees:** 200,000

**www.ey.com**

- Supporting disability-owned businesses through scholarships and sponsorship of the Disability Owned Business Enterprise certification program.
- Promoting leading inclusiveness practices as a sponsor and Advisory Board member of the Disability Equality Index and participation in the USBLN, the U.S. Department of Labor’s Circle of Champions, the Financial Services Abilities Roundtable and other employer groups.
- Assisting disabled veterans through supporting the Entrepreneurship Bootcamp for Veterans’ Families (for family members of disabled veterans) and the Institute for Veterans and Military Families (IVMF) through our EY-IVMF Fellowship Program.
- Building the pipeline of young talent with disabilities through sponsoring Career Opportunities for Students with Disabilities, creating tools for job seekers and mentoring students through the Career Link student mentoring program, Disability Mentoring Days, and hosting career exploration programs with NYC Public Schools, the Viscardi Center, and others.
- Helping educate the public on disabilities issues through sponsorship of the Americas Disabilities Rights Museum on Wheels, engagement on the Advisory Board, and participation in ADA celebration events around the United States.



"We truly value an inclusive and accessible environment for all our employees. At the end of the day, if we provide opportunities to those who reflect whom we serve, we will ultimately achieve our mission of helping people and communities achieve better health."

—Pat Geraghty, Chairman and CEO



### COMPANY OVERVIEW

**Type of Industry:** Health Insurance

**Number of Employees:** 5,738

**www.floridablue.com**

Florida Blue's strategy to be inclusive of and accessible to people with disabilities is holistic and responsive to evolving customer and employment markets. With a 30-year history of proactively engaging people with disabilities, the company's efforts were strengthened in 2013 when the senior leadership team declared, "We want to be the best" for people with disabilities. Our enhanced focus consists of three tenets—improve the employee experience and workforce representation, ensure that the customer experience is accessible and focused on quality outcomes, and partner with the community.

Our staffing approach focuses on recruiting and onboarding employees with disabilities. For decades, Florida Blue was a business-to-business health insurance company. Now as we evolve into a customer-focused health solutions company, our customer has changed. To respond to the individual customer market and meet our regulatory requirements as a federal contractor, our workforce also needs to change. Our approach links in with the broader employee experience strategy to ensure that we hire top talent with disabilities and have the culture and infrastructure to retain them.

At Florida Blue, we know that our employee experience drives our customer experience. We have learned from our employee initiatives to begin to understand our customer market with disabilities and ensure inclusion and accessibility. We are committed to building an infrastructure to support accessible interactions with our customers and have a vision of differentiating the experience to address the unique health and health care challenges experienced by people with disabilities.

The community is important for two reasons. First, these partnerships inform and support our business strategies by connecting us to invaluable customer insights and a highly qualified talent pool. We have established shared goals with our community partners that go beyond traditional corporate philanthropy. We learn what the community needs from us, and we are transparent about what we need from them. Second, being a leader isn't just about being the best. It's about inspiring others to be great as well. We have been aggressive about sharing our progress, successes, and lessons learned with other organizations and the disability community.





"At Huntington Ingalls Industries, we value relationships that are based on mutual respect and appreciation of differences as a formative part of the inclusive culture that is essential to our success."

—Bill Ermatinger, Corporate Vice President and Chief Human Resources Officer



Huntington Ingalls Industries (HII) is committed to building a culture that values diversity and inclusion. We recognize and embrace the many ways we are different, including physical abilities. From our talent acquisition strategy to discovering manufacturing solutions to improve our business, we are demonstrating our commitment to seek different perspectives to better our company.

For example, HII is engaged in robust efforts to partner with disability specialists and agencies serving the disability community to increase our access to qualified applicants with disabilities. HII's Newport News Shipbuilding division has hosted a series of disability roundtables, bringing together nearly 20 local partners to improve awareness and understanding of our work to share best practices.

HII encourages employees to connect with their communities, including volunteering and serving on boards and commissions. At our Ingalls Shipbuilding division, this commitment has resulted in the annual

### COMPANY OVERVIEW

**Type of Industry:** Defense and Engineering Services

**Number of Employees:** 38,000

**[www.hii-co.com](http://www.hii-co.com)**

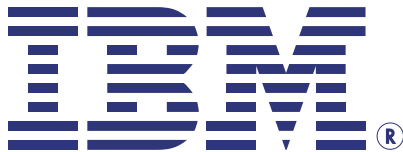
5K on the Causeway, a 5K run sponsored by the company that promotes health and wellness while raising thousands of dollars for the Special Olympics. Additionally, hundreds of Ingalls employees volunteer their time at the Special Olympics Mississippi games annually and engage in event fundraising. Ingalls' partnership with the Special Olympics also includes direct financial support.

Embracing diversity has further netted manufacturing solutions for our business. After years of service on the board of VersAbility Resources (formerly The Arc of the Virginia Peninsula), a local nonprofit serving people with disabilities, HII's Newport News Shipbuilding took its support a step further and placed a purchase order with VersAbility to produce plastic caps that protect the ends of pipes and keep foreign matter from getting inside. The organization invested in a machine to manufacture the caps and worked with the shipyard to set up the process. The partnership is successful, and the shipyard is looking at other ways to benefit from VersAbility's services.



“We are reaching beyond inclusion to actively engage the multidimensional diversity within IBM and create an environment that truly ignites the innovative capabilities of all IBMers.”

—Belinda C. Tang, Vice President, Leadership and Diversity



IBM was founded on the principle that eliminating mental, physical, and technological barriers would create a better company and a more inclusive world where people of all ages and abilities could achieve their full potential. The company has been committed to equal opportunity, workforce diversity, and technology innovation for people with disabilities for more than 100 years.

In 1914, IBM hired its first employee with a disability, 76 years before the ADA. In the 1940s the company hired and trained people with disabilities to replace workers inducted into the military for World War II. IBM provided accommodations for them and returning veterans with disabilities, three decades before the U.S. Rehabilitation Act of 1973.

Today, IBM continues its leadership and provides employees with disabilities accessible technology to optimize productivity and increase job satisfaction. Programs to recruit and retain employees with disabilities include the following:

- Internships and full-time jobs for recent university graduates, experienced professionals, and veterans with disabilities.
- Disability awareness training for IBM recruitment specialists, employees, and managers.

### COMPANY OVERVIEW

**Type of Industry:** Computer Technology and Consulting

**Number of Employees:** 379,592

**www.ibm.com**

- IBMAccessible Workplace Connection, a Web-based, workplace accommodation management solution for requesting accessible technologies.

IBM has also been at the forefront of establishing IT accessibility standards, shaping government policies, and developing human-centric technology designed to personalize user experiences on any device and create a more inclusive workplace environment. Some early innovations for the blind include a Braille printer, a talking typewriter, and the first commercially viable screen reader. More recently, IBM launched an automated captioning and editing solution and the Mobile Accessibility Checker, which increases the usability of mobile apps and content by ensuring adherence to accessibility standards and regulations.

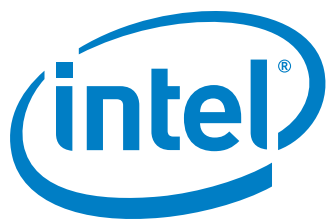
In 2014, IBM appointed its first chief accessibility officer to lead the company on collaboration with business, government and academia to advance accessibility practices, standards, and policy.

IBM continues its legacy of inclusion, diversity, and accessibility by delivering accessible technology solutions so that applicants, employees, customers, and citizens have equal access to information they need for work and life.



"A fully diverse and inclusive workplace is fundamental to our ability to innovate and deliver business results."

—Brian Krzanich, Intel Chief Executive Officer



At Intel, through computing innovation we push the boundaries of smart and connected technology to make amazing experiences possible for every person on Earth. We believe that an inclusive workforce makes us a stronger company, and that our impact on people's lives is a direct result of our diverse employees. These values are integral to our corporate strategy and vision, and we are committed to ensuring a fully inclusive workforce for the benefit of everyone.

### **Diverse Ability Initiative and Employee Resource Groups**

Intel's Diverse Ability Initiative creates a foundation for expanding programs to attract and retain people with disabilities and provide individualized support for our employees with disabilities.

Intel's Employee Resource Groups that support employees with disabilities include American Veterans at Intel (AVI) and the Intel Diverse Abilities Network (IDAN). In addition to providing a network of support, these groups sponsor education for all employees to increase diverse ability awareness and sensitivity. IDAN offers valuable resources to both employees and loved ones with diverse abilities. Both groups build an environment of mutual understanding, inclusion, and enthusiasm for Intel as a great place to work.

## **COMPANY OVERVIEW**

**Type of Industry:** Technical/Semiconductor

**Number of Employees:** 107,000

**[www.intel.com](http://www.intel.com)**

### **Individualized Support Focused on Success**

Intel understands that individuals with disabilities may feel vulnerable requesting accommodations when applying for a job or performing their work. To ease this process, Intel's expert ADA Case Management Team members partner with applicants, employees, and managers to determine and implement accommodations for success with professionalism, compassion, and utmost respect for each person.

Intel presented at the 2014 Disability Management Employers Coalition (DMEC) Conference, showcasing our ADA process framework and three success stories highlighting the individual approach on which we pride ourselves.

### **Managers: Key to Success**

At Intel we envision managers as partners in the accommodation experience. We enable them to understand and support the reasonable accommodation process through our culture, training, and just-in-time resources. These resources focus on acceptance, managing successful diverse teams, accommodations, etiquette, and leadership. In partnership with Cornell University, Intel is launching a comprehensive, interactive toolkit to augment the resources available to help make our managers and their employees successful.





“Nothing is more vital to the long-term growth of JPMorgan Chase than our ability to attract and retain the best people. It’s simple: we gain strength from a diverse workforce, and our success is driven by employees who treat customers responsively and respectfully — day in and day out.”

—Jamie Dimon, Chief Executive Officer and Chairman of the Board

## JPMORGAN CHASE & CO.

Diversity is a cornerstone of JPMorgan Chase’s corporate culture. At our firm, individuals with diverse abilities have the opportunity to excel. Our collective diversity is a strength that leads to the best solutions for our clients and customers and for every community we serve.

### **Our Stakeholders: Striving to Be Their Bank of Choice**

We are committed to meeting the banking and financial services needs of all our customers. We work to provide an accessible and barrier-free environment in our banking facilities and over the phone, and continue to improve accessibility to our online and mobile services. A dedicated team, including an ADA National Coordinator, was established in 2013 to provide leadership focused on delivering accessible products and services to enhance our customers’ experiences.

Through our Office of Nonprofit Engagement, we have a robust and growing program to engage nonprofit organizations dedicated to helping people with disabilities lead full and barrier-free lives. We partner with many of the nation’s leading disability organizations, providing our business leaders and product developers with valuable information about how we can better serve our customers and employees.

## COMPANY OVERVIEW

**Type of Industry:** Financial Services

**Number of Employees:** 239,305

**[www.jpmchase.com](http://www.jpmchase.com)**

In 2014, we engaged with stakeholders representing the disability community to explore how our products and services can best meet the needs of low-vision and blind customers, resulting in a new partnership with the American Foundation for the Blind to support research on consumer experiences and expectations.

### **Employee Experience: Access Ability**

The long-term growth and success of JPMorgan Chase depends on our ability to attract and retain our employees. We are committed to maintaining an inclusive workplace where all employees can do well and to providing them with opportunities for further development. As a founding partner of the Disability Equality Index and one of only three financial services firms to receive a 100% DEI rating, the firm is currently assessing where we can do more to create an inclusive and accessible work environment for employees with disabilities.

Our Access Ability Business Resource Group is a resource and a voice for employees with disabilities, aiming to maximize the contributions of employees affected by disabilities or care-giving responsibilities. Comprising approximately 5,000 members across 250 locations, Access Ability raises awareness, facilitates career development, and advances resources and practices.



"KPMG values the contributions of all our people and is committed to providing guidance on, and raising awareness of, how the workplace environment can support people who have a disability, or who provide care for a family member with special needs."

—Suzanne Townsend, National Managing Partner, Human Resources and Chief Diversity Officer



KPMG's Abilities in Motion (AIM) Advisory Board includes senior leaders from across the firm who share a vision and commitment to attracting, engaging, and retaining talent; fostering growth by offering career-enriching opportunities; and supporting relationship building and community involvement. Consistent with our inclusive culture, KPMG's national diversity networks, including AIM and six other networks, and our Diversity Councils, help drive the firm's overall diversity and inclusion priorities. Together they enhance our business by educating and increasing awareness, supporting career development, mentoring our people, influencing policy decisions, participating in community activities, and more. KPMG promotes an environment of mutual respect and teamwork, while providing an avenue for those seeking the guidance, encouragement, and camaraderie of others who have successfully faced similar challenges.

**Since its establishment in 2007, AIM has done the following:**

- Established a mentoring program within the AIM network to help identify mentors who are willing to serve as a resource to others.
- Implemented a transparent accommodations request and review process.
- Conducted facilities audits in KPMG offices across the United States.
- Conducted multiple educational webcasts on a

### COMPANY OVERVIEW

**Type of Industry:** Professional Services

**Number of Employees:** 162,000

**[www.kpmg.com](http://www.kpmg.com)**

wide range of topics to network members and all KPMG employees.

- Sponsored employee participation in Cornell's EDI Professional Development Experience for Employees with Disabilities.
- Proudly sponsored, co-sponsored, and hosted (2008–2013, 2015) the annual Disability Matters Conference.
- Contributed to Portland State University research on supporting employees who are parents of children with mental and behavioral disorders.

**AIM also continues to do the following:**

- Conduct firmwide disabilities awareness training.
- Collaborate with firmwide recruiting to identify new sources for recruiting people with disabilities.
- Train recruiters to specifically address the needs of potential candidates with disabilities.
- Conduct special recruiting outreach to military veterans with disabilities, working with Wall Street Warfighters, EARN, and other organizations to provide them with career-transition assistance and consideration for entry-level job opportunities at KPMG.
- Be the founding partner of the USBLN for disability-owned businesses certification committee.
- Raise awareness and understanding of mental illness in the workplace.



"At Merck, global diversity and inclusion drive our business by breaking down barriers and changing mind-sets so that we can unleash the powerful potential of our employees. As we continue our journey, we want to attract and retain the world's top, diverse employees who have a passion for applying the best science to develop medicines and vaccines that save and improve lives."

—Celeste Warren, VP, HR and Merck Manufacturing and Global Diversity & Inclusion Center of Excellence



### COMPANY OVERVIEW

**Type of Industry:** Pharmaceuticals

**Number of Employees:** 70,000

**www.merck.com**

#### A Holistic Best Practice for Full Disability Inclusion

For more than 20 years, from being recognized by the Office of Federal Contract Compliance Programs (OFCCP) for Exemplary Voluntary Efforts in 1983 and participating in a first-ever CEO Summit on the Benefits of Disability Employment to supporting USBLN Career Link Mentoring, Merck has been committed to the strategy of full disability inclusion to engage employees and drive business results. Merck continues to leverage disability inclusion in the workplace, supply chain, and marketplace.

#### Workplace Disability Inclusion

Merck's nine Employee Business Resource Groups, in partnership with senior executives, launched a companywide Self-ID Program and video series in 2014 themed, "I AM MERCK—COUNT ME IN." The program supports government and OFCCP requirements and helps employees voluntarily identify their status as a person with a disability, or someone from the LGBT, veteran, or other diverse communities. The video series quickly delivered results, with an 80% increase in disability status self-identification by employees. Merck continues the initiative using broad

employee communications, highlighting successful employees in disability-targeted media and engaging senior leaders—all with the goal of exceeding disability representation targets.

#### Supply Chain Disability Inclusion and Strategic Alliances

As a founding member of the USBLN Disability Supplier Program, Merck is committed to diverse suppliers. Partnerships with disability-owned businesses, such as Our Ability, are key to successfully designing and implementing the Self-ID program.

Through a strategic alliance with essentialaccessibility.com, employees and Merck website users with disabilities are empowered to access the Web. Those who cannot use a mouse due to arthritis, paralysis, or amputation can use hands-free technology and voice-activated navigation. Merck, in partnership with Cornell University, piloted the first Just-In-Time Disability Inclusion Toolkit for managers, enabling them to lead effectively in a workforce that includes people with disabilities. Merck will continue to leverage diverse supplier and strategic relationships to create a "disability confident" workforce.





"At Prudential, everyone from our recruiters and hiring managers to the executives leading our global operations supports and believes that our success requires us to include all individuals in our business strategies. To maintain an inclusive work environment and meet our business goals, all employees must be valued, respected, and encouraged to achieve their full potential. Our ability to connect with our customers, communities, and employees hinges upon recruiting the most innovative and highest performing talent and, naturally, that includes people with disabilities."

—Michele C. Green, Vice President and Chief Diversity Officer



# Prudential

At Prudential, diversity and inclusion are integral to the strength of our talent, culture, business performance, and company identity.

Prudential's commitment to diversity and inclusion is founded on its core values in doing business the right way. Diversity and inclusion are not only right for the people at Prudential, but they are also right for the business.

- Prudential's products and services include life and disability insurance. We also have more than five decades of providing service and care to military personnel, veterans, veterans with disabilities, and their families.
- Prudential was one of 10 Founding Sponsors of the Special Olympics 2014 USA Games hosted in New Jersey, as well as the Presenting Sponsor of the Healthy Athletes Experience, with a pledge of \$1 million and more than 277 employee volunteers.
- Our Business Resource Group—Able and disAble Associates Partnering Together (ADAPT)—has been leading efforts in support of people with disabilities for more than 20 years. Signature initiatives include the ADAPT Summer Internship Program and an annual Mentoring Day, both specifically targeted towards college students and recent college graduates with disabilities.

### COMPANY OVERVIEW

**Type of Industry:** Financial Services

**Number of Employees:** 47,000

**www.prudential.com**

Prudential is proud to be recognized as a 2015:

- Springboard Consulting's 2015 Disability Matters Employer of Choice Award
- Top 10 Employer for People with Disabilities by DiversityInc—ranked 2nd
- Top 10 Employer for Veterans by DiversityInc—ranked 2nd

Our partnerships expand across regional and national organizations that share our commitment to support programs and services provided to diverse business communities, including the following:

- National Gay and Lesbian Chamber of Commerce (NGLCC)
- National Minority Supplier Development Council (NMSDC)
- National Organization on Disability (NOD)—The Prudential Foundation contributed a \$1,000,000 grant to NOD in 2015 to support Bridges to a Better Workforce. Michele Green is a member of NOD's Board of Directors.
- US Business Leadership Network (USBLN®)
- Women's Business Enterprise National Council (WBENC)



"The Scripps Health A-Visions program fosters independence for mental health clients through vocational training that helps them secure permanent work in the health care industry."

—Vic Buzachero, Corporate Senior Vice President for Innovation, Human Resources and Performance Management



Scripps Health is committed to helping patients return to the community in ways that contribute to their personal lives and society as a whole. To help mental health patients overcome the obstacles of workforce integration, Scripps created A-Visions—a vocational training program for patients with mental illness or psychiatric disabilities who have the capacity and desire to reenter the workforce.

The stigma associated with mental illness often prevents mental health patients from re-entering the workforce after their diagnosis or treatment. Recovery from mental illness increases when patients have access to treatment that includes supportive community care and reintegration. The A-Visions program is designed to help patients improve their socialization skills and job readiness, simultaneously offering supportive outpatient treatment. The program fosters independence for the clients, while providing health care on-the-job training in a supportive setting.

### COMPANY OVERVIEW

**Type of Industry:** Integrated Health Care Delivery System (nonprofit)

**Number of Employees:** 13,700

**[www.scrippshealth.org](http://www.scrippshealth.org)**

The A-Visions curriculum includes education, training, and assessments that help mental health patients obtain volunteer and job opportunities in Scripps Health support departments. Since it began in 2002, A-Visions has enrolled more than 100 clients who have participated in supportive workforce reintegration, gained a better understanding of their illness, and improved their stress management and social skills.

After completing A-Visions, nearly 50% of the candidates find employment; others continue as Scripps volunteers. Ongoing assessments of this unique vocational training program show that it is clinically effective for the patients and cost-effective for the hospital system.

One A-Visions client has been with Scripps for 12 years, playing piano in the hospital lobby for patients and visitors. She says, "Working at Scripps makes me feel awesome. It's clean, friendly, and safe. I like using my talents to make people happy."



"At TD Bank, America's Most Convenient Bank, maintaining an inclusive culture is not only the right thing to do, it is a business imperative. Diversity is about being the bank of choice for our customers, where customers see themselves reflected in our employees."

—Linda Verba, Executive Vice President,  
Head of Service Strategy and Chair, Diversity Leadership Team



**Bank**

America's Most Convenient Bank®

### COMPANY OVERVIEW

**Type of Industry:** Financial Services/Banking

**Number of Employees:** 85,000+

**www.td.com**

Valuing diversity and building an inclusive environment are strategic business priorities at TD Bank, America's Most Convenient Bank, and has become a fundamental part of TD's culture. TD's commitment to diversity is not only the right thing to do, but it's critical to achieving its mission to build the Better Bank. This commitment is palpable at every level of our organization, starting at the top with the President and CEO and the Diversity Leadership Team, made up of senior executives leading five subcommittees, including the Individuals with Disabilities (IwD) subcommittee.

The IwD Subcommittee is charged with taking the Bank-wide diversity strategy and determining how to implement it specifically to the IwD community. The regional Employee Resource Groups work with the subcommittee to execute plans in their markets and lines of business.

TD Bank uses the Diversity and Inclusion at TD training program to provide employees with the tools

needed to play a personal leadership role in helping build a unique and inclusive culture at the bank. TD also introduced the Individuals with Disabilities Etiquette Guide to all employees to educate them on different disabilities and appropriate etiquette to instill confidence in employees as they work with co-workers and customers with diverse abilities. The IwD subcommittee hosts educational roadshows throughout the footprint to discuss disability topics.

TD has a dedicated diversity talent advisor who focuses on the sourcing strategy for diverse talent and partners with the USBLN and other organizations to attract qualified candidates from the IwD community. With a centralized accommodations process and a dedicated accommodations specialist, TD is committed to working with employees to identify workplace arrangements so that employees can be successful to the best of their abilities. In addition, TD's Supplier Diversity Program focuses on creating a level playing field for Disability-Owned Business Enterprises who are interested in being a provider to TD.





“The Hartford’s Ability Philosophy is grounded in the belief that people are defined by what they can do, not by what they can’t. With the right support and resources, every person can navigate obstacles in their daily lives to achieve personal and business goals. This spirit proudly defines our employees as we blaze a path through the new landscape of disability employment.”

—Christopher J. Swift, Chairman and Chief Executive Officer



The Hartford has a long history of helping employers cultivate a diverse and inclusive workplace through the hiring and retention of people with disabilities. We believe it is a critical business strategy to offer career opportunities in a diverse and inclusive environment that supports employee engagement and empowerment. As a leading provider of group disability insurance and workers’ compensation, The Hartford helps employers implement programs to return employees to active, productive lives after a disabling injury or illness.

Most recently, The Hartford partnered with disability experts from the University of Kansas on a white paper that outlines the success factors for hiring and retaining people with disabilities. Education, motivation, and collaborative communication are among the key factors in achieving employment success.

### COMPANY OVERVIEW

**Type of Industry:** Property and Casualty, Group Benefits and Mutual Funds

**Number of Employees:** 17,500

**[www.thehartford.com](http://www.thehartford.com)**

In addition, The Hartford has a long-held belief that sports can be an important part of recovery after a disabling illness or injury. More than 20 years ago, The Hartford began supporting U.S. Paralympic athletes and events, and in 2003, the insurer became the Official Disability Insurance Sponsor of U.S. Paralympics. As part of the sponsorship, The Hartford holds educational campaigns and events to help raise awareness among the company’s business partners and employer clients about the value that employees with disabilities bring to the workplace. Last year, The Hartford donated \$100,000 to U.S. Paralympics following a national What Defines You campaign that included TV ads starring U.S. Paralympic snowboarders Evan Strong and Amy Purdy. Through The Hartford’s partnership, the U.S. Paralympic athletes demonstrate how people with disabilities can strive for personal and professional goals with no boundaries and achieve what may seem impossible.



"A disabling illness or injury can cause real financial hardship for many individuals and their families. Disability insurance creates a backstop against significant income loss and enables ill or injured workers to focus on recovery and a return to a productive lifestyle."

—Richard P. McKenney, President and CEO



As the leading provider of employer-sponsored disability benefits in the United States, Unum is always focused on the presence and impact of disability at work.

It's our business to understand the disabilities that sideline hundreds of thousands of our customers every year, whether that means a six-week recovery from minor surgery to extended leave for cancer treatment and recovery. In 2014, Unum paid \$3.9 billion in disability benefits to customers in the U.S. In our group disability insurance business alone, we helped more than 230,000 individuals return to work and a productive lifestyle.

There are millions more, however, without adequate financial protection. Two-thirds of employees in the U.S. lack access to benefits that can preserve their financial stability if they are unable to work.

The need is clear. Two-thirds of Americans would find it difficult to meet financial obligations if their paycheck were delayed by one week. Yet one in four of today's 20 year olds will be unable to work due to injury or illness before they retire.

### COMPANY OVERVIEW

---

**Type of Industry:** Insurance

**Number of Employees:** 10,000

**[www.unum.com](http://www.unum.com)**

Disability insurance is designed to help people focus on recovery. Unum offers services for rehabilitation and return-to-work support, assisting employees with worksite accommodations, retraining, flexible scheduling and other services to support a safe and timely return to productivity.

Unum's expertise in workforce disability means that we know how important it is to create a work environment that's inviting and accessible for all. We've long been recognized as a leading workplace for individuals with disabilities. Through a partnership with Springboard Consulting, a leading organization dedicated to addressing the needs of people with disabilities, we're working with colleges and universities across America to share information about career opportunities at Unum with candidates who have disabilities.

By connecting with the Offices of Disability Services and Offices of Veteran's Services at our target schools, our recruiting teams have reached college students with disabilities to promote our company and career opportunities. We were honored to receive Springboard's Steps to Success Award at the 2015 Disability Matters North American Conference.



"Inclusiveness, respect, and cooperation are core values that drive the way UPS does business with our customers and suppliers. We are proud of UPS's long and rich tradition of embracing diversity and inclusion ... a history that dates back half a century. UPS's approach to diversity and inclusion has always revolved around the philosophy that all management is responsible for creating an inclusive environment."

—Teri Plummer McClure, Chief Legal Officer  
and Senior Vice President, Human Resources



Diversity and Inclusion are integral parts of our global strategy, just as they are part of the social fabric for a company operating in more than 220 countries and territories. We understand that diversity encompasses more than race and gender. It extends the full spectrum of differences, from ethnicity to sexual orientation to gender identity to physical ability. Inclusiveness, respect, and cooperation are core values that help drive the way we do business. We work hard to ensure that inclusion is a positive experience for everyone at UPS by developing and maximizing talent, fostering teamwork, and recognizing the skills of an increasingly diverse workforce.

With a specific focus on hiring individuals with disabilities, UPS's Air District in Louisville created the Worldport® Transitional Learning Center to expand opportunities for candidates to learn and master job skills in a simulated work environment before joining our workforce. The Center is staffed by operations training supervisors in conjunction with employment agency job coaches.

### COMPANY OVERVIEW

**Type of Industry:** Transportation

**Number of Employees:** 435,000

**[www.ups.com](http://www.ups.com)**

In July 2014, the Air District's Focus on Abilities Business Resource Group conducted a signature event for the official launch of the Learning Center. UPS employs 90 people in Louisville operations as a direct result of the Coalition for Workforce Diversity, with 34 having been assigned to the Transitional Learning Center. The goal is to have more than 100 individuals attend class in 2015.

Additionally, since the late 1960s, The UPS Foundation has provided financial support for programs offered by disability-focused organizations which support persons with both physical and mental disabilities. Organizations that have received support include the National Federation of the Blind, the National Organization on Disability, the Paralyzed Veterans of America, the Alexander Graham Bell Foundation, and the Special Olympics. Our people have made volunteerism a core competency at UPS, volunteering 1.8 million hours to a broad range of organizations, including those supporting individuals with disabilities.

*UPS, the UPS landmark and the color brown are trademarks of United Parcel Service of America, Inc. and are used with permission. Photos are copyrights of United Parcel Service of America, Inc. All rights reserved.*





“At Wells Fargo, we are proud to celebrate the 25th anniversary of the ADA. Serving every customer is core to our vision, values, and diversity and inclusion is foundational to who we are as a company. Wells Fargo’s support for the disability community aligns with our broader commitment to diversity—to serve diverse customers; to hire, develop and retain diverse team members; and encourage team members to value and respect each other for their differences. We have come a long way, but we know there is still a lot of work to do, and we’re up for the challenge.”

—Kathy Martinez, Senior Vice President,  
Disability Market Segment & Strategy, Enterprise Marketing

The Wells Fargo logo, featuring the words "WELLS" and "FARGO" in yellow, stacked vertically, on a red square background.

Diversity at Wells Fargo is a business imperative. Aligning with our customer base, engaging our communities, and attracting and retaining diverse suppliers are critical to our success.

We are committed to building relationships in the communities we serve through developing, including, and using disability-owned businesses. It is our practice that diverse suppliers have the maximum amount of opportunities to participate in supplier contracts. Through education and awareness, measurement and accountability, and partnership development, we integrate supplier diversity into all aspects of our business. By developing diverse suppliers, including certified disability-owned businesses, we help strengthen the economic base of the communities we serve. Wells Fargo is a founding member of USBLN®’s Disability Supplier Diversity Program.

Our partnerships expand across regional and national organizations that share our commitment to support

### COMPANY OVERVIEW

**Type of Industry:** Financial Services

**Number of Employees:** 265,000

**[www.wellsfargo.com](http://www.wellsfargo.com)**

programs and services provided to the diverse business community, including the following:

- National Gay and Lesbian Chamber of Commerce (NGLCC)
- National Minority Supplier Development Council (NMSDC)
- US Business Leadership Network® (USBLN®)
- Women’s Business Enterprise National Council (WBENC)

Our commitment to diversity and inclusion is key to being one of the world’s great companies. It lets us take advantage of the creativity and innovation that come from multiple perspectives and allows us to respond quickly and effectively to customers’ needs at home and across the globe. It also helps us understand our customers more fully, see business opportunities in new ways, and succeed in serving the needs of our expanding customer segments.

## NOTES

## NOTES





U.S. CHAMBER OF COMMERCE



1615 H Street, NW | Washington, DC 20062  
phone: 202-463-6000