STATEMENT OF WORK

**This Statement of Work (“Statement of Work” or “SOW”) is made and entered into as of 12th November 2021 by and between Accenture Solutions Pvt. Ltd. (“Accenture”) and WinVinaya Foundation (“Service Provider”).**

**This Statement of Work is governed by all the Terms and Conditions of Accenture Purchase Order that will be issued to the service Provider and mentioned as General Term and Condition under this document.**

**Any capitalized term used but not defined in this Statement of Work shall have the meaning assigned to such term in the Purchase Order.**

**This Statement of Work remains in force from the date the Purchase Order is released to the service provider until next 6 months unless terminated earlier by the Parties under this Agreement and also comprises the following and any attachments hereto.**

## OBJECTIVE

*Sensitization sessions designed for Accenture Leaders across all entities. We would want to share with them details on offerings of sessions for leaders on disability inclusion.*

Diversity and Inclusion Journey is like a marathon which takes time to mature and involves culture and mind-set change. Every journey starts with the first step and we will be happy to partner with Accenture in your D&I journey. We suggest the following approach –

* Step 1: Conduct Disability Awareness Orientation Session
* Step 2: Conduct Disability Sensitization Workshop for Hiring Managers
* Step 3: Provide Mentoring Support to Hiring Managers and Delivery Team, after candidates are recruited

In addition to Disability & Inclusion Orientation and Mentoring support, we also provide Indian Sign Language Foundation Training to make the employees mindful of the disabilities of people and managing to communicate and work with them effectively, and sign language interpretation support when required by Accenture.

## DELIVERABLES

### Disability Awareness Orientation (DAO)

The main impediment faced by inclusion and accessibility initiatives at organizations is the lack of awareness towards the potential and needs of people with disabilities. This lack of awareness may stem from ignorance/ inexperience of not having worked with people with disabilities.

Our awareness program will enable the participants to be more mindful of the needs of the people with disabilities. This session will ensure there will be a shift in their thinking towards the conducive side of creating an inclusive and accessible workplace environment.

### Disability Sensitization Workshop (DSW) for Hiring Managers

WinVinaya believes in the Power of Collective Efforts. We conduct this workshop to emphasize on the joint efforts for stimulating inclusion of people with disabilities at all levels. This workshop will enable a change in the mind-set of the people and highlighting the abilities of people with disabilities.

### Mentoring Support for Hiring Managers, Delivery Teams

While trainings are very useful to increase the awareness and D&I maturity levels of employees, it is NOT adequate for a successful integration of Persons with Disabilities into the organization. Once the candidates join the team, the employees might have questions that need clarification/ guidance. Even the new candidates might have doubts/ questions that they might be uncomfortable asking the team. Hence, mentoring support is required for the managers and other team members.

### Indian Sign Language Orientation (ISLO)

There are 100+ sign languages available across the globe. Like spoken language, Sign Language also takes time and practice to learn and get better.

WinVinaya conducts training in basics of Indian Sign Language to help create a better culture of inclusivity. Learning sign language can be a fun experience and help the employees to communicate with people in the deaf and hard of hearing community. It will bridge the gap between hearing and deaf employees.

The key differentiators of our orientation classes are that the curriculum is tailor made to include visual gestural communication, practice assignments, comprehension with increasing complexity, live conversation practice with deaf person, lessons on deaf culture apart from the regular course curriculum.

### Sign Language Interpretation Support

Effective communication is vital in a team. To be effective, communication needs to be inclusive and engage everyone. While Accenture is taking steps to make the workplace environment more inclusive by training the employees to interact with their deaf counterparts, engaging a professional interpreter offers an excellent way for deaf and hard of hearing employees to get more from 1:1 interactions, meetings and training sessions that are very important, by allowing them to feel fully informed and able to contribute their input.

## ACCENTURE RESPONSIBILITY

* Accenture to ensure timely payments to the vendor owing to Accenture Payment terms and conditions
* Accenture to communicate to employees via sensitization e-mailers on what’s new in this space to look forward to

## VENDOR RESPONSIBILITY

For Leaders

* Encourage Leaders at Accenture to become Sponsors of PwD colleagues to operationalise inclusion
* Helping Leaders understand dilemmas and blocks a PwD colleague faces and approaches to break them
* Share simple steps to help get greater interaction and inputs from PwD colleagues
* Enabling Managers to use simple methods to enhance contribution from PwD colleagues
* Helping create role models

For PwD Colleagues

* Leverage Accenture Leaders as sponsors for career growth.

## METHODOLOGY

### Disability Awareness Orientation (DAO)

This awareness session will be taken using Zoom sessions. The session will cover the following topics.

* Defining Disability
* Facts & Statistics
* Types of Disabilities (Visible & Non-visible)
* Inventions meant for PWDs that helped all
* Disability – A Business Case
* Diversity & Inclusion Framework
* Disability Etiquettes
* Some do’s and don'ts when interacting with people with disability
* Introduction to Indian Sign Language
* Tips for interacting with persons with disabilities
* Success Stories of PWDs in Corporates

**The duration of this workshop is 2 hours.**

### Disability Sensitization Workshop (DSW) for Hiring Managers

This workshop will be taken using Zoom sessions. This workshop alters mind-sets, addresses fears & confusion, breaks stereotypes, and busts myths about people with disability. What the workshop will cover:

* Recap of Disability Sensitization Awareness Session (Defining Disability, Facts, Myths & Misconceptions)
* Best Practices followed by Inclusive Companies in Recruiting PWDs
* Tips for interviewing persons with disabilities – across disabilities
* Introduction to Workplace Solutions/ Reasonable Accommodation
* Introduction to Deaf Culture
* Introduction to Indian Sign Language (alphabets, key phrases)
* Interaction with Employees of WinVinaya who are Persons with Disabilities
* RPwD Act - Overview of the disability law
* Some Ideas on “What Can You Do?”
* Case Studies

**The participants of this workshop should have attended the Disability Awareness Orientation session. The duration of this workshop is 2 hours.**

### Mentoring Support for Hiring Managers, Delivery Teams

WinVinaya suggests a **3 to 6 month mentoring support** for the hiring managers and delivery teams, after the candidates are hired.

### Indian Sign Language Orientation (ISLO)

Through this training, an employee can learn the basics of sign language which include the alphabets, everyday phrases and ways to communicate with deaf persons. The topics covered in this training include:

* Deaf culture
* Basics of sign language
* Topic based words in sign language
* Ways to train or teach deaf
* How to communicate using basic/natural sign language
* Role of interpreters and how to work with them

**The duration of this training for each batch is 10 hours.** Since learning a language involves practice, we have designed the orientation session that such that each session is one hour long and there will be two sessions in a week and 5 weeks to complete the course. **The participants of this workshop should have attended the Disability Awareness Orientation session.**

### Sign Language Interpretation Support

WinVinaya offers this support – whenever a crucial meeting or a training is planned by Accenture for the participants including deaf employees, Accenture can reach out to WinVinaya for sign language interpretation.

## PROCESS FLOW

### Disability Awareness Orientation (DAO)

The session will make Accenture a disability confident workplace, while making it a more enlightened place to work, and helping to change attitudes and behaviours for the better on a macro level. It aids in making Accenture a collaborative and non-discriminatory organization.

### Disability Sensitization Workshop (DSW) for Hiring Managers

The workshop encourages employees to discuss their preconceptions of disability and their fears of interacting with people with disabilities. This session also provides a wealth of information on a range of disabilities, including acquired disabilities, hearing and visual impairments, learning disabilities and issues surrounding mental health.

This workshop closes the gap between those employees without disabilities and those with disabilities, it is about removing barriers and embedding best practice so that everyone feels comfortable and empowered to be themselves within the workplace, to flourish and to achieve their full potential. It leads a way toward promoting a harmonious and productive workplace environment.

### Mentoring Support for Hiring Managers, Delivery Teams

During these online sessions, WinVinaya meets with Hiring Managers/ Delivery Teams/ Candidates to check how well the integration of the candidates into the team is happening, any issues/ potential issues that need to be addressed, provide ideas/ guidance where required.

### Indian Sign Language Orientation (ISLO)

* Introduces the participants to the deaf culture and community - get to know the rich history of deaf culture and deaf community.
* Enables participants to become more diverse – With the knowledge of sign language, participant’s connection will extend to the deaf community and it prepares her/him to handle the communication barriers. The sign language can help make the workplace more diverse.
* Allows participants to make new friends – She/he can build relationships and get to know each other, online and offline.
* Be able to help when required - Participants can overcome any communication barriers with her/his deaf peers by speaking in sign language.

Indian Sign language is a beautiful language which is fun, useful and valuable. It can be used anywhere, anytime. Learning sign language could be the best decision one can make in the D&I Journey.

### Sign Language Interpretation Support

When there is a requirement for a sign language interpreter, Accenture can reach out to WinVinaya. The pre-requisites for this service are:

* Sign language interpreters are available on weekdays (Monday to Friday) from 9 AM to 5 PM.
* A prior notice is to be provided to WinVinaya before at least 3 days before the session to arrange for the interpreter.
* For a meeting or a training, the maximum number of deaf participants should be 15.

## COMMERCIALS

### Disability Awareness Orientation (DAO)

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| --- | --- | --- |
| Description | # of Participants | Total |
| Disability Awareness Orientation session – Online | 100 per session (max) | ₹ 25,000 per session |

### Disability Sensitization Workshop (DSW) for Hiring Managers

|  |  |  |
| --- | --- | --- |
| Description | # of Participants | Total |
| Disability Sensitivity Workshop – Online | 15 per session (max) | ₹ 25,000 per session |

### Mentoring Support for Hiring Managers, Delivery Teams

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| --- | --- |
| Description | Amount |
| Mentoring Support | ₹ 1,000 / Session (Max 1 Hour per Session) |

### Indian Sign Language Orientation (ISLO)

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| --- | --- | --- |
| Description | # of Candidates | Total |
| Indian Sign Language Basics Training – Online | 10-15 per batch (max) | ₹ 25,000 per batch |

### Sign Language Interpretation Support

|  |  |
| --- | --- |
| Description | Amount |
| Sign Language Interpretation Support | ₹ 1,000 / Session (Max 1 Hour per Session) |

## CONTACT PERSONS

**Service Provider Escalation Matrix**

|  |  |  |  |
| --- | --- | --- | --- |
| Level | Name | Email ID | Phone number |
| Level – 1 | Seethalakshmi Kuppuraj (aka)  Akila Sankar | akila.sankar@winvinayafoundation.org | +918008533359 |
| Level – 2 | Sivasankar Jayagopal | shiva.jayagopal@winvinayafoundation.org | +919676433359 |

**SRM Escalation Matrix**

|  |  |  |  |
| --- | --- | --- | --- |
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**Procurement - Escalation Matrix**

|  |  |  |
| --- | --- | --- |
| Level | Name | Email ID |
| 1 | Ravi Peri | [ravi.peri](mailto:anees.sultana@accenture.com)@accenture.com |
| 2 | Deepak Roy | deepak.k.roy@accenture.com |
| 3 | RL.Narayana | narayana.r.l@accenture.com |

|  |  |
| --- | --- |
| **For and on behalf of**  Accenture Solutions Pvt. Ltd. | **For and on behalf of**  **WinVinaya Foundation** |
| **Name:** | **Name:** Sivasankar Jayagopal |
| **Title:** | **Title:** Founder Chairman |
| **Date:** | **Date:** 12th November, 2021 |