



# WORKPLACE INCLUSION 4.0

## WORKPLACE INCLUSION AS AN OPPORTUNITY



## WI4.0 WORKPLACE INCLUSION 4.0

**[www.wi40.eu](http://www.wi40.eu)**

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## **LIST OF ABBREVIATIONS**

CAE: Certified Accessibility Expert.

EC: European Commission.

EU: European Union.

ICF: International Classification of Functioning, Disability and Health.

ILO: International Labour Organization.

SDGs: Sustainable Development Goals.

SMEs: Small and Medium-Sized Enterprises.

UN: United Nations.

UNCRPD: UN Convention on the Rights of Persons with Disabilities.

WB: World Bank.

WI: Workplace Inclusion.

WHO: World Health Organization.

## CHAPTER.1. INTRODUCTION AND BACKGROUND TO THE STUDY

The United Nations (UN) recognises that disability is a multidimensional issue. The term disability does not only vary across countries, it is also defined and understood differently. The EU member countries based their definition on the World Health Organization (WHO), the International Classification of Functioning, Disability and Health (ICF) and the EC Regulations.: *“Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”* (UNCRPD, 2006).

An estimated more than one billion people, or 15% of the world's population live with some form of disability (WHO). The condition of their life depends very much on the level of integration into the labour market. According to the International Labour Organization (ILO) 72.3% of disabled people are at the working age of between 15-64. Disabled people are more likely to experience adverse economic outcomes than persons without disabilities such as lower wage rates, weak employment opportunities, unavailability of supporting tools and technologies, accessibility, and non-adopted means of communication. Workplace Inclusion aims to remove barriers to ensure all employees with or without disabilities to enjoy full participation in a workplace which supports the future success of business and economy. The Workplace Inclusion 4.0. project is about making this diversity as a priority in organizations from an inclusive perspective.

The Communication Letter of the European Commission published “A European Disability Strategy for People with Disabilities 2010-2020: A renewed commitment to barrier-free Europe”, which aims to promote an active inclusion and equal opportunities for disabled people in an economy. This also goes in line with the EU human rights approach and the UN Convention on the Rights of Persons with Disabilities (UNCRPD). The 2030 Agenda for Sustainable Development Goals (SDGs) framework also focuses on disability-inclusive development.

The Project WI4.0 focuses on the improvement of workplace inclusion of people with disabilities. Among the other objectives of the WI4.0, a study of the current status of

workplace inclusion in partner countries is worked out. Based on this study teaching materials for the WI4.0 training will be elaborated and a test course will be held.

The project is divided into three phases which are built up on each other. The first phase includes an online survey, interviews, best practice examples, literature research, collected data from other sources and platforms. The results are the basis for the next phase, namely the preparation of the training and learning materials for the test course (including certification). The training phase includes the development of materials for the modules sensitization, web accessibility, sign language, infrastructure, workplace innovation and supporting tools, learning difficulties and legal aspects. After the development of the course a test training and evaluation of these trainings by all partner countries will be carried out. In an extra phase, a certification for the participation in the course will be defined. Certifications are always a valuable aspect for a course. It is planned, that the participants of the course will be certified as "Certified Accessibility Expert (CAE)".

The project is carried out by the seven partners, which are: FH JOHANNEUM GmbH, Yasar University, Haaga-Helia Ammattikorkeakoulu, Dian, Fondazione Fenice Onlus, DI Klaus Tolliner and Euroreso.

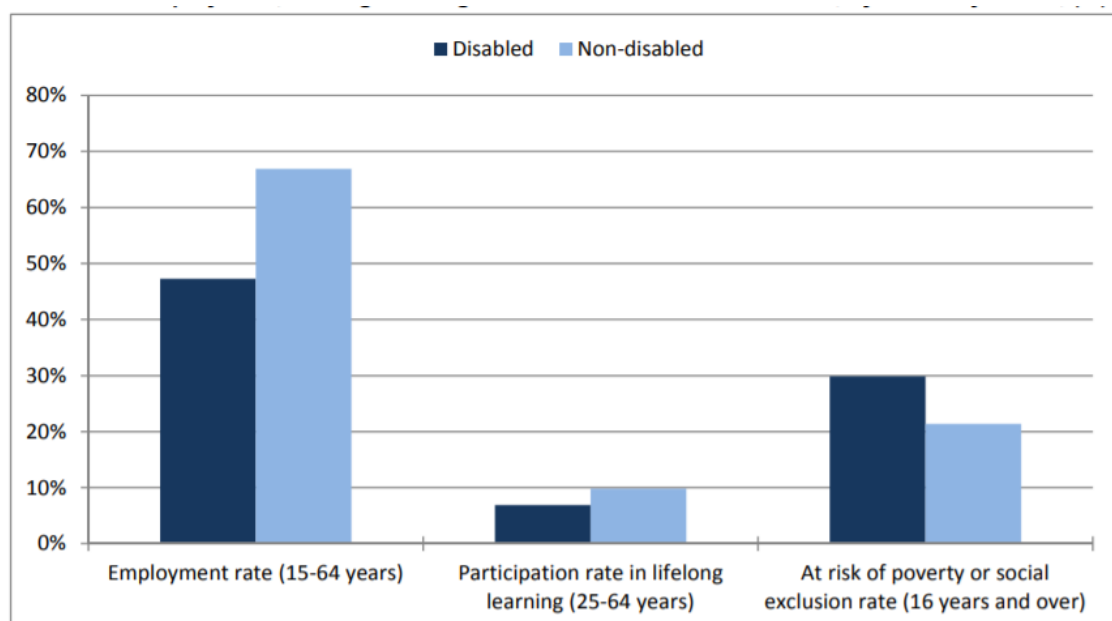
## CHAPTER.2 AN OVERVIEW: INCLUSION OF DISABLED PEOPLE IN THE

### WORKPLACE

Disabled people are one of the important disadvantaged groups in the labour markets. Disability inclusion seeks to ensure full integration of disabled people and equal opportunities at a workplace. Disabled labour force shows significantly higher unemployment rates than persons without disabilities. The UN Convention on the Rights of Persons with Disabilities (UNCRPD) indicates that “the right of persons with disabilities to work, on an equal basis with others; this includes the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities.”

There is no specific EU legislation on accessibility for disabled people. The European Commission published a proposal for a European Accessibility Act in 2015. The Accessibility Act is a crucial stage for the EU to encourage the inclusion of about 80 million (around 44 million disabled people aged 15-64) disabled people in EU member states (European Disability Forum). The aim of the Act is to differentiate certain products and services for disabled people (European Disability Forum, Eurostat).

**Figure 1.** Access to employment, lifelong learning and social inclusion in the EU28, by disability status (%)



Source: Eurostat (2014). Situation of People with Disabilities in the EU.



The above mentioned table shows the employment rates in the EU 28 member states. Access to labour market for disabled persons is less favourable (for disabled people 47%, without disability 67%) than access to lifelong learning (for disabled people 6.9%, without disability 9.8%) and social inclusion (for disabled people 29.9%, without disability 21.4%) in the EU28.

**Table 1:** Employment Rate in the EU28 Member States, by Disability Status, 2011  
(people ages 15-64)

	Persons with disabilities (in %)	Persons with no disability (in %)	Gap (in percentage points)
<b>EU28</b>	<b>47.3</b>	<b>66.9</b>	<b>-19.6</b>
Belgium	40.7	66.4	-25.7
Bulgaria	30.7	61.8	-31.1
Czech Republic	38.6	68.5	-29.9
Denmark	46.7	78.1	-31.4
Germany	51.5	72.1	-20.6
Estonia	49.5	68.6	-19.1
Ireland	29.8	60.9	-31.1
Greece	35.5	58.5	-23.0
Spain	44.3	60.5	-16.2
France	56.2	66.1	-9.9
Croatia	33.0	55.8	-22.8
Italy	45.6	58.9	-13.3
Cyprus	46.4	70.9	-24.5
Latvia	50.8	62.6	-11.8
Lithuania	40.4	63.2	-22.8
Luxembourg	62.5	64.9	-2.4
Hungary	23.7	61.1	-37.4
Malta	34.4	59.2	-24.8
Netherlands	42.7	80.1	-37.4
Austria	60.3	75.6	-15.3
Poland	33.9	63.9	-30.0
Portugal	51.0	67.8	-16.8
Romania	31.8	63.5	-31.7
Slovenia	47.0	68.4	-21.4
Slovakia	31.9	62.6	-30.7
Finland	60.8	73.2	-12.4
Sweden	66.2	75.7	-9.5
United Kingdom	47.6	75.4	-27.8
Iceland	66.9	84.0	-17.1
Switzerland	69.0	81.6	-12.6
Turkey	41.1	51.0	-9.9

Source: Eurostat (2014). Situation of People with Disabilities in the EU.

This table represents the employment rate by disability status and the gap between employment rate of disabled people and non-disabled people aged between 15 and 64 in the EU28. The highest employment rate of disabled people (69%) was recorded in Switzerland while the lowest was shown in Hungary (23.7%). On the other hand, the widest gap in the employment rates of disabled and non-disabled people were recorded in Hungary and the Netherlands (both -37.4%), the lowest in Luxembourg (-2.4%) from all EU28 member states (Eurostat).

To encourage the employment of disabled people and reduce labour market imperfections, many countries have laws, regulations, for example quotas, and employment services such as job search counselling, and placement services. However, many employers fear that disabled workers are inefficient and less productive.

**Table 2:** Employment Rates and Ratios in Selected Countries

Country	Year	Employment rate of people with disabilities (%)	Employment rate of overall population (%)	Employment ratio
Australia <sup>a</sup>	2003	41.9	72.1	0.58
Austria <sup>a</sup>	2003	43.4	68.1	0.64
Canada <sup>a</sup>	2003	56.3	74.9	0.75
Germany <sup>a</sup>	2003	46.1	64.8	0.71
India <sup>b</sup>	2002	37.6	62.5	0.61
Japan <sup>a</sup>	2003	22.7	59.4	0.38
Malawi <sup>f</sup>	2003	42.3	46.2	0.92
Mexico <sup>a</sup>	2003	47.2	60.1	0.79
Netherlands <sup>a</sup>	2003	39.9	61.9	0.64
Norway <sup>a</sup>	2003	61.7	81.4	0.76
Peru <sup>c</sup>	2003	23.8	64.1	0.37
Poland <sup>a</sup>	2003	20.8	63.9	0.33
South Africa <sup>d</sup>	2006	12.4	41.1	0.30
Spain <sup>a</sup>	2003	22.1	50.5	0.44
Switzerland <sup>a</sup>	2003	62.2	76.6	0.81
United Kingdom <sup>a</sup>	2003	38.9	68.6	0.57
USA <sup>e</sup>	2005	38.1	73.2	0.52
Zambia <sup>g</sup>	2005	45.5	56.5	0.81

**Note:** The employment rate is the proportion of the working age population (with or without disabilities) in employment. Definitions of working age differ across countries.

**Source:** World Health Organisation and The World Bank (2011). “World Report on Disability”.

According to World Report on Disability (WHO, WB, 2011) the highest employment rate of disabled people belonged to Switzerland (62.2 %) at that time, the lowest ration was recorded in Poland (20.8%). The World Health Organisation indicates that the employment rate for men disabled labour force in selected 51 countries was 52.8% while for disabled women was 19.6%. Additionally, people with mental impairments are less likely to be employed than other disability groups.

However, a number of countries currently show a lack of data when it comes to the employment situation of disabled people. Two main sources, population censuses and household surveys are used to generate statistics on the employment situation of people with disabilities. In addition, it is usually not possible to identify disabled labour force in terms of employability.

The following developments concerning workplaces are expected to emerge: more flexible workplace organisation in terms of time and space, more digitised, more decentralised work processes (Buhr, 2017). People would benefit first from digital innovations and support tools, training and career advancement, lifelong learning and qualification programmes. The International Labour Organization provides information and assistance about legislation to governments, companies, disabled labour force. Encouraging the inclusion of persons with disabilities in a workplace is not only a matter of rights but also contribute to the economic development and growth.

## **CHAPTER.3. METHODOLOGICAL DESCRIPTION**

The collection on primary data on disabled employment is hard to measure in almost every country. The survey questionnaire provided crucial insights into the project. The connection between disability and economic impacts on development tend to be stronger in the EU. This report focuses on disability employment in companies.

### **3.1.The Online Survey**

The target group of the survey differs in the size (number of employee) and sector (private and public) of the companies. The survey was available in each of the country's languages to guarantee that every partner country has the same initial conditions. The results of the survey will influence the content of the training modules. The participation was anonymous.

The questions are divided into three categories:

#### **A. General Information About the Company:**

- Company size (number of employees)
- Company sector

#### **B. Accessibility in the Company:**

- Do you consider accessibility when setting up workplaces or have adapted the workplace due to the employment of a disabled person?
- To which extent do you implement barrier-free designs?
- If you have implemented barrier-free designs, in which area are they used?
- In which areas do you consider accessibility?
- Does your company have a trustee for the disabled employee(s)?
- Who deals with accessibility in your company?

#### **C. Training/ Workshop/Workshop on Accessibility**

- Have you or anyone else in your company participated in an accessibility training or workshop over the last five years?

- If yes, what was the topic of these trainings or workshops?
- What might be important topics for you when it comes to accessibility?
- If you took part in an official accessibility training course, would you like to receive a certificate (like ISO 17024) after completing the training course?

The survey ended with a sample of 483 participants and 279 of those are complete.

### **3.2. The Interview**

Like the survey, the results of the interviews are also integrated in the training modules and preparation of learning and teaching materials for the training course. Moreover, in contrast to the survey, the interviews are more detailed and qualitative. The interview questions further allowed a deeper understanding of the current situation of workplace inclusion in workplaces and also emphasized the needs to reduce barriers.

In addition to the survey question categories, the interview includes several questions on the company's profile. These additional questions are as follows: :

#### **A. Company information**

- Target Group: Business Association – Cluster, Chamber of Commerce, Affected People, Association of Disabled People, and Trade Unions.
- General,
- Enterprise,
- Branche,
- Number of Employees.

#### **B. Methodology / Didactics**

- In the implementation of the training course for each content (raising awareness of accessibility, web accessibility, sign language, infrastructural measures on accessibility, workplace innovation and support tools for people with disabilities, people with learning difficulties and legal aspects), different learning arrangements will be used. These are:

- 1) Classroom Learning: Learning in the classroom / seminar room

- 2) Self-learning: Independent learning of the curriculum by means of scripts, various documents
- 3) Online learning: Learning on the computer with direct communication to the trainer.
- 4) Local Unbound not time unbound
- 5) Mixed form: combination of different forms of teaching and learning
- Should the training course be carried out in one part or should the individual modules be divided?
  - 1) In one part,
  - 2) divided into different weeks,
  - 3) blockedcourses (e.g.2 days).
- If the course should be divided into different weeks or blocks, which days are particularly suitable for you to participate in these courses and online lessons? (time-bound)

### **3.3. Best Practice Examples**

According to the interview results, at least three best practice examples are selected in each country and recorded to explain how workplace inclusion is used by selected companies. The best practices are transformed to a case study format.

Best practice examples will also be available in the appendix of this report and on the website of the project ([www.wi40.eu](http://www.wi40.eu)).

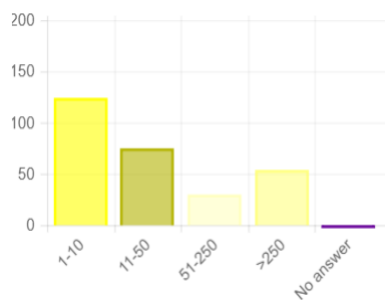
## CHAPTER. 4. EMPIRICAL FINDINGS

### 4.1. Online Survey

The survey covers a sample of 483 participants who were asked to participate in the survey while 279 questionnaires were completed. The requirement for considering a sample as completed is that all 11 questions are filled out. The online survey is available in six languages (English as a lingua franca, German, Turkish, Italian, Finnish, and Greek).

- **General Information About the Company**

**Figure 2.** Q.1. Company Size Number of Employees?



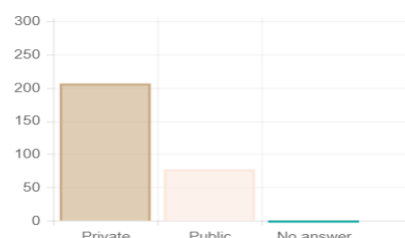
Answer	Count	Percentage
1-10 (A1)	121	43.37%
11-50 (A2)	75	26.88%
51-250 (A3)	30	10.75%
>250 (A4)	53	19.00%

The empirical analysis indicates that the company size has a significant impact on workplace inclusion and thus on the disability employment. There are different disability employment policies, labour laws and regulations in many countries to help companies to recruit, retain and promote diversity and inclusion.

The survey also gives an overview of the participating companies. Company size information is based on the number of employees. The result of the survey shows that most companies

surveyed - 43.37% - have less than 11 employees, 26.88 % have between 11 to 50 employees, 10.75% have 51-250 employees, and 19% of all companies have more than 250 employees.

**Figure 3.** Q.2. Company Sector



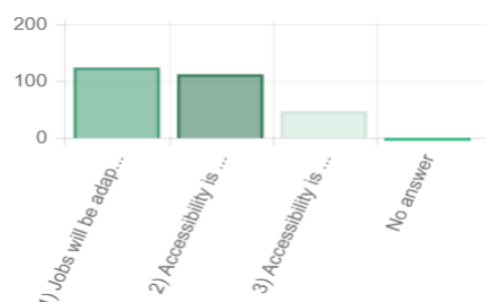
Answer	Count	Percentage
Private (A1)	203	72.76%
Public (A2)	76	27.24%

The results show that 72.76% of the participating companies are in the private sector, while 27.24% are from the public sector.

According to the UN Convention on the Rights of Disabled, it is obligatory to employ disabled workforce. In the private sector, companies employing 50 or more employees, have to employ more than 3% disabled people based on the total number of employees. Recent studies indicate that public sector companies are more likely to recruit disabled people than private sector as a role of social obligation.

- **Accessibility in the Company**

**Figure 4.** Q.3. Do you consider accessibility when setting up workplaces or have adapted the workplace due to the employment of a disabled person?





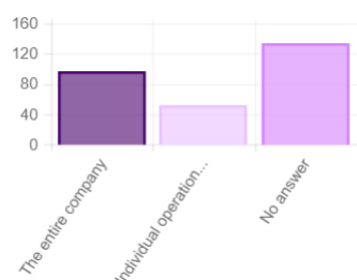
Answer	Count	Percentage
1) Jobs will be adapted when people with disabilities are employed (A1)	122	43.73%
2) Accessibility is taken into account regardless of the employment of a specific person (A2)	111	39.78%
3) Accessibility is not considered at all (A3)	46	16.49%

The concept of accessibility refers to the design or the adoption of physical environment, products, services, tools for people with disabilities. It is about making things accessible for people with disabilities. As mentioned before, the European Commission published a proposal for a European Accessibility Act in 2015. The EU countries have an obligation to apply the Act.

On the other hand, accessibility is one of the eight objectives of the European Disability Strategy 2010-2020. The other objectives are participation, equality, employment, education and training, social protection, health and external action.

The table shows that 46 surveyed companies (16.49%) do not consider accessibility. The results indicate that in the remaining surveyed firms, jobs will be adapted when disabled people are employed or accessibility is taken into account. It can be said that companies consider disabled labour force.

**Figure 5.** Q.4.If OPT 3.2. is taken account to which extent do you implement barrier-free designs?



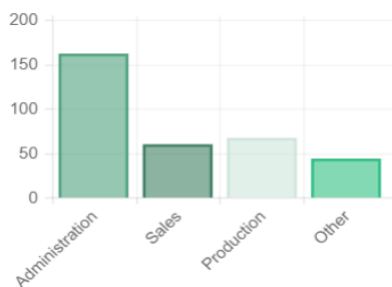
Answer	Count	Percentage
The entire company (A1)	96	34.41%
Individual operation units (A2)	52	18.64%
No answer	131	46.95%

This survey question is based on the previous question. With 46.95%, almost half of the investigated companies have no answer on implementation of barrier-free designs. The remaining, 96 companies (34.41%), implement barrier free designs in the entire company. Another 52 companies, - in total 18.64%, implement accessible designs in individual operation units.

The term “barrier-free design” is often used interchangeably, and usually refers to “building for all”, making the environment fully accessible for everyone. The Council of Europe has published a brochure on accessibility and adaptation of buildings for disabled people. Six approaches are determined as main objectives. They are:

- Integrated solutions,
- Building for everyone,
- Accessibility charts for existing areas to determine specific criteria for evaluating accessibility.
- Monitoring to evaluate solutions,
- Integration in architectural education,
- International co-operation (Council of Europe, 2004).

**Figure 6.** Q.4.1. If you have implemented barrier-free designs, in which area they are used?

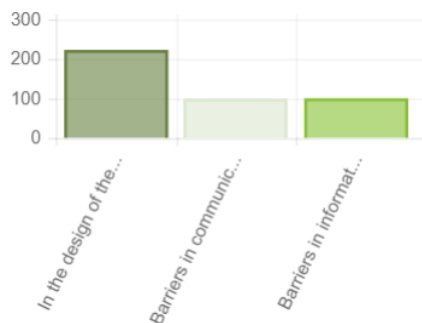


Answer	Count	Percentage
Administration (SQ001)	159	56.99%
Sales (SQ2)	59	21.15%
Production (SQ3)	66	23.66%
Other	44	15.77%

The table shows that more than half of the surveyed companies, 159 companies (57%), implemented barrier-free designs in administration areas, about 24% (66 companies) in production areas, and 59 companies (21.15%) in sales ones. Finally, the remaining have implemented barrier-free designs in other areas of the companies such as common areas, restaurant, cafés, restrooms, academic units, marketing departments, or only at the entrance of the company.

Most empirical studies indicate that the companies have implemented barrier-free design in administrative areas.

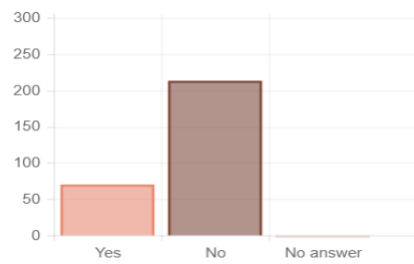
**Figure 7.** Q.5. In which areas do you consider accessibility?



Answer	Count	Percentage
In the design of the building Structural barriers Steps, thresholds, too narrow door widths, lack of lighting, etc. High sidewalk edges, steps, missing guidance system, etc. (SQ001)	221	79.21%
Barriers in communication Texts in a complicated language, lack of translation in sign language (SQ2)	95	34.05%
Barriers in information and communication technology (e.g., Internet) Insufficient colour contrast, missing text alternatives, etc. (SQ3)	96	34.41%

The result of the survey indicates that most surveyed companies, 221 companies (79.21%), consider accessibility in the design of the building to reduce structural barriers such as steps, lack of lighting and thresholds. The remaining surveyed companies (about 34%) consider both barriers in communication (e.g. sign language), and information and communication technologies. It can be said that the results of the surveyed question are quite parallel with other empirical studies.

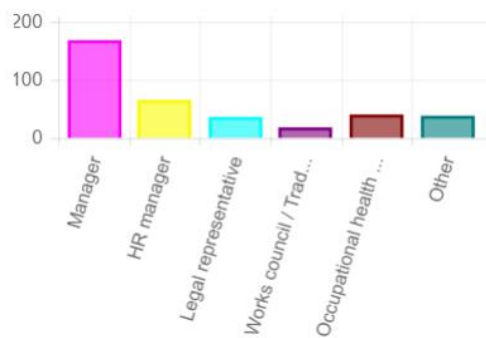
**Figure 8.** Q.6. Does your company have a trustee for the disabled employee(s)?



Answer	Count	Percentage
Yes (Y)	69	24.73%
No (N)	210	75.27%

An interesting fact is that 210 surveyed companies do not have a trustee for the disabled employees, while only about one-fourth of all surveyed companies have trustees for the disabled labour force.

**Figure 9.** Q.7. Who deals with accessibility in your company?



Answer	Count	Percentage
Manager (SQ001)	164	58.78%
HR manager (SQ2)	65	23.30%
Legal representative (SQ3)	36	12.90%
Works council / Trade union representative (SQ4)	17	6.09%
Occupational health and safety representative (SQ5)	39	13.98%
Other	38	13.62%

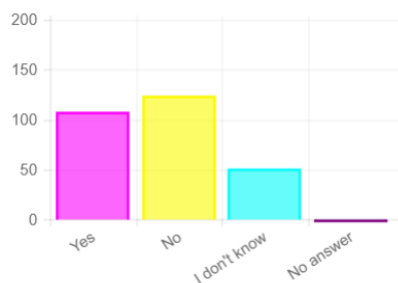
\*multiple answers.

The table in this multiple answer question shows that in more than half of the surveyed companies, 164 in total (almost 59%), the manager deals with accessibility, while HR managers take care of the issue in 65 companies. The following staff in companies is also dealing with issues towards disabilities: legal representative (in 36 companies, almost 13%), occupational health and safety representative (in 39 companies, almost 14%), and in a very limited number of surveyed firms (17 in total) the work council or trade union representative. In fact, the remaining surveyed companies mentioned others like facility managers, the owner of the company, the board or department for disabled people, secretary, social services department, internal employees which deals with accessibility. However, in some surveyed companies no one is responsible for accessibility. The results of the question also indicate that there might be more than one person/board/department that deals with accessibility or disabled employees in the respective work place.

The empirical studies in literature indicate that usually the owner of the company or the HR manager deals with accessibility in SMEs while more than one person or department share the responsibility on the issue of accessibility in larger companies.

### Training / Workshop / Workshop on Accessibility

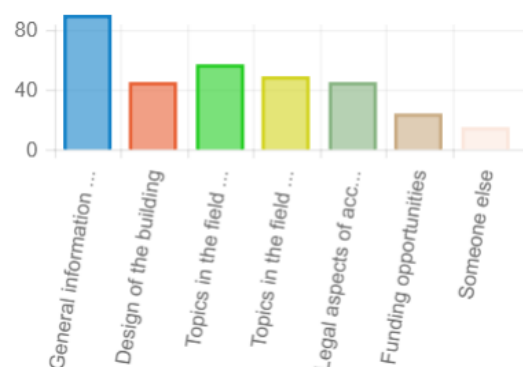
**Figure 10.** Q.8. Have you or anyone else in your company participated in an accessibility training or workshop over the last 5 years?



Answer	Count	Percentage
Yes (A1)	107	38.35%
No (A2)	121	43.37%
I don't know (A3)	51	18.28%

The table shows that no one participated in an accessibility workshop or training in nearly half of the surveyed companies, (121 companies, 43.37% of all), while in a very close number of companies (107 companies, 38.35%) there are employees who attended workshops or trainings on accessibility. In fact, 51 respondents do not know whether colleagues participated in workshops or trainings.

**Figure .11.** Q.9. If yes, what was the topic of these trainings or workshops? (multiple answers)



Answer	Count	Percentage
General information about accessibility (A1)	89	31.90%
Design of the building (A2)	44	15.77%
Topics in the field of communication (A3)	56	20.07%
Topics in the field of information and communication technology (e.g., Internet) (A4)	48	17.20%
Legal aspects of accessibility (A5)	44	15.77%
Funding opportunities (A6)	24	8.60%
Someone else (A7)	15	5.38%

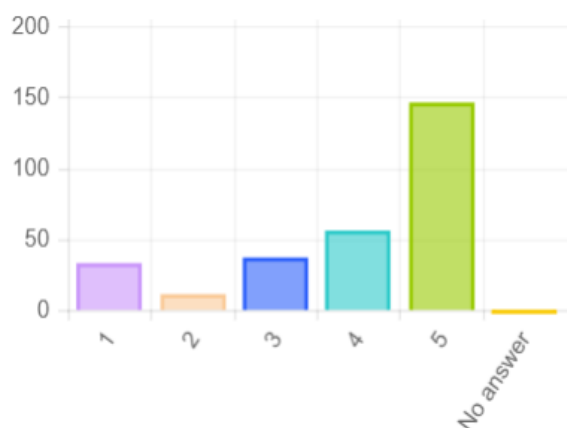
The above mentioned multiple-answer question Q.9. is based on the previous question. The table indicates the topic of accessibility trainings/workshops, that the employees of the surveyed companies attended, are more on general information about accessibility with almost 32%. 20.07% are dealing communication, 17.2% with communication and information technology, almost 16% design of the building and legal aspects and funding opportunities of accessibility.

**The below mentioned tables and findings are based on the Question.10.**

As previously mentioned accessibility is a broad concept. The aim of this question is to determine the level of importance of different aspects of accessibility which are raising awareness, web accessibility, sign language, infrastructural measures, workplace innovation and support tools, people with learning difficulties and legal aspects.

**Figure 12.Q.10.** What might be important topics for you when it comes to accessibility?

(Raising Awareness on Disability)



Answer	Count	Percentage	Sum
1 (1)	33	11.66%	15.55%
2 (2)	11	3.89%	
3 (3)	37	13.07%	13.07%
4 (4)	56	19.79%	
5 (5)	146	51.59%	71.38%
<b>Sum(Answers)</b>	<b>283</b>	<b>100.00%</b>	<b>100.00%</b>

\* 1=Least Important, 2=Somewhat Important, 3=Important, 4=Very Important, 5=Most Important

\*\*Arithmetic mean 3.96

\*\*\*Standard deviation 1.36

The table shows the level of importance of the raising awareness on disability. The results show that half of the surveyed companies, about 51.59%, indicate that the “raising awareness on disability” is the most important topic on accessibility.

**Figure 13.Q.10.** What might be important topics for you when it comes to accessibility?  
(Web Accessibility)



Answer	Count	Percentage	Sum
1 (1)	35	12.54%	20.07%
2 (2)	21	7.53%	
3 (3)	60	21.51%	21.51%
4 (4)	72	25.81%	
5 (5)	91	32.62%	58.42%
<b>Sum(Answers)</b>	<b>279</b>	<b>100.00%</b>	<b>100.00%</b>

\*

1=Least Important, 2=Somewhat Important, 3=Important, 4=Very Important, 5=Most Important



\*\*Arithmetic mean 3.59

\*\*\*Standard deviation 1.34

The table shows that the level of importance of the web accessibility as a concept of accessibility. The results indicate that web accessibility is the most important topic for almost 33% (91 companies), 25.81% think it's very important (72 companies), 21.51% consider it as important (60 companies), 7.53% somewhat important (21 companies), and 12.54 % (35 companies) see it as a least important topic.

**Figure 14.Q.10.** What might be important topics for you when it comes to accessibility?

(Sign Language)



Answer	Count	Percentage	Sum
1 (1)	47	16.85%	27.60%
2 (2)	30	10.75%	
3 (3)	58	20.79%	20.79%
4 (4)	61	21.86%	
5 (5)	83	29.75%	51.61%
Sum(Answers)	279	100.00%	100.00%

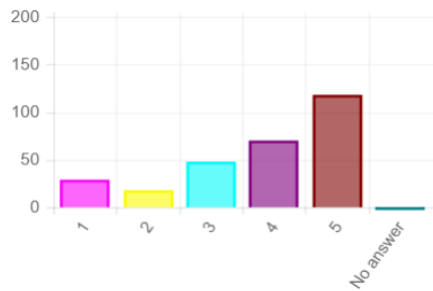
\* 1=Least Important, 2=Somewhat Important, 3=Important, 4=Very Important, 5=Most Important

\*\*Arithmetic mean 3.37

\*\*\*Standard deviation 1.44

The table shows the level of importance of sign language as a concept of accessibility. The results indicate that sign language is the most important topic for almost 30% (83 companies), 21.86% think it is very important (61 companies), 20.79% see it as important (58 companies), 10.75% somewhat important (30 companies), and 16.85 % (47 companies) consider it as a least important topic.

**Figure 15.Q.10.** What might be important topics for you when it comes to accessibility?  
(Infrastructural Measures on Accessibility)



Answer	Count	Percentage	Sum
1 (1)	29	10.39%	16.13%
2 (2)	16	5.73%	
3 (3)	47	16.85%	16.85%
4 (4)	70	25.09%	
5 (5)	117	41.94%	67.03%
Sum(Answers)	279	100.00%	100.00%

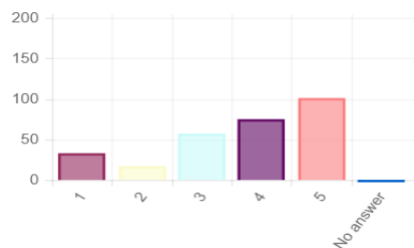
\* 1=Least Important, 2=Somewhat Important, 3=Important, 4=Very Important, 5=Most Important

\*\*Arithmetic mean 3.81

\*\*\*Standard deviation 1.32

The table shows the level of importance with regard to the infrastructural measures on accessibility. The results indicate that infrastructural measures are the most important topic for almost 42% (117 companies), 25.09 % are of the opinion it is very important (70 companies), 16.85% consider it as important (47 companies), 5.73% somewhat important (16 companies), and 10.39 % (29 companies) think it is a least important topic to deal with.

**Figure 16.Q.10.** What might be important topics for you when it comes to accessibility?  
(Workplace Innovation and Supporting Tools)



Answer	Count	Percentage	Sum
1 (1)	33	11.83%	17.56%
2 (2)	16	5.73%	
3 (3)	56	20.07%	20.07%
4 (4)	75	26.88%	
5 (5)	99	35.48%	62.37%
Sum(Answers)	279	100.00%	100.00%

\* 1=Least Important, 2=Somewhat Important, 3=Important, 4=Very Important, 5=Most Important

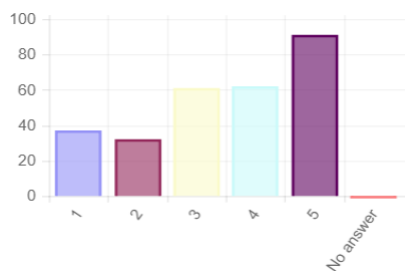
\*\* Arithmetic mean 3.69

\*\*\*Standard deviation 1.32

The table shows that the level of importance of supporting tools which cover information and technology for disabled people as a concept of accessibility. The results indicate that workplace innovation and supporting tools are the most important topic for almost 36% (99 companies), 26.88% think it is very important (75 companies), 20.07% consider it as important (56 companies), 5.73% believe it is somewhat important (16 companies), and for 11.83 % (33 companies) it is a least important topic.

**Figure 17.Q.10.** What might be important topics for you when it comes to accessibility?

(People with Learning Difficulties)



Answer	Count	Percentage	Sum
1 (1)	37	13.26%	24.73%
2 (2)	32	11.47%	
3 (3)	61	21.86%	21.86%
4 (4)	61	21.86%	
5 (5)	88	31.54%	53.41%
Sum(Answers)	279	100.00%	100.00%

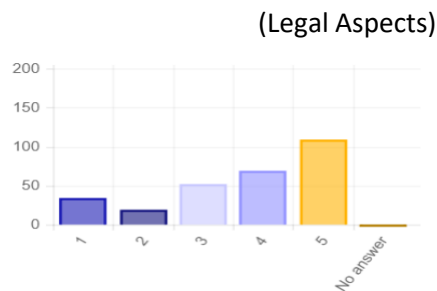
\* 1=Least Important, 2=Somewhat Important, 3=Important, 4=Very Important, 5=Most Important

\*\* Arithmetic mean 3.49

\*\*\*Standard deviation 1.38

The table shows that the level of importance of people with learning difficulties as a concept of accessibility. The results indicate that people with learning disabilities is the most important topic for almost 32% (88 companies), 21.86% (61 companies) think this issue is very important and also important 11.47% somewhat important (32 companies), and 13.26 % (37 companies) least important.

**Figure 18.Q.10.** What might be important topics for you when it comes to accessibility?



Answer	Count	Percentage	Sum
1 (1)	34	12.19%	19.00%
2 (2)	19	6.81%	
3 (3)	52	18.64%	18.64%
4 (4)	69	24.73%	
5 (5)	105	37.63%	62.37%
Sum(Answers)	279	100.00%	100.00%

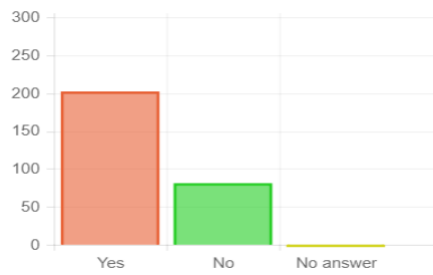
\* 1=Least Important, 2=Somewhat Important, 3=Important, 4=Very Important, 5=Most Important

\*\*Arithmetic mean 3.71

\*\*\*Standard deviation 1.36

The table shows that the level of importance of the legal aspects of accessibility. The results indicate that legal aspect is the most important topic for almost 38% (105 companies), 24.73% very important (69 companies), 18.64 % important (52 companies), 6.81% somewhat important (19 companies), and 12.19 % (34 companies) least important topic on accessibility for surveyed companies.

**Figure 19.** Q.11. If you took part in an official accessibility training course, would you like to receive a certificate (like ISO 17024) after completing the training course?



Answer	Count	Percentage
Yes (Y)	198	70.97%
No (N)	81	29.03%

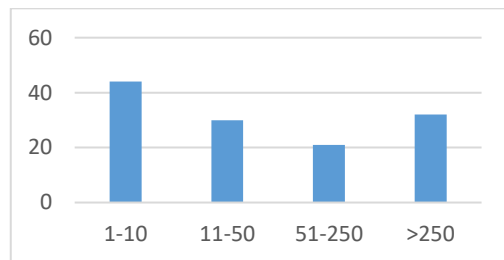
Finally, the last question asks the surveyed companies whether they would like to receive a certificate (like ISO 17024) or not after completing a training course on accessibility. The results show that almost two-third of the surveyed companies (71% in all) would like to receive a certificate, while the remaining participants do not prefer to get a certificate.

## 4.2. Interviews

The interviews included a sample of 127 participants (20 Turkey, 19 Greece, 19 Austria, 22 Italy, 27 Finland, 12 Spain, 4 Bulgaria, 4 Czech Republic) who were asked to complete the qualitative questions. The requirements for considering a sample as completed is that all 14 questions are filled out. The interview results are provided in six languages (English as a base language, German, Turkish, Italian, Finnish, and Greek).

- **General Information About the Company**

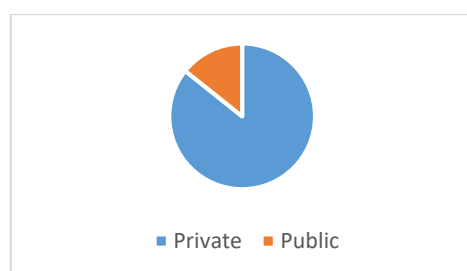
**Figure 20.** Q.1. Company Size Number of Employees?



Company size.	Count	Percentage
1-10	44	34,65
11-50	30	23,62
51-250	21	16,54
>250	32	25,20

The interviews give an overview of the participating companies. Company size information is based on the number of employees. The results of the interviews show that most companies 34.65 % have less than 11 employees, 23.62 % have between 11 to 50 employees, 16.54% have 51-250 employees, and 25.2 % of all companies have more than 250 employees.

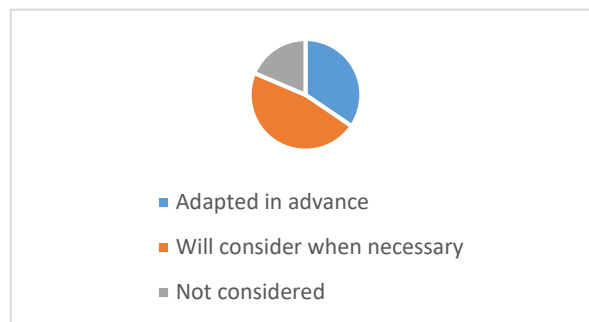
**Figure 21.** Q.2. Company Sector



Sector	Count	Percentage
Private	108	85,71
Public	18	14,29

The results show that 85.71 % of most participating companies are in the private sector, while 14.29% in public sector.

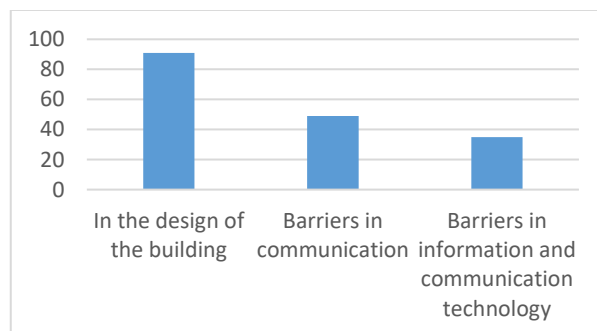
**Figure 22.** Q.3. Do you consider accessibility when setting up workplaces or have adapted the workplace due to the employment of a disabled person?



	Count	Percentage
Adapted in advance	39	34,51
Will consider when necessary	53	46,90
Not considered	21	18,58

The table shows that 21 interviewed companies (18.58%) do not consider accessibility, while most firms (46.9%) consider accessibility as necessary.

**Figure 23.** Q.5. In which areas do you consider accessibility?



	Count	Percentage
In the design of the building	91	52,00
Barriers in communication	49	28,00
Barriers in information and communication technology	35	20,00

This interview question is based on the previous question. With 52%, more than half of interviewed companies consider accessibility in the design of the building. The remaining,

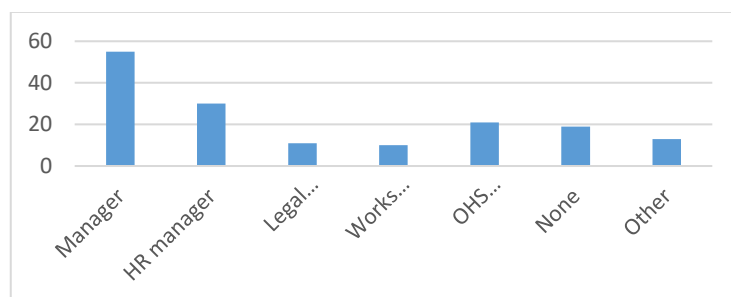
49 companies (28%), implement barrier free designs in their communication. Another 35 companies, 20% of all, implement accessible information and communication technologies.

**Figure 24.** Q.6. Does your company have a trustee for the disabled employee(s)?

	Count	Percentage
Yes	24	20,69
No	91	78,45
I don't know	1	0,86

The interesting point is that most of the 91 interviewed companies have no trustee for the disabled employees, while 24 companies have trustee for the disabled labour force.

**Figure 25.** Q.7. Who deals with accessibility in your company?



	Count	Percentage
Manager	55	34,59
HR manager	30	18,87
Legal representative	11	6,92
Works council	10	6,29
OHS representative	21	13,21
None	19	11,95
Other	13	8,18

The table in this multiple answer question shows that in 55 companies (almost 35%) the manager deals with accessibility, while HR manager deal with the topic accessibility in 30 companies. Others, who are dealing with accessibility are legal representative (in 11 companies, almost 7%), occupational health and safety representative (in 21 companies, 13.21%), and in 10 firms work council or trade union representative. However, in 19 companies no one is responsible for accessibility.



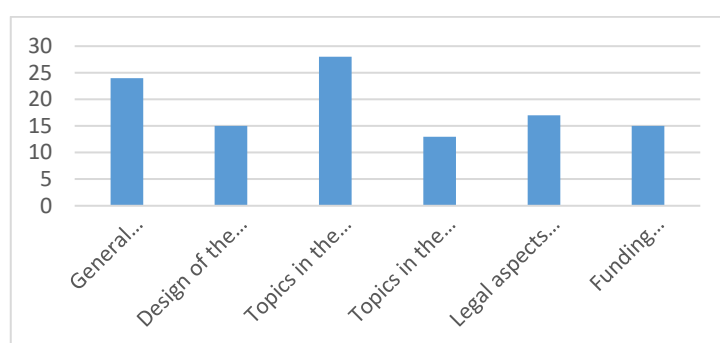
## Begin: Training / Workshops / Workshops on Accessibility

**Figure 26.** Q.8. Have you or anyone else in your company participated in an accessibility training or workshop over the last 5 years?

	Count	Percentage
Yes	28	25,45
No	79	71,82
I don't know	3	2,73

The table shows that no one participated in an accessibility workshop or training in nearly half of the surveyed companies (79 companies, almost 72% of all), while in 28 companies, 25.45 % employees attended workshop or trainings on accessibility. In fact, 3 respondents do not know whether someone participated in any workshop/trainings or not.

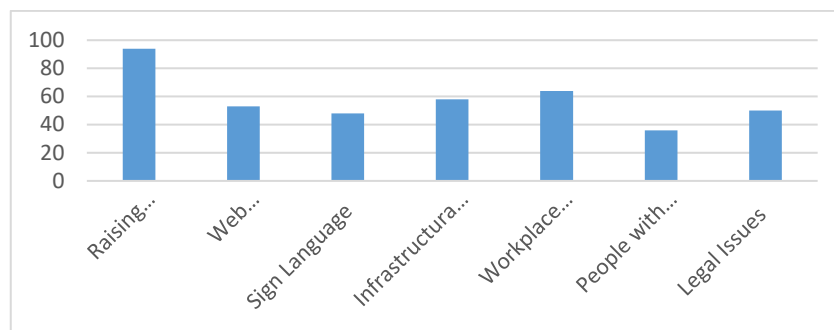
**Figure 27.** Q.9. If yes, what was the topic of these trainings or workshops? (multiple answers)



	Count	Percentage
General information about accessibility	24	21,43
Design of the building	15	13,39
Topics in the field of communication	28	25,00
Topics in the field of information and communication technology	13	11,61
Legal aspects of accessibility	17	15,18
Funding opportunities	15	13,39

The above mentioned multiple-answer question, Q.9. is based on the previous question. The table indicates the topics of accessibility trainings/workshops the employees of the surveyed companies attended, are first and foremost about some general information about accessibility (21.43%), 25% dealt with communication, 11.61% focused on communication and information technology, almost 13.39% on the design of the building, 15.18% covered legal aspects and 13.39% addressed funding opportunities of accessibility.

**Figure 28.Q.10.** What might be important topics for you when it comes to accessibility?



	Count	Percentage
Raising awareness on accessibility	94	23,33
Web accessibility	53	13,15
Sign Language	48	11,91
Infrastructural measures on accessibility	58	14,39
Workplace innovation and support tools for people with disabilities	64	15,88
People with learning difficulties	36	8,93
Legal Issues	50	12,41

The table shows the level of importance regarding the raising awareness of disability. The results show that 23.33% of the participants indicate that the “raising awareness on disability” is the most important topic when it comes to accessibility. The other topics concerning accessibility have the following percentages: 15.88% Workplace innovation and support tools for people with disabilities, 14.39% infrastructural measures on accessibility, 13.15% web accessibility, 12.41% legal issues, 11.91% sign language, and with 8.93% people with Learning difficulties.

**Figure 29.** Q.11. If you took part in an official accessibility training course, would you like to receive a certificate (like ISO 17024) after completing the training course?

	Count	Percentage
Yes	88	69,29
No	39	30,71

Question 11 asks the companies whether they would like to receive a certificate (like ISO 17024) or not after completing an official accessibility training course. The results show that almost two-third of the surveyed companies (almost 70% in all) would like to receive a certificate, while the remaining participants do not prefer to get a certificate.

## Begin: Methodology / Didactics

**Figure 30.Q.12.**In the implementation of the training course, different learning arrangements will be used.

	Classroom	Self-study	Online	Mixed form
Raising awareness on accessibility	49	10	28	38
Web accessibility	37	6	35	27
Sign Language	54	2	23	25
Infrastructural measures on accessibility	30	3	15	14
Workplace innovation and support tools for people with disabilities	37	7	26	35
People with learning difficulties	41	5	22	30
Legal Issues	37	7	30	28

- *Classroom Learning: Learning in the classroom / seminar room*  
*Self-learning: Independent learning of the curriculum by means of scripts, various documents*  
*Online learning: Learning on the computer with direct communication to the trainer.*  
*Local Unbound not time unbound*  
*Mixed form: combination of different forms of teaching and learning.*

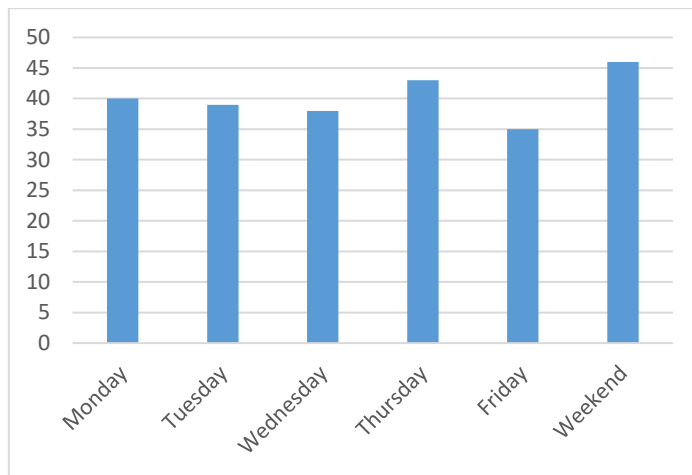
The last three questions investigated the methodology and didactic of the training course. The result of the question 12 indicates that respondents do not prefer a self-study approach and most of them prefer to have so called f2f sessions.

**Figure 31.Q13.**Should the training course be carried out in one part or should the individual modules be divided?

	Count	Percentage
In one part	29	24,37
Divided into different weeks	45	37,82
Block courses	45	37,82

The table shows the course scheduling. The participants(almost 38%) argued in favour of dividing the course into different weeks or having blocked

**Figure 32.Q14.**If the course should be divided into different weeks or blocks, which days are particularly suitable for you to participate in these courses in terms of f2f and online lessons? (time-bound)



	Count	Percentage
Monday	40	16,60
Tuesday	39	16,18
Wednesday	38	15,77
Thursday	43	17,84
Friday	35	14,52
Weekend	46	19,09

Finally, the last interview question looked into the preferred days for a training course. The results show that most participants with almost 20% prefer weekends to attend the course.

## **CHAPTER.5. CONCLUSION AND SUGGESTIONS**

The analysis provides an overview of the current situation on workplace inclusion in the partner countries and should be a useful back-up to develop respective training courses.

The content of the training course is inline with the European Disability Strategy 2010-2020. The objectives of the strategy are accessibility, participation, equality, employment, education and training, social protection, health, external action. The analysis revealed the following course content: raising awareness of disability, web accessibility, sign language, infrastructural measures on disability, people with learning disabilities, and legal aspects. The results show that more than half of the respondents (51.56%) indicate that raising awareness might be the most important topic whereas sign language (30.4%) might be the least important topic.

Finally, and most notably, the results of the analysis indicate that raising awareness is the most crucial tool for workplace inclusion.

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## **APPENDIXES**