

“All Abilities”

Guidelines towards an inclusive workplace for persons with disabilities



Global All Abilities Toolkit

Our Values in practice

The purpose of this toolkit is to help build a common understanding about disabilities, to break down myths or misconceptions and to highlight challenges associated with disabilities, to help create a globally inclusive and accessible environment for all our stakeholders.

This toolkit is aligned with the World Health Organization's definition of disability as an umbrella term for impairments, activity limitations and participation restrictions:

- An impairment is a restriction in body function or structure
- An activity limitation is a difficulty encountered by an individual in executing a task or action
- A participation restriction is a problem experienced by an individual involved in different life situations



In an ever changing and evolving workplace, we are becoming **more agile** by acting faster through our knowledge and awareness on what we can do to recruit, employ, retain people with disabilities within Alstom and work on improving our accessibility.

The Global All Abilities Toolkit will help us to be **more inclusive** in our policy and practices for people with disabilities. This will lead to us increasing our recruitment and retention of people with disabilities.

We enrich the knowledge of our employees with disability awareness. At the same time, we trust them to be **more responsible** with their actions when interacting with people with disabilities.

Overview

Global All Abilities Commitment

We are committed to comply with any national disability policies or regulations to improve the work life of our employees with disabilities. We are committed to attracting, hiring and retaining people with disabilities and to confidentiality when disability is being disclosed to us by our employees.

Why do we need the Global All Abilities toolkit?

We cannot overlook the talents that people with disabilities can bring to our company. The main barrier to performance at work is not the disability itself , but certain features of the work and of the work environment that could be improved to minimize the impact of the individual 's impairment.

This toolkit provide some guidelines and recommendation for a more inclusive work environment for people with disabilities.

Scope of the Global All Abilities Toolkit

The guidelines are applicable in all Alstom units, taking into account countries legal requirements, local culture and local practices and specific business or job related requirements or constraints.

What are the benefits of the Global All Abilities Toolkit?

1. We are more aware of the different types of visible and invisible disability.
2. We are prepared to react to and act in different situations when interacting with individuals with disabilities.
3. With increased awareness, we are more inclusive in work environment organization .
4. The different etiquettes will help be more responsible in our actions and words.



Hiring Etiquette

The guidelines below provide some tips on what to keep in mind when planning a job interview with a person with a disability.



General tips

1. At the first contact, validate the type of disability with the candidate.
2. Find out if special considerations are needed for the person to physically attend the interview.
3. Inquire if the individual requires assistance.
4. Provide the individual with a comfortable area to fill out any required forms.
5. The job description must be as detailed as possible.



During your interviews

1. Make eye contact.
2. Speak clearly, face forward and avoid covering your mouth.
3. Avoid acronyms and colloquialisms.
4. Request collaboration from the interviewed candidate to understand what their disability is as well as their implications, because typically interviewers are not physicians.
5. Focus on what the person can offer rather than their disability.
6. Do not raise your voice unless requested.
7. Offer your assistance but be ready to hear 'no thank you' from the applicant.
8. If an interpreter is present, always communicate with the candidate, not the interpreter.
9. Offer to hold their bags or what they are holding in a welcoming manner.
10. Shaking with your left hand is acceptable.



Scheduling your Interviews

1. Think of the parking space for the person with the disability and verify that it is near the entrance.
2. Think of restroom accessibility.
3. Inform the candidate of the barriers they might encounter while going to the interview.
4. Anticipate the extra time for their travel.
5. Familiarise the candidate with the names of the employees involved for their interview.
6. Give precise directions.
7. Inform your employees who will be involved in the recruitment process.

Event Planning

Event Planning The guidelines below can help in planning fully inclusive events such as trainings, workshops, customer visits, conferences with key note speakers, events with internal employees or open to external visitors (schools, etc..)



Facilities

1. Make sure the venue is accessible to both public and private transportation.
2. Check for any ramps leading to the entrance and elevator.
3. Make sure the entrances are near the parking lot and conference rooms.
4. Check for accessible bathrooms.
5. Make sure there is enough space beside the table for wheelchair users.
6. Make sure the tables are not too high so that wheelchair users can still use the table.



Invitations

1. Ask attendees of any accessibility requirements.
2. Ask attendees if they are bringing a companion aid.
3. Provide information about transportation:
 - Information about which public transport to take to reach the venue.
 - Information about which routes to take when taking a private transportation.
4. Explain the location of the accessible and general parking in the invitation email.
5. Provide information about your pre-training communications.
 - Flash Photography
 - High frequency sound or music



Presenters, Audio Visuals and Sound System

1. Provide captions in the audiovisuals.
2. Provide a ramp for the wheelchair users to get up on stage.
3. Provide adjustable microphone stands.
4. Check the sound system to avoid high frequency.
 - If needed, please inform the participants so that people wearing a hearing aid can either adjust or temporarily turn off their hearing aid during the high frequency sound.
5. Advise presenters to speak clearly and face forward without covering their mouths.
6. Venues should be evenly lit throughout the event.
7. Make sure to provide comfort breaks so that participants will have an opportunity to move around or use the comfort rooms.



Catering

1. Offer a variety of meal options for people on a special diet.
2. Inform catering staff about people who may need specific assistance when being served.
3. Label the meals clearly so that allergic reactions can be avoided.
4. Ensure that table sizes are appropriate for people of all heights, including people in wheelchairs.

Workplace Etiquette (Visible Disabilities)

Educate ourselves about specific disabilities in our teams.

It is impossible to summarise here what behaviours are most appropriate for all different types of disabilities. Below you can find some tips to keep in mind for some types of disabilities. The general tip is to humbly ask people what their main difficulties are and what do you need to do to support them. You can always get in touch and collaborate with your EHS department, the on-site occupational doctor, and specialised associations.

General tips

- Speak directly at the person with disability.
- Make eye contact.
- Ask the person with disability if they need help.
- Focus on what the person can offer rather than their disability.
- Respect their space and independence.
- Treat them like how you treat any other employee in terms of recognition, goal setting, feedback, etc.



Wheelchair Users

1. When talking with them, make sure you are at their eye level.
2. Walk at the same pace as them and use ramps or slopes in order for them to follow you.
3. Keep in mind to clear their paths of anything that could block them from moving.
4. Do not push their wheelchair without their permission.



Sight Impairment

1. Use a bigger font in order for them to see what is written.
2. Use alternative formats for written materials.
3. Speak directly to the person who is visually impaired.
4. When offering help, extend your hand/arm for them to hold on to.
5. Be precise when giving directions.



Hearing Impairment

1. Speak in a normal and clear voice when talking to them.
2. Use facial expression or body language.
3. Do not cover your mouth when talking.
4. Ask the person to repeat themselves if you do not understand them.
5. When attending a presentation, let them sit near the presenter so that they can hear the presenter properly.

Workplace Etiquette (Hidden Disabilities)



Autism

1. Be explicit about your expectations and explain the unwritten rules of the workplace
2. Try to give your employee clear instructions right from the start about exactly how to carry out each task, from start to finish and help getting into a routine with breaks and lunches.
3. Set up a structured work environment. You can help by working with them to prioritise activities, organising tasks into a timetable for daily, weekly and monthly activities, and breaking larger tasks into small steps.
4. Autistic people can be quite meticulous, and can become anxious if their performance is not perfect. You can help by giving concrete solutions if situations of stress happen



Epilepsy / Seizure Disorder

1. When seizure attacks and the person falls, ensure that their head is protected.
2. After the seizure, ensure them that they have the privacy to compose themselves again.
3. Be cautious of flickering lights as this may cause them to have a seizure.



Multiple Chemical Sensitivity (MCS) and Respiratory Disability

1. Avoid spray-cleaning the area you are in if they are around.
2. Maintain good ventilation in the office.
3. Assign an appropriate area for people who smoke in order for people with MCS and respiratory disability to avoid those areas.



Tourette Syndrome

1. If their Tourette starts to act up and they start to vocalize, have tics or say inappropriate words (ethnic slurs or swearwords) during a conversation, wait for them to finish calmly. Then continue the conversation.
2. Do not laugh at their sudden Tourette attacks.
3. Allow the person to leave the meeting or conversation temporarily to release the build-up urge in a private area.



Learning Disability

1. Be patient when they are being inattentive or distracted.
2. Discuss with them their preferred way to communicate.
3. Be sensitive because there is some information that they may not be able to process as quickly as another individual.
 - This may affect their social skills.
4. Give them positive feedback.
5. Keep a consistent daily schedule.

Inclusive working spaces (part 1)

The guidelines below can serve as a reminder of the key accessibility needs when planning the building or the renovation of working spaces.

For use by General Management, EHS Department, Site Facility Management, Real Estate Department and HR and other relevant functions.



Entrance and Exits

1. When renovating your building or a part of your site, make sure to include in your plans a more accessible entrance or exits.
 - Consider having an automatic sliding door than an automatic revolving or push door.
 - Install ramps to be used by wheelchair or crane users. Make sure these ramps are not blocked.
2. Install doors that can be easily pushed or pulled.
3. Reception areas and counters, interior doors, corridors and, of course, all building facilities must be accessible
4. Interior signals and information signs must be clearly visible to any individual.
5. Lighting, colors and contrasts on walls, floors and doors must be evaluated.
6. Elements that may be entrance obstacles, such as columns, must be properly contrasted.



Smoking Areas

1. Designate different smoking areas away from the entrance or exits.
 - This will make it easier for people with MCS or respiratory disability to enter and exit the office building.
 - This will avoid overcrowding of the entrances and exits which gives more access to wheelchair and crane users.



Ventilation

1. Make sure the ventilation is clean
 - Dirty air ventilation may cause allergic reactions to some employees.
2. Always be sensitive to the office climate.
 - Mishandling the office climate may cause employees to have coughs and colds.



Toilets

1. Make sure that there are accessible toilets available for the person with disability to use.
2. Inside the toilet, install bar handles beside the toilet so the person with disability can hold onto it in order to position themselves properly on the toilet.
3. Make sure there is enough toilet space for wheelchair users to enter and exit the toilet.

Inclusive working spaces (part 2)



Office Space

1. In addition to tailoring the workstation from an ergonomic perspective, workstation accessibility for an employee with a disability must also be ensured, altering facilities so that the employee can perform their duties normally and independently.
2. Furniture should be used by everybody, including persons with reduced mobility, and must be appropriate for the tasks to be performed.
3. Table/desk design must allow the frontal approach of wheelchair users. Furniture location must allow access and mobility by wheelchair users.
4. There should be enough open space around tables/desks and chairs to move around.
5. Provide an easy to access areas with appropriate height for organised equipment, shelves and filling systems.
6. Emergency signage shall include light signs and sound alerts that will be located where employees can easily spot or detect them from all workstations.
7. Make sure to have a wide space hallway in order to give accessibility to wheelchair users.
8. Use different colours for the vertical or horizontal lines including in areas that are elevated.
 - If not possible, use differently textured floor mats to make it easier for the sight impaired employees or visitors to navigate through the office.
9. Also evaluate accessibility in restrooms, stairs and ramps, elevators, dressing rooms, vending machines and to include braille wayfinding covers for the room numbers and conference rooms.



Cafeteria

1. Provide tables and chairs with different heights.
 - This will give more accessibility to those who needs a shorter table.
2. Have enough space for people using walking aids and wheelchairs to move around the cafeteria.
3. Offer assistance to colleagues who needs help on food service.

Disclosure Management

For the use of Human Resources and Managers



Candidate Disclosure

1. Ask the candidate about their ability to perform the task.
 - Everything should be based on the job description.
2. Ask the same questions as those to other candidates.
3. Ask if they need assistance when working.
 - If yes, ask them what type of assistance do they need.
4. Assume that the candidate with disability is possible to accommodate
5. Do not ask about their disability if it does not relate to the job.
6. Have a team that would be available to assist people with disabilities.
7. When onboarding, let the candidate talk about their disability.



During Disclosure

1. Be open-minded and have a positive and constructive attitude.
2. Do not pry on their disability.
3. Actively listen and take notes.
4. Give them time to explain.
5. Treat the information confidentially.
6. Do not make decisions or conclusions based on the disability.

Respect confidentiality

You should keep an employee's disability status confidential unless the employee has made it clear they are happy for the information to be shared. This is particularly relevant regarding invisible disabilities.

Alstom
48, rue Albert Dhalenne
93 482 Saint-Ouen-sur-Seine Cedex –
France
Telephone: +33 1 57 06 90 00

www.alstom.com

ALSTOM
• mobility by nature •