Accessibility and Inclusion Plan

2021-2023
Today, more than one billion people around the world are living with a disability, including EY people, clients, and prospective recruits. Furthermore, eighty percent (80%) of people with a disability acquire it between the ages of 18 years and 64 years — their prime working years.

EY is committed to establishing a workplace where all people can feel they belong, where their uniqueness is celebrated, and where they can do their best work.

EY has a long history as an inclusive employer. EY’s co-founder Arthur Young trained as a lawyer, yet after losing much of his eyesight and becoming deaf, he could no longer practice courtroom law. He turned to the emerging profession of accounting, which offered opportunities to use his skills in new ways. It was his disability that drove him to innovation and entrepreneurship, which remain the cornerstones of the organisation today.

I am proud to have been a member of our Oceania Executive Leadership Team that in 2018, approved our first-ever Accessibility and Inclusion Plan. Announced by Tony Johnson as our CEO — an ambitious strategy to elevate disability inclusion at EY. Since then, the organisation have a long way in establishing an inclusive working environment. Most notably, EY became a global signatory to the Valuable 500, a coalition of the world’s most influential businesses who are igniting systemic change by unlocking the business, social and economic value of people with disabilities everywhere. I was particularly proud to see the launch of Switched On this year, an EY Australia Autism Employment Program, as part of a partnership with Sydney University. I’m immensely proud of all the work accomplished and this is an opportunity to push the agenda further still, to establish EY as a workplace free from barriers and structural inequality, where everyone may reach their full potential.

I look forward to where this next stage may lead, as EY welcomes more diverse talent and to seeing the impacts of some of our highly anticipated, future-focused programs as they reach maturity.
EY Ability Network

“...

The role of the EY Ability Network is to elevate disability inclusion and ensure accessibility in the workplace, recognising the contribution that all EY people can bring to the world. It is a network for carers and family members of people with disabilities, EY people living with disabilities, as well as allies who support disability inclusion in the EY workplace and communities.

There are currently over 600 EY Oceania Ability Network Members and the network welcomes any EY person who would like to show support for access inclusion. Over the past three years, the network has seen membership increase and activities and engagement grow, with the aim of continuing to build even more disability awareness and inclusion.

Patrick Medd & Paul Scantlebury, EY Ability Network Co-Leads
Achievements

At a global level
EY IS A MEMBER OF THE VALUABLE 500 showing commitment to putting disability on the board agenda

EY has reviewed its recruitment process with the Australian Network on Disability (AND) to ensure it is accessible for all.

EY actively encourages applications from those with a disability and works with them to identify any workplace adjustments they may need as they progress through the hiring process.

EY teams delivered training in partnership with AND on creating ACCESSIBLE LEARNING ENVIRONMENTS

EY commenced a pilot AUTISM RECRUITMENT PROGRAM in 2021 as part of a partnership program with University of Sydney.

EY works with specific organisations to create pipelines of candidates with a disability both at the lateral hire and campus recruitment level.

EY has supported talented individuals with disabilities through VACATIONER AND GRADUATE PROGRAMS

EY sent representatives from the recruitment team to attend events at universities for students with a disability, including joining panels at both Monash and Swinburne Universities.

IN COLLABORATION WITH THE (AND) EY has completed a review of internal recruitment and onboarding processes to identify opportunities for enhancing accessibility. The findings of this report form the basis of the focus of ongoing improvement planning.

2021 an intern joined EY through the Vision Australia graduate program.

For lateral hires, EY now advertises roles on EMPLOYABLE ME a platform created by APM to connect employers with potential candidates with a disability.

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FOLLOWING THE DELIVERY OF THE FIRST SERIES OF AUSLAN CLASSES IN THE EY PERTH OFFICE, the 8-week course has since been rolled out across the Sydney, Melbourne and Auckland offices; and is now available to all people across Oceania.

TARA ULRICH EY Perth Ability Network Leader was awarded the EY Lynne Sutherland Future Leader Award, in part, for her contributions to this innovative program.

In FY19, Ernst & Young, New Zealand (EY New Zealand) worked with Be. Accessible to onboard two interns with accessibility needs, both of whom have progressed to permanent roles. This program continued in FY20, with 17 team members volunteering to provide professional mentoring to other Be. Accessible program participants.
## COMMITMENTS

**EY delivers an inclusive employment journey to all its people**

<table>
<thead>
<tr>
<th>FOCUS AREA</th>
<th>GOALS</th>
<th>TIMEFRAME</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recruitment</strong></td>
<td>Continue to promote EY as an inclusive employer by sharing employees’ stories and ensuring potential candidates are aware of its AIP commitments and disability inclusion initiatives.</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Utilise the US Neurodiversity Centre of Excellence’s resources and learnings to enhance EY people’s capability around recruiting and empowering neurodiverse talent</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Update FP140 Recruitment policy to outline EY’s commitment to ensuring its recruitment and selection practices remain accessible for all</td>
<td>Year 1 - 2021</td>
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<tr>
<td></td>
<td>Develop training on best practices for hiring candidates with a disability. Provided training ‘on demand’ for those involved in the recruitment process. This training should include additional reference support documents and resources.</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td></td>
<td>Help to ensure that all candidates are asked about their adjustment requirements at every stage of the recruitment process and that this is embedded as part of the formal process.</td>
<td>Year 1 - 2021</td>
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<tr>
<td></td>
<td>Pilot neurodiversity recruitment program in partnership with University of Sydney across interested service lines.</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td></td>
<td>When presenting candidates with a disability, ensure they are advocated for by a Disability Champion, Partner level, throughout the recruitment process. Where candidates have a relevant skill set, they will be maintained within a talent pool.</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td></td>
<td>Yearly review of the accessibility and inclusivity of EY Oceania recruitment practices including analysis of the progress of candidates with a disability who have chosen to disclose. This review should incorporate the views of people with a lived experience of disability and summarised information utilised to inform and improve policy and processes.</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td><strong>Learning and Development</strong></td>
<td>Participant invites request adjustment requirements and individual needs are catered for in each program</td>
<td>Year 1 - 2021</td>
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<tr>
<td></td>
<td>Talent Development team continues to attend training annually to identify and understand adjustment requirements in our learning programs</td>
<td>Year 1 - 2021</td>
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<td></td>
<td>Leverage support and consultation of our Ability Network when planning learning and development, as required</td>
<td>Year 1 - 2021</td>
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<tr>
<td></td>
<td>Develop a standard process for incorporating accessibility elements into face-to-face learning events (delivered internally and externally) and review this annually</td>
<td>Year 2 - 2022</td>
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<tr>
<td></td>
<td>All newly created learning materials are provided in an accessible format and mandatory training programs are updated to ensure they are accessible to professionals with disability Scoping required</td>
<td>Year 3 - 2023</td>
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<tr>
<td></td>
<td>Mandatory training programs are reviewed to ensure they are accessible to professionals with disability</td>
<td>Year 3 - 2023</td>
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<tr>
<td></td>
<td>Identify and manage exceptions to the mandatory training curriculum to ensure an inclusive approach to training</td>
<td>Year 3 - 2023</td>
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<tr>
<td></td>
<td>Develop a standard process for incorporating accessibility elements into virtual learning events (delivered internally and externally) and review this annually</td>
<td>Year 3 - 2023</td>
</tr>
<tr>
<td><strong>Career and leadership development</strong></td>
<td>Disability awareness content is included in onboarding material and is available on the Talent SharePoint</td>
<td>Year 1 - 2021</td>
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<tr>
<td></td>
<td>Engage the EY Ability Network in the development of initiatives that support the career development of staff with disability</td>
<td>Year 2 - 2022</td>
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<tr>
<td></td>
<td>Explore the development of a mentoring program for EY people with a disability driven by the Ability network</td>
<td>Year 2 - 2022</td>
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<td></td>
<td>Enhance focus of lived experiences of disability in Inclusive Leadership training</td>
<td>Year 2 - 2022</td>
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<tr>
<td></td>
<td>Promote opportunities for EY people to develop their disability confidence, including external mentoring programs with participants who have a disability</td>
<td>Year 3 - 2023</td>
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</table>
## Accessibility and Inclusion Plan 2021-2023

### Focus Area: Workplace Adjustments

<table>
<thead>
<tr>
<th>Goals</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design a robust and clearly articulated workplace adjustments policy utilising insights from the workplace adjustments pilot in 2020, and provide an option for staff to document their requirements for ongoing review</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td>Ensure our people are asked about their adjustment requirements at appropriate stages of their employment journey</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td>Review return to work policies and procedures, and the experience of professionals who acquire injury, illness, or disability</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td>Raise awareness amongst engagement leaders of accessibility and adjustment requirements for our people with disability, when visiting client sites</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td>Actively promote the workplace adjustments guide and procedure</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td>Ensure the physical environment is accessible to EY professionals, clients, and visitors</td>
<td>Year 1 - 2021</td>
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<tr>
<td>Raise awareness of accessibility in our overall property portfolio and progress towards full accessibility</td>
<td>Year 1 - 2021</td>
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<tr>
<td>Develop a workplace adjustments passport for tracking and monitoring workplace adjustments</td>
<td>Year 2 - 2022</td>
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<tr>
<td>Consider how to track the approval process, implementation timeframes, and management of workplace adjustment requests to further inform policy and process improvement</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td>Ensure team are up to date on the latest training on support measures for employees with a disability</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td>Develop a process where workplace adjustments will be accommodated within our agile environment and disability-specific designated seating will be assigned on a needs basis, in consultation with our workplace services team</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td>Develop guidelines (tailored to our client-serving environment) to support frontline staff with accommodating requests for adjustments from clients and other stakeholders with disability</td>
<td>Year 2 - 2022</td>
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### Focus Area: Premises

<table>
<thead>
<tr>
<th>Goals</th>
<th>Timeframe</th>
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<tbody>
<tr>
<td>Focus on technological inclusivity for new office fit-outs</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Develop and implement accessible policies and practices to lead EY property portfolio to full accessibility, and reviewed regularly</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td>Put in place procedures and minimum standards for all client facing and general office spaces in the office fit-outs</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td>Provide training and resources for the property team and external consultants involved in the design process regarding premises accessibility and dignified design</td>
<td>Year 2 - 2022</td>
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### Focus Area: Accessible Technology

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<th>Timeframe</th>
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<tbody>
<tr>
<td>Ensure resources and training regarding the development of accessible ICT are provided to technical ICT staff as part of a formal process</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td>Engage the Ability Network in the design, development, and introduction of an ICT applications process (formal process for applying for accessible technology)</td>
<td>Year 1 - 2021</td>
</tr>
<tr>
<td>Upgrade the commitment stated in EY’s Digital Accessibility Global Policy to achieve WCAG 2.1 AA as a minimum standard, and AAA where feasible. Ensure that this standard is met for all web content, including historical documents</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td>Ensure that EY’s policy for modifying user access is easy to find and understand</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td>Ensure resources to support technical staff working on accessible ICT is current and available on a SharePoint site</td>
<td>Year 2 - 2022</td>
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## Commitments

EY provides an accessible workplace to support its people in focussing on achieving their potential without limitation.
Visibility and communications

**FOCUS AREA**

**GOALS**

- Continue to raise awareness and knowledge of disability and mental health in the EY community, ensuring a diversity of experiences is represented.
- Continue to promote a culture of social inclusion which values diversity, highlighting the contributions of EY people with disability, and their carers.
- Support EY people’s wellbeing by promoting mental health resources, information, and online training.
- Continue to grow, foster and empower the EY Ability Network through inclusive leadership practices and ongoing opportunities to engage with and implement the AIP.
- Work to ensure EY video content is accessible to people with disability, including captioning.
- Provide the EY marketing and events team with training and resources to make events accessible.
- Develop guidelines to further demonstrate our commitment and capabilities.
- Share stories across a range of platforms of successfully implementing workplace adjustments for EY people, including within engagement teams.
- Explore the opportunity to increase visibility and access of The Digital Accessibility Global Policy and associated guidance documents.
- Develop a comprehensive Accessible Communication Policy that covers EY’s internal and external communication and marketing activities (including events and audio-visual media), which might be supported by specific guidelines (including those regarding digital accessibility) for developing accessible and inclusive communication and marketing materials.
- Implement a formal review and feedback process to ensure EY’s communication and marketing material is accessible and inclusive in line with current standards and updated as required.

**TIMEFRAME**

- Ongoing
- Year 2 - 2022
- Year 2 - 2022
- Year 2 - 2022
- Year 3 - 2023

**Commitments**

- Committed leadership team and network
  - Identify and leverage opportunities to educate leaders in the business on employing, empowering, and promoting people with disability
  - Provide updates on progress of the AIP commitments from areas of the business committed to action
  - Raise awareness on the experiences of people working with a disability with Senior Leaders
  - Continue to leverage EY’s best practice initiatives globally, as they relate to disability inclusion
  - Leverage the reach of the Ability Network to progress specific actions under the Accessibility and Inclusion Plan, with the Network encouraged to play a proactive role in consultations on policy, procedure, and strategy
  - Enhance the impact and influence of senior ‘disability champions’ through greater visibility and actions that drive the disability inclusion agenda
  - Consider opportunities for ‘disability champions’ to speak at internal/external events throughout the year on the inclusion of people with disability
  - Enhance collaboration across internal teams to ensure a stream-lined user-centred approach to accessibility for our people
  - Take a strategic approach to further advance the inclusion of people with a disability by forming steering committees where appropriate to deliver on specific projects
  - Consider how to provide formal recognition and reward for counsellor and line managers who display inclusion excellence
  - Ensure that data sourced from engagement and satisfaction surveys are analysed in such a way that provides a clear comparison of the experiences of our people living with a disability

**Leadership and belonging**
## Suppliers and partners

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<td>Suppliers and partners</td>
<td>Meet with other Sustainable Procurement Leaders to discuss and leverage key insights into inclusive procurement practices</td>
<td>Year 1 - 2021</td>
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<tr>
<td></td>
<td>Leverage annual procurement session to update and engage teams on our accessibility commitments</td>
<td>Year 1 - 2021</td>
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<tr>
<td></td>
<td>Review process within procurement to capture consultation requirements</td>
<td>Year 2 - 2022</td>
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<td>Seek suppliers and explore opportunities for identifying and procuring goods and services from suppliers that employ people with disability</td>
<td>Year 2 - 2022</td>
</tr>
<tr>
<td></td>
<td>Review our public Procurement Policy and incorporate an expectation that suppliers and partners publicly commit to access and inclusion of people with disability</td>
<td>Year 2 - 2022</td>
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<tr>
<td></td>
<td>Design a Procurement Framework identifying and prioritising current key supplier contracts against any relevant standards and risk</td>
<td>Year 3 - 2023</td>
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<tr>
<td></td>
<td>Develop a process for ensuring compliance by suppliers and partners regarding our access and inclusion requirements and standards</td>
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<tr>
<td></td>
<td>Ensure a feedback and monitoring mechanism (including the designated owner) is in place to assess the accessibility and continuing compliance for procured products and services at predetermined times in the product (or service) life cycle</td>
<td>Year 3 - 2023</td>
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## Products and Services

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<tr>
<td>Products and Services</td>
<td>Identify champions to progress access and inclusion initiatives and implement accessible policies and practices within our service lines</td>
<td>Year 2 - 2022</td>
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<tr>
<td></td>
<td>Consider how we might source feedback from our clients on the accessibility and inclusiveness of services provided for stakeholders with disability</td>
<td>Year 2 - 2022</td>
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<tr>
<td></td>
<td>Share stories of learnings and success on engagements that have prioritised and improved accessibility</td>
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Disability is a strange thing; simultaneously I often forget I have an 'impairment' and it is a non-issue, yet I am constantly reminded of my limitations from hearing certain things or mishearing people, due to being deaf.

By the same token, I sleep extremely well in luxurious silence each night, but that can be a danger if something is happening around me, for example a house fire. My disability is both a blessing and a potential minefield.

I have been fortunate to have grown knowing my deafness should never be a barrier to achieving great things; deafness is my normal and I’ve never been held back. Unfortunately, that is not the experience for a lot of people with a disability, which is why it is critical organisations like EY continue to develop initiatives like the Accessibility and Inclusion Plan, to provide appropriate support to those who may need it to perform at their best.

Whilst EY does well to speak to disability inclusion, I am quietly confident that of the 100+ EY people in Oceania who identify with having a disability, some would be working in a way that is inefficient. Why? Because most people with a disability do not want to attract attention to it, especially when people with disabilities are perceived as being universally less able to achieve success. If support is not readily forthcoming, whether due to insufficient funding or the numerous layers of bureaucracy, people will not ask for help; they will work inefficiently and not realise their full potential.

Why are disability inclusion and support important and fundamental to the fabric of every EY team? Because when people feel included, valued, and inspired, not viewed with assumed limitation, they perform better. When people and teams perform better, the results speak for themselves.
He is proud to share his experience of being a Respite Carer for two main reasons. Firstly, to show that it is possible and very rewarding to do this role as a Leader at EY, and secondly, to highlight the needs of young people and carers in our community. Being a carer for Patrick is a benefit for him to experience something outside of EY and learn about the support for and achievements of people with different abilities. This also led Patrick to join the Ability Network in Oceania and learn more about how EY can support employees, families and our community.

As a carer, Patrick has learned to see things from many points of view and has realised that the behaviour you see does not always reflect the intent. It requires a lot of patience, empathy and consistency, something he uses at work every day. It has also led him to work with the EY Design Team to ensure that there are clear global design guidelines for accessibility. In his role as Ability Network Co-Chair, he has gained great insight into many disabilities and enjoys the team goal to ensure that everyone at EY feels included, able to be themselves, and have the flexibility and accessibility to perform at their best at work.

Patrick moved from the UK to Australia in 2006 and has made Sydney his home for the last 15 years. He joined a Barnardos training program in 2011 to understand the opportunities for supporting young people and upon the end of the program, realised that the role of Respite Carer was one he felt very connected to. His role at EY is in Global Learning and requires great flexibility in working hours and travel. This worked well with the role of Respite Carer, as his commitment is one weekend every month.

Patrick Medd
Director, Consulting, EY Australia; Barnardos Respite Carer
Zoe was diagnosed with multiple auto-immune diseases nearly a decade ago, including one that restricts the production of healthy red blood cells and their ability to effectively carry oxygen around her body. Her delayed diagnosis left Zoe with many prominent symptoms that will require lifelong treatment. Zoe explains the biggest challenge with her diagnosis was “knowing that you will never be the same person again,” and that “you almost have to grieve your past self and develop a new approach to life.” Symptoms such as extreme fatigue, “brain fog,” and visible tremors in her hands and face, force Zoe to closely manage her lifestyle and stress levels. After accepting and adapting to her condition, Zoe has found this provided a new perspective enabling her to view situations with significantly improved strength and resilience. Zoe’s passion for Diversity and Inclusion drew her to EY due to its positive reputation and visibility of its inclusion strategy. She is the Co-Lead for the EY Ability Network in Sydney and strives to ensure that on every project she is assigned to, everyone is given the same opportunities to shine. After initially feeling she must hide her symptoms to succeed in the workplace, joining EY and the Ability Network provided a “great sense of belonging and acceptance,” allowing her to “focus energy on the requirements of my role instead of trying to hide my condition.” By removing the barriers surrounding disabilities and educating others, Zoe wants to contribute to an environment of acceptance for all and encourage people to bring their “whole self” to work.
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