

A large, stylized smiley face is faintly visible in the background, composed of thick, dark blue lines. The face is centered and occupies most of the frame. The text is overlaid on this background.

# DEI DISABILITY<sup>SM</sup> EQUALITY INDEX

**2019**

A joint initiative between the American Association of People with Disabilities (AAPD) and Disability:IN®.

Learn more at [www.DisabilityEqualityIndex.org](http://www.DisabilityEqualityIndex.org).

# About the Disability Equality Index®

The Disability Equality Index (DEI) is the most comprehensive benchmarking tool for disability inclusion.

In today's world-class economy, all talent drives innovation, productivity, and growth. Designing workplaces that are truly inclusive and tapping into the skills and gifts of every individual, including people with disabilities, is a business imperative.

In order to achieve these goals, senior leaders across business sectors continue to advocate for organizational structures, policies and best practices that are recommended by experts and advocates in the field. This is precisely how the **Disability Equality Index** was created, and why it is trusted by so many of the nation's top corporations.

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**In its fifth year, the Disability Equality Index continues to see an increase in year-over-year participation, with the number of top-scoring companies more than tripling to 156 in 2019 as compared to 43 in 2015, signaling a steady growth in disability inclusion across all industries.**

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

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

Companies that champion disability inclusion significantly outperform their peers across key financial indices including revenue, net income, profit margins and shareholder returns\*. AAPD is truly impressed by this year's DEI participation and we're proud to collaborate with the business community to prioritize industry-wide disability inclusion practices.

Ted Kennedy, Jr.  
disability rights attorney and  
Board Chair, AAPD

### The 2019 DEI measured:

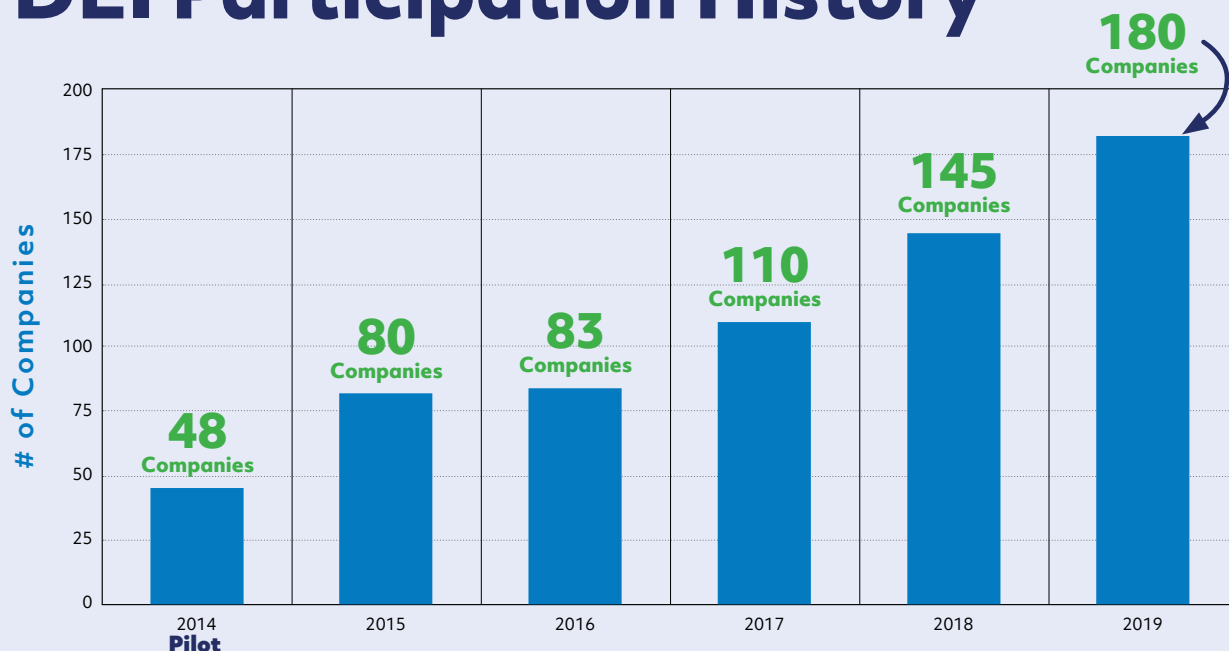
- **Culture & Leadership**
- **Enterprise-Wide Access**
- **Employment Practices**  
(Benefits, Recruitment, Employment, Education, Retention & Advancement, Accommodations)
- **Community Engagement**
- **Supplier Diversity**
- **Non-U.S. Operations**  
(Non-weighted)

Since piloting the DEI in 2014, there has been a significant spike in participation and a growing need from corporations to utilize the DEI to advance disability inclusion across their businesses. Over the years, companies have asked, “**What’s next?**” and “**Are there additional policies and practices that we should be putting in place to further the inclusion and participation of people with disabilities across the business enterprise?**”

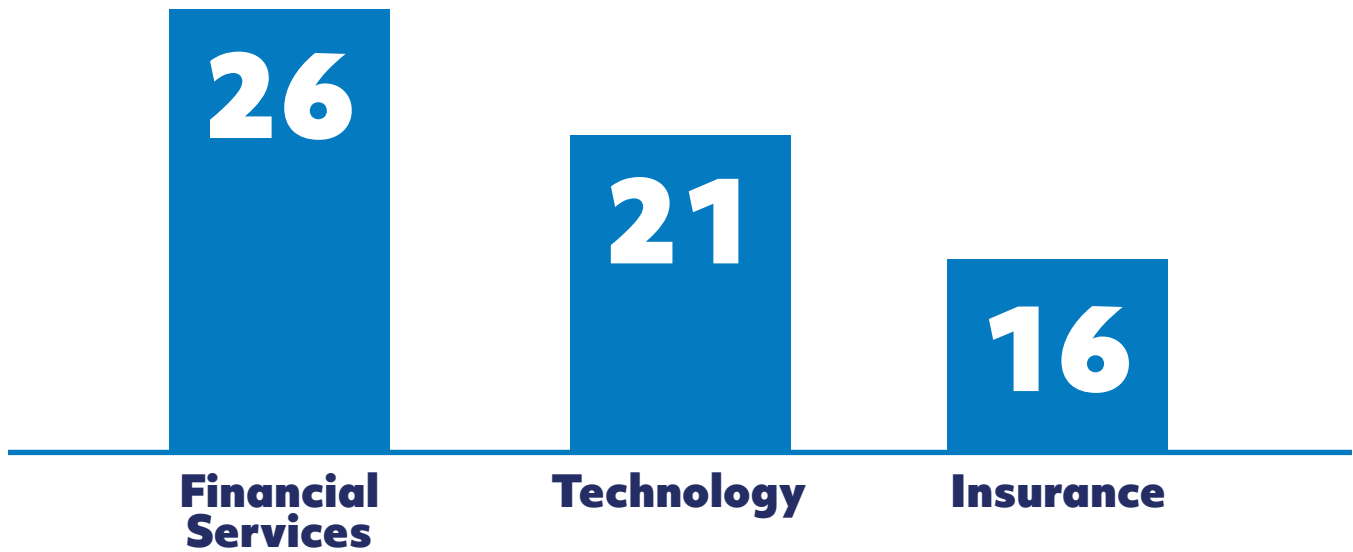
In response to these questions, the DEI Advisory Committee announced some weighted changes in May 2018 to the DEI that went into effect in calendar year 2019.

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

## DEI Participation History



# 2019 Disability Equality Index Demographics



Of the 180 businesses,

**156**  
**top-scoring,**  
meaning that they  
scored 80% and above.

The companies  
taking part  
in the 2019  
DEI represent a total  
**U.S. workforce of**  
**8,693,591.**

**113**  
**participating**  
**businesses**

were Fortune  
500 companies, compared  
to 97 in 2018.

On average,  
**3.2% of new hires**  
identify as having a  
disability, whereas  
**3.7% of current**  
**employees** identified as  
having a disability.

# 2019 Trends and Gaps

## Areas where companies excel:

### Culture

**84%** of businesses have a company-wide written statement of commitment to Diversity & Inclusion that specifically mentions disability.

### Leadership

**93%** of companies report having a senior executive who is internally known as being a person with a disability or an ally of people with disabilities.

### Enterprise-Wide Access

**90%** of businesses have a company-wide requirement that all owned and leased company locations, buildings, and facilities be accessible to and usable by all people.

### Employment Practices

**92%** of businesses encourage employees with a disability to self-identify and 95% of those have a process in place that allows them to confidentially do so.

### Community Engagement

**85%** of businesses have a formal program(s) in place to understand how to address the needs of the disability community.

### Supplier Diversity

**78%** of companies reported having expenditures with disability-owned businesses, veteran-disability owned businesses, and service-disabled veteran-owned businesses.

# 2019 Trends and Gaps

## Areas where companies have shown marked improvement:

### Culture & Leadership

In 2019, **84%** of participating businesses had a disability-focused employee resource group (ERG) with a senior executive champion or sponsor. This increased from 64% in the inaugural DEI.

### Enterprise-Wide Access

**93%** of businesses audit their public-facing website for accessibility, compared to just 57% in 2018.

### Community Engagement

In 2019, **50%** of businesses had a plan in place to ensure social media postings are accessible. This increased from 36% in 2016.

### Supplier Diversity

**24%** of companies require at least some of their prime suppliers to have expenditures with disability-owned businesses, an improvement from 18% in 2018.

# 2019 Trends and Gaps

## Areas where companies have opportunities to improve:

### Culture

93% of businesses utilize a company-wide employee engagement survey. However, only **36%** review the aggregate survey results for employees who have identified as having a disability.

### Leadership

80% of businesses have a Diversity Council, but just **54%** of have one with a mission that specifically recognizes disability inclusion as an area of focus.

### Enterprise-Wide Access

66% of companies offer an online chat function, but only **24%** of those have conducted usability studies to verify that it works effectively with screen reading and other assistive technologies.

### Employment Practices

Only **46%** of businesses ask all candidates during the interview scheduling process if they need a reasonable accommodation for the interview.

### Community Engagement

**49%** of businesses have a plan in place to ensure that social media postings are accessible.

### Supplier Diversity

Just **30%** of businesses have company-wide disability-focused goals in place for supplier diversity and inclusion.



## 2019 Disability Equality Index® (DEI®) Best Places to Work™

The American Association of People with Disabilities and Disability:IN™ are honored to recognize the following companies that scored an 80 or above on the 2019 DEI. The DEI was completed by 180 companies in 2019.

*Note: The companies are listed in alphabetical order, by the company name as provided to AAPD and Disability:IN.*

### Companies that scored 100%





## Companies that scored 90%



## Companies that scored 80%



To learn more about the DEI, visit: <https://www.disabilityequalityindex.org>

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# DEI Advisory Committee

**AAPD and Disability:IN are honored to be working with the Disability Equality Index Advisory Committee since 2013.**

**Members of the Committee are a diverse group of business leaders, policy experts, and disability advocates who provide expert advice and counsel to enhance disability inclusion policies and practices in the workplace.**

## **Kirk Adams**

Ph.D., President & CEO  
*American Foundation for the Blind (AFB)*

## **Neil Barnett**

Director, Inclusive Hiring and Accessibility  
*Microsoft*

## **Sara Basson, Ph.D., MBA**

Accessibility Evangelist  
*Google*

## **Helena Berger** DEI Advisory Committee Co-Chair

Former President & CEO  
*AAPD*

## **Eric Bridges**

Executive Director,  
*American Council of the Blind*

## **Mary Brougher**

EVP, Operations  
*Bender Consulting*

## **Kelly Buckland**

Executive Director  
*National Council on Independent Living (NCIL)*

## **Reid Caplan**

Associate Director of Advocacy and Development  
*Autistic Self Advocacy Network*

## **David Casey** DEI Advisory Committee Co-Chair

Vice President, Workforce Strategies and Chief Diversity Officer  
*CVS Health*

## **Kristen Cook**

Manager, Diversity & Inclusion  
*McKesson*

## **Deb Dagit**

President  
*Deb Dagit Diversity LLC*

## **Mike Ellis**

Global VP of Accessibility  
*Sprint*

## **Rona Fourte**

Senior Director, Business Enterprise Program & Supplier Development,  
*IlliniCare Health, a Centene Corporation subsidiary*

## **Zoe Gibby**

SVP, Enterprise Disability Strategy  
*Bank of America*

## **Rashad Givan**

Senior Specialist, Inclusion and Diversity  
*American Airlines*

## **Laurie Henneborn**

I&D Thought Leadership Managing Director,  
*Accenture Research Accenture*

## **Andy Imparato**

Executive Director  
*AUCD*

## **Emily Ladau**

Disability Communications Consultant  
*Words I Wheel By*

## **Kenida Lewis**

Director, College & Diversity Recruiting  
*MGM Resorts International*

## **Anil Lewis**

Executive Director  
*National Federation of the Blind Jernigan Institute*

## **Susan Mazrui**

Director, Global Public Policy  
*AT&T*

## **Jon North**

Senior Vice President  
*Little People of America*

## **Russell Shaffer**

Director, Global Culture, Diversity & Inclusion  
*Walmart*

## **Chris Soukup**

Chief Executive Officer  
*Communication Service for the Deaf*

## **Raul Suarez-Rodriguez**

Associate Director, Global Economic Inclusion & Supplier Diversity Processes, Operations & Strategy  
*Global Supplier Management Group, Merck*

## **Bob Witeck**

President  
*Witeck Communications, Inc.*

## **Peter Zerp**

Supplier Inclusion & Diversity Manager  
*Accenture BV*