

TITLE

Creating an inclusive strategy for a multinational company

India: Wipro Ltd. – inclusive company strategy

PROJECT SUMMARY

Wipro Ltd. is a global information technology, consulting, and outsourcing company with a workforce of more than 170,000 people, serving clients in more than 175 countries. In 2009, the company launched a formal Disability Inclusion Policy Framework and governance mechanism to create an inclusive environment within the company, benefitting more than 2,000 people with various disabilities to date.

FACTS & FIGURES

- Beneficiaries in 2014: over 500
- Beneficiaries in 2015: 455
- Beneficiaries in 2016: 368 (until June)

PROBLEMS TARGETED

Wipro faces the challenge of ensuring that the company's Disability Inclusion Policy Framework is disseminated across a very large organization in many countries. The organization stresses its importance to all employees – from senior management to support personnel – in order to display sensitivity in their day-to-day work, and to ensure that the policy becomes a part of the corporate DNA.

SOLUTION & METHODOLOGY

Wipro has taken the following actions:

- Employ and involve employees with disabilities to drive the initiative
- Create organization-wide awareness
- Build capacity of relevant teams to ensure universal design approach in the services
- Developed an online training module to cater to a large audience. To date, 55,000 employees have undergone the training. Further, Wipro has introduced a website tool to educate all employees in sign language.

More than 1,000 recruiters and hiring managers have been certified on inclusive interviewing skills, and over 455 employees with various disabilities have found jobs, including in technical departments, human resources, administration, and consulting, in 2015. Moreover, Wipro has put together a

specific programme for supporting inclusive schools as well as early intervention programmes that promote inclusion, and each year it organizes several awareness events such as the International Day of Disability and the annual All Hands Meet.

OUTLOOK & TRANSFERABILITY

Wipro, being an inclusive organisation, has a budget for general activities under the diversity and inclusivity charter every year. The company reports that it has received interest from Shell UK, Thomson Reuters, and Google to visit and to replicate the model.

QUOTE

“Wipro’s inclusion framework has been instrumental in dispelling all notions attached with of job-identification for persons with disability and to provide equal opportunity to all. As part of Wipro’s reasonable accommodation process, I was provided with JAWS [a screen-reading assistive technology] that enabled me to perform my job responsibilities.”

— Mr. Pratik Rajiv Jindal, a visually impaired corporate professional at Wipro

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REFERENCES

- NCPEDP Shell Helen Keller Award as Best Employer for inclusion of persons with disabilities – November 2012, December 2009
- NASSCOM Award for Best Employer for inclusion of persons with disabilities – January 2013
- American Diversity Council Honours Award – October 2012
- NDTV Profit Business Leadership Award for Diversity & Inclusion – April 2013
- ASIA-PAC Region DISABILITY MATTERS Conference & Awards – 2013