

GSK: establishing disability confidence as a global priority

GSK believes that efforts to serve customers with disabilities and patients better have to begin in the workplace. As an inclusive company it is able to understand and respond to the needs of patients, healthcare workers and customers, as well as attract, retain and motivate a diverse workforce.

In 2014 GSK formed a **Global Disability Council**, which was backed by the company's Corporate Executive Team and chaired by Roger Connor, President Global Manufacturing & Supply. The Council, which has cross-function representation, uses working groups to examine: the culture and the attitudes of people within the company; policies on procurement and recruitment; and IT systems and facilities. Its aim is to enable GSK, a global company, to become a more disability confident employer.

The specific objectives of the Council are to:

- agree priority areas for action
- translate GSK's disability aspirations into tangible objectives
- measure progress

An important part of the success of the Global Disability Council has been the employee resource

group, the **Disability Confidence Network**, which held its first meeting in February 2015. This is a voluntary, employee-led community – for current employees with and without disabilities – that aims to help everyone feel welcomed and supported throughout the organisation. The network works closely with the Council, publicising and promoting initiatives widely throughout the company.

The Council has been busy in many areas, working on the development of inclusive design principles for GSK products such as new inhaler devices and container bottles for medicines to ensure people with disabilities can use them more easily.

A new workplace adaptations web portal has been introduced – initially in the UK, although it will be made available in other countries – for employees needing advice on how to make their working environment more accessible.

Starting with GSK House London in September 2014, the Council also instigated a review of its Wayfinding workplace signage to ensure the font, colour and positioning of all signs is clear and easily legible.

What GSK has learned so far on the road to disability confidence:

- Listen to employees with disabilities when developing solutions
- In large organisations, functions need to work together to create solutions to ensure people with disabilities feel included
- Change does not happen overnight but small steps can make a big difference

About business disability international



bdi

a unique, global, business-led consortium working to the mutual benefit of business, people with disabilities, and the societies and economies in which businesses operate. It was founded by Barclays, GSK and Infosys, together with Susan Scott-Parker OBE.



bdi enables its member companies to:

diagnose and address the systemic implications of disability on their business as it affects their worldwide customers, colleagues, potential colleagues and wider stakeholders

jointly fund a cost-effective, central resource with unique business-disability experience



bdi does this by asking:

“What does global HQ need to say and do, to enable national leaders to deliver the consistent best practice that, in turn, delivers both business and societal benefit?”



bdi pioneers:

practical business-to-business collaboration, learning and influence, making it easier to deliver worldwide the best practice we brand ‘disability confidence’

Learning directly from disabled people: A toolkit for global business

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