

## INDONESIA BUSINESS AND DISABILITY NETWORK

### FORUM JEJARING PERUSAHAAN UNTUK PENEMPATAN TENAGA KERJA DISABILITAS

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**Number of participants** :

**Background of participants** : Ministry, company, UN organizations, embassy, NGO

The event started at 9 AM, preceded by sing the national anthem, Indonesia Raya, followed by a video titled "The Ability Factor" and then continued with welcome speech and three sessions of presentation and discussion until 16.30.

#### **Welcoming Speech by Mr. Tolhas Damanik - ILO Representative**

Forum Disability Network is held for the first time in Indonesia. It is the cooperation between ILO & Director of Placement and Development of Manpower of the Ministry of Manpower which is intended to be the place to share experiences between companies in order to recruit person with disabilities as their workers by regarding several potentials & skills that can be given to the business industry.

This program is performed under Propel in order to promote jobs for person with disabilities through several activities & seek to review the policy that can be used as the legal umbrella of disability workers, seeing the possibility of training that can improve their capability & number of advocacy with the intention to improve public awareness in potential of disabilities have.

Our shared expectation from this forum is so employer can share experiences, strategies, solving several problems in relation to a more inclusive workplace & accommodates the existence of person with disabilities as the solution of productivity & an optimized result that is expected by the employer.

The inclusion environment allows every person with several conditions and backgrounds to live & grow with one another. We hope that employer can be more open & all parties are willing to cooperate in realizing the effort to involve person with disabilities in their proper & equal job. We also hope the support from all parties to participate in realizing the inclusive workplace environment.

#### **Welcoming Speech by Mr. Heri Sudarmanto - Ministry of Manpower Representative**

In October, the Government of Indonesia demonstrated its seriousness in respecting, protecting & promoting disability rights by ratifying UNCRPD that is stated in Law No. 19/2011 on UNCRPD ratification or a convention regarding rights of person with disabilities.

By sharing experiences in this networking forum on advantages of hiring person with disabilities in the company, it can improve profit & increase our concern to hire person with disabilities, both public and private sector.

The disability issue is no longer a national issue. The direction, mindset & course of action towards disabilities in this modern era must be based on capability, skill and competency so it can improve company's profit. The direction of handling & service of person with disabilities is moving to the

application of inclusive service, both placement service of inclusion and inclusive training without any differences between non-disabled and disabled by giving proper facility and infrastructure.

### **First Session**

Mr. Esteban Tromel - Senior Disability Specialist, ILO Geneva (Facilitator)

Ms. Sreela Das Gupta - Tata Consultancy Services Ltd, India

Dr. Harjono - APINDO Representative

*Ms. Sreela Das Gupta*

Tata Services Consultancy (TCS) under Tata Group hires 120 nationalities, in 46 countries, has more than 300,000 employees and more than 100,000 of them are women. In 2012, TCS started to think about diversity because they want to improve their business prospective by providing opportunities in capturing more talent through a talent pool. When we started to give opportunities to people, we will get a loyal employee. In addition to that, we will create an innovation that will also give profit to the business itself.

The reason why it's difficult for us to deal with diversity because there is an unconscious bias which prevent us to involve people with different background. The management itself is responsible in making a number of interventions and sensitizing people in ensuring that everybody is involved.

It is important for the company to have policy on diversity and disability, and it is also important to make a network strategically and build a partnership. Because partnership, whether between companies or with the government, will ensure that inclusivity for disabled across the nation will happen.

Several things that we did is by creating a proper accommodation through an infrastructure audit that uses American Disability Act Compliance Checklist, we also have a Systematic Intervention, hiring disabled person proactively through one of the most inclusive NGO in India, recruiting public's role model, computer training.

Several reasons on why a company needs to recruit disabled person is their high loyalty which in the end will improve productivity, make their colleagues more sensitive on disability issue, shows the client that the company hired disabled workers that can give new business for the company, break the myth that disabled person is incapable to work.

Several things that should be remember regarding policy is there should be a political will, leadership, commitment to do this, Code of Conduct, treat it as business obligation, sensitize people, building infrastructure, recruit human resources proactively based on their skill, give them an equal career path like other employee, improve partnership with many parties to advocate the government in getting a better policy, and involve in the program that can be done by the employee through CSR.

*Dr. Harjono*

APINDO together with Ministry of Manpower & Ministry of Social agrees to be more active in disseminating the employment of disabled person, making a list of the type of work that can be done by the disabled person in several companies. We also seek to provide training, if required, we would have an internship program. We will talk to the HR managers to recruit disabled person through a process

that is based on competence, their mental readiness to work, also health check that uses WHO publication, namely ICF, International Classification of Functioning Disability & Health.

APINDO will also make a link & match between the condition of disabled person and training plus the job, so we can maintain to have a secure, healthy & productive business industry and workplace. We are ready and very concern to apply the Law that has been authorized by ILO Convention on disability, cooperating with the government to maintain a secure, healthy and productive business industry. We will set a good program including its step-by-step regarding what should be done by embracing disabled people.

#### *Facilitator*

There should be a change in recruitment, because all this time, it only looks at someone's physical condition, not their competence/capability. The Law plays a vital role because it can include the disability issues in their agenda, and ask companies, public officers and workers to understand this. The positive impact by recruiting disabled people would not just be experienced in the internal company, but also in the consumer side. The company must work together and solving the disability issue, finding the person required by the company based on their skill/competence, provide an equal career path. Therefore, this process can remain sustainable.

#### *L'oreal Representative*

Our challenge in Indonesia is the difficulty in finding disabled person who is capable and want to join with us. We opened a vacancy, no limitation, but no disabled person apply. Actually, where are they? Because we want to be connected with them.

#### *Sodexo Representativ*

Related to disability, Sodexo has disability values within the organization, respect diversity, and try to recruit them. But the skepticism from the client hold us for applying those values. Is there a way on how the company in Indonesia can have the same value on disability & diversity?

#### *Ms. Sreela Das Gupta*

One of reasons why it's hard to find a disabled person with the right skill because the government didn't give them an access to a proper education, and they are stigmatized. One of ways to recruit them is by having a cooperation with NGO in providing disabled workers according to the desired needs. Moreover, we welcome potential disabled worker to bring along their disabled friend once they are accepted in the company, so there will be many disabled people being recruited. Another way is creating employability.

Regarding the way to convince clients so they would have diversity and disability value is by giving a positive story or experience.

#### *Dimas - Kartunet*

Kartunet is the creation from the blind, a community for disabled people who majority are blind people so they could develop their potential by using ICT.

The most basic problem is how the policy maker can apply such policy. We should look at the number of disabled worker in public/government sector and state-owned enterprise. The other problem is there is a missing link, for instance, when a job vacancy is open but no disabled person apply. Moreover, the lack of talent pool.

So for company, besides opening a job vacancy by using the right media, they should do a CSR by building a talent pool, because it will improve their skills so they could get the right job, and it can also sharpen their mental.

One of reasons a company don't hire a disabled person is accessibility. They always say that there is no accessible available infrastructure. While it actually can be overcome by working remotely or online. It's a win-win solution while waiting for the accessible infrastructure issue is solved.

## **Second Session**

Mr. Esteban Tromel - Senior Disability Specialist, ILO Geneva (Facilitator)

Ms. Herni Dian - PT. Trans Retail Indonesia (d/h Carrefour)

Ms. Jane Ayaduray & Ms. Nita - Standard Chartered Bank Singapore & Standard Chartered Bank Indonesia

*Ms. Herni Dian*

A program by hiring disabled person, and in Trans Mart it is called a diffable, has started since 2010 but it failed, and started over in 2012, but also failed and finally in 2014, started with another program from recruitment, training, placement and assistance so they could join, grow and rise with us.

Based on the company vision that is to be known and loved, and also based on several regulations, then the program called Angkasa (Angkatan Associated Luar Biasa) is established to build a culture of being grateful by having disabled person in our place, because they make other colleagues more motivated. Duration of the program is 6 months, started from training in a class, working in a place and assisted by an assistant for one diffable where the assistant will help them to communicate, makes the adjustment easier for them help them in terms of psychological. Moreover, parents of diffable are invited to the company and they will be informed about the program, there will be a review & evaluation, also a regular meeting and communication through Whatsapp between diffable and assistants. The problem faced in the beginning is there is no trainer who understand how to give a training to diffable.

At the beginning of a program, June 2014 to the end of 2014, there are 100 diffable. Target of 1.5% or 202 diffable in 2015, but only recruit 192 people. However, we target to have 5% diffable or at least 1,000 people by 2020. Most diffable are deaf, considering 15 years ago, when Carrefour was built, there was no accessible access. Diffable is using a pin, special ID card and special uniform, so a consumer will know instantly that they are deaf by looking at the pin.

*Ms. Jane Ayaduray*

Standard Chartered consists of 80,000 employees in 70 countries with 130 nationalities and 130 languages, and 50% of workers are women. 2015 is the 10th years we run this diversity & inclusion program in Standard Chartered. There are 4 main focus in Standard Chartered : Disabilitas, Gender, LGBT Inclusion and Culture/Ethnicity.

The global strategy & one of key elements is long term. We created an umbrella structure for disabled people so we know we are in the right path. Other pillar in the inclusion journey is celebrating the success with employees and use it as the guideline so it can be applied in other place. This brings us to other stage, the targeted recruitment. We expand the existing impact by inviting people to understand more on disability.

Four key areas of disability is disability listening groups when senior leaders meet and help disabled people by listening to their input, then they will identify what should be done as a group and global, bring back some actions & discussion result, and communicate it to disabled people. Second area is project employability which help inclusivity. Then there is a Line Manager Forum which usually will have lot of questions on disabilities. And the last one is International Day for Disability where we share stories on disabled people within the organization.

*Ms. Nita*

Several activities in Standard Chartered Indonesia related to Disability & Inclusion program are Women Leadership Award, Kartini Day, daycare, Teaching for Visually Impaired People and Watching Movie with Visually Impaired People.

*Mr. I Nengah Lastra - Puspadi Bali*

Puspadi was established by disabled people where main focus is help disabled people to be capable physically & economically. What disabled people need is an opportunity to work, at least have an experience. Soft skills training by Puspadi is run by 80% disabled person for 1 bulan, and the program output is the company realizes that disabled people have an accountable talent.

*Ms. Surya - D Network Bali*

D Network is a global working network to connect job provider and disabled people who seek for jobs, where the focus is connecting them with the required qualification. We give a win-win solution. The project started at the end of 2013, focus in Bali & Java, and from 93 job providers who publish their vacancy in D Network, only 40 job seekers succeed in meeting the qualification.

Normally, the problem in Indonesia is disabled are lacking of skills and they are only high school graduates, while job provider doesn't have proper facilities, and no career path for disabled people. The requirement to find a job is having skills, education and most important, strong will.

*Facilitator*

Many things should be done especially supply & demand. In one hand, disabled people must have equal education & skill like non-disabled people. But due to no access to education in the past, it's hard for them to have an equal job opportunity. In demand side, it must be solved and the good way for a company is to exchange information or success story on recruiting disabled people. Moreover, it's important to involve employee placement service because it can connect job seeker and provider, and it can give suggestions on how to involve disabled people.

### **Third Session**

Mr. Esteban Tromel - Senior Disability Specialist, ILO Geneva (Facilitator)

Mr. Agus Rianto - PT. Omron

Ms. Sreela Das Gupta - Tata Consultancy Services Ltd, India

*Mr. Agus Rianto*

Omron Corporation is a Japanese company established since 1933, has a mission to improve life and contributes to social environment. Omron in Indonesia is a manufacture company in Cikarang, established since 1993, has 2,5000 employees. The main point we focus is giving an opportunity to disabled people so they can improve their skill, give motivation & prepare them to be among community. Omron is in a cooperation with BBRVBD & PSBRW for the training, inviting students of those two institutes to the company, gives training & project on 5s, internship and recruitment.

One of ways to promote disability to other companies in the factory area is taking the students from BBRVBD and ask the leader of the other company directly to recruit them.

The challenge of a company in recruiting disability is lack of skill or education in disabled people, lack of promotion or exposure in DPO that involve in the industry, there is no special database to inform whether the student has worked, on a training, etc. We see that lack of attention from the goverment and unclear law enforcement due to lack of direct communication from industry to the government. There should be an incentive for a company that hires disabled people, and a sanction for a company that doesn't. Other challeng is stigma such as high cost, costly effort & facilities when hiring disabled people. Lack of female worker with disabilities makes us making a cooperation with BBRVBD and other institutes so we can have female worker with disabilities. Last, accessible facilities for disabled people.

*Ms. Sreela Das Gupta*

We focus in middle management as they are the one who has difficulty in recruiting disabled people. Therefore, we did a job mapping study, middle manager survey, research on people from different domain, making a data on the type of work that can be filled by disabled people in their company. We make a workshop and find out the main obstacle, that is administration to handle their transportation and facilities.

Gender is an aspect that should be regarded. In India, finding female worker with disability is much easier than non-disability because mostly, non-disability women gets married sooner while disabled women are given some education.

Disabled people do need help, but it doesn't mean they can't contribute. We need to find our allies so we can advocate this disability issue in the company.

*Facilitator*

It needs to have a government intervention, for example accessible transportation or education, although it needs a long time. Meanwhile, companies must commit to hold a disability inclusion, especially from the top level. It needs to have a champion that encourages agenda and explain this issue

and the solution to colleagues. What important is, there is a communication and sharing success story of recruiting the right disabled people, because it will make community understand it more.

Company needs to change, but disabled people too, and they should be active in making this change together.

*Peter - Gerkatina*

Two questions, one is how to promote unemployed disabled friends or those in the organization to the company who is looking for a disabled worker? Two, there are unemployed deaf friends, apply for a job and scheduled for an interview. To facilitate the interview, why not the company come to us for an interpreter so they can have a smooth interview?

*Yakkum, Rehabilitation Center of Yogyakarta*

I want to hear negative experiences from those three companies who made their presentation, because once we know it, we will find the solution together.

*Ms. Sreela Das Gupta*

Facilities are an investment, a part of business. So how to advocate the company to provide facilities, looking at the profit, not the challenge. So tell a success story that leads to a business profit, not consider it as a burden.

*Mr. Agus Rianto*

Responding to Peter, the most important thing is making a database that is connected to companies & accommodated by the Ministry. It should contain organizations that concern with disability and include their skills. Importantly, giving opportunity.

Answering the question from Yogya, the challenge in our company is we can't recruit disabled people with wheelchair because our facility isn't accessible yet. More over, disabled people is lack of confidence, lack of socialization with other people. Our future challenge is recruiting female worker with disabilities.

*Facilitator*

What a deaf organization can do is bringing the organization to share information related to how a deaf learns from other deaf when they work, what is the problem & benefit, and share more soft skills, and what is the advantage for them. Organization can also give an understanding to potential company that these deafs should be given equal opportunity, proactive organization to contact company so they can accommodate the recruitment process.

*Ibnu - Cikal Yogya*

We need important information on recruitment method & technique, especially requirement & criteria which becomes our problem, for example healthy physically & mentally, maximum age, education background. Disabled people only ask for an equal rights & opportunity, not charity. Accessibility should be equal, but how can a blind know about job vacancy that is only published in newspaper? A friendly

workplace for disabled people also important considering many harrasment experienced by them. We hope many DPO get involved in this issue because they understand what potential that is owned by whom. Last, disabled worker also needs to prepare their mental, showing that they are ready to work & a reliable personnel.

*Facilitator*

How to overcome an issue on health form that must be filled by job seeker, where the content is very negative from disability point of view?

*Ms. Sreela Das Gupta*

We have a person who is very responsible to health insurance of the entire employees.

*Dr. Harjono*

There is no problem because everything is guaranteed by the social protection scheme in Indonesia. Indeed we use WHO publication, but the recruitment should be looking at the competence potential owned by the disabled people.

*Facilitator*

One of actions is revising the recruitment practice. You should be able to identify the hidden obstacle in that process, and you need to ensure that there is no disability exclusion.

*Mr. Agus*

We suggest companies to reduce conventional recruitments because there is no disability access, and to contact organizations who have disabled people as their protege. While for disabled people and their organization, they should make a network with Ministry of Manpower, APINDO, job provider.

*Mr. Harry - Kementerian Tenaga Kerja*

Related to an inclusive job fair, we have done it, several companies provide job vacancy for disabled people. However, we admit that we haven't involved DPO. We also support Bill on Disability. In 2014 recruitment of public service officer (CPNS), we opened 340 vacancies for disabled people, but only 120 registered and only 34 people selected. We sent letters to state-owned enterprise which resulting in Circulation Letter 2014 on placement of disabled workers.

*Facilitator*

We should find the way to make a disability inclusion as a rule to be followed. It is important to make an open dialog with stakeholders.

*Mr. Rudi - Kerjabilitas*

We should make new and innovative ways to catch up in disability issue. We open online job vacancy for disabled people, but only 1-2 job vacancy everyday.



*Peter - Gerkatina*

We want to know that we will lobby Ministry of Education in changing the existing education system.

### **Closing Speech from Mr. Wisnu Pramono - Director of Placement of the Nation's Manpower**

The government has conducted affirmative actions and applied non-discrimination rules in placement of manpower, and creating an inclusive workplace environment. Several notes are disabled people recruited based on competence, disabled people have an equal opportunity to get access to employment, hiring disabled doesn't need big cost but only adjusting the accessibility in workplace. Ministry of Manpower will always find breakthrough innovations in fulfilling the rights of disabled workers by supporting and having a cooperation with all parties that have concern with disability by giving the reasonable accommodation. We hope that there will be awareness in the company to hire disabled people from this forum.

### **Bonus Session**

*Mr. Rudi - Kerjabilitas*

Kerjabilitas gives support as much as possible and input to job provider and seeker. For job provider, they should create a vacancy with flexible criteria, make an inclusive job fair. While for job seeker, we help them represent themselves in a CV so they can be recruited.

*Dimas - Kartunet*

We provide win-win solution to companies by utilizing blinds to work remotely. What we need is support from Apindo and Ministry of Manpower to promote this to companies, so we can be more structured and effective.

*PT. Omron*

There should be a serious and systematic effort from the government and utilize the existing networking so disabled people can work, such as Ministry of Social provides the right training according to the needs in the field, and coordination with Ministry of Manpower in the placement.

*Mr. Esteban Trommel*

Related to bridging the company and work seeker, then we should find a way to get a continuous public funding in giving services to disabled people.

*Ms. Surya - D Network*

Responding to Esteban, so far, we have no problem in funding because many companies give their 10% of profit to us for charity in managing disability issue.

*Mr. Nengah Lastra - Puspadi Bali*

Trainers for our soft skills training are professional volunteers, so they work for free. We get their service due to an intense communication through a mailing list group. In fact, we are short of disabled people.

*Mr. Esteban Trommel*

To get a continuous funding, it can be through a financial contribution, like a tax that can be included in the fund. Several strategic focus and systematic solution that needs to be sought is a sustainable funding, guideline to enter manpower market, advocacy to connect the network.

*Mr. Greg - Asosiasi Bisnis Alih Daya Indonesia*

We came here because we want to expand our network in supporting disabled community. We can work together, make MoU and spread it to association member.

*Ms. Ardini - PT. Amerta Indo Otsuka*

This forum helps us a lot in giving information in preparing the plan to hire disabled worker which probably start at the end of 2016.

*Ms. Dewi - ICITAP DOJ of US Embassy*

We want to have a knowledge on disability because we have a women leadership development project, which obviously, there are disabled women.

*Mr. Rian - PT. Dynapack Indonesia*

We are interested to recruit disabled as our employee, but we don't have the access. Please inform us how to contact them.

*Ms. Surya - D Network*

We realize the lack of publication of D Network as a global working network. We work based on the win-win concept. We want to suggest job provider to be more flexible in the criteria of potential worker. We open for a discussion, in a cooperation with NGO to maximize the impact.

*Mr. Rudi - Kerjabilitas*

The biggest problem in this service is funding. To be sustainable, we have to partner with private sector, then together, making a strategy so the company can be inclusive.

*Mr. Esteban Trommel*

It is important for the company to start hiring disabled person by contacting NGO and find the best way to decide what would be the best job for them. Furthermore, it needs to hold a training to overcome a mismatch between needs and skills. As for job fair, it needs to be inclusive.

*Ms. Santi Otto*

The inclusive job fair should accommodate everybody, especially from physical side, ramp access, special or express line for disabled people, laptop for disabled to register themselves, color distinction of colors in a booth as the sign which one is hiring a disabled person. As for non-physical, a team from Sub-Directorate of Placement of Manpower will take the disabled person to the company which they are interested to apply.

*Mr. Harry - Ministry of Manpower*

Measures conducted for inclusive job fair in 2016 is by making a pilot project in 2-3 locations where Manpower Office will provide the access to disabled manpower, both physically or human resources. We will make an empowerment program or simple training to disabled person.