ridi

Recruitment Industry Disability Initiative

AWARDS 2016

WINNERS

# Collaboration, Communication, Confidence

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# Ministerial Foreword

It was a true privilege to attend this year's Paralympics in Rio and witness our athletes' skill and determination. These qualities are not exclusive to world class sports people; they are shared by other disabled people who have learned to overcome barriers every single day.

**PENNY MORDAUNT MP**
Minister of State
for Disabled People,
Health and Work

Earlier this year, a report from the Chartered Institute of Personnel Development (CIPD) found that disabled employees outperformed all other groups in terms of innovation and professional ambition. Individuals with disabilities ranked more highly than any other group in the categories of 'Brings new and innovative ideas' and 'A great desire to develop'.

However, despite the benefits associated with engaging with disabled jobseekers, many are still missing out on a career, a pay packet, the choices and opportunities that a salary brings together with the health benefits of work and meaningful activity; and British business is missing out on the talents, qualities and insights of a huge pool of talent.

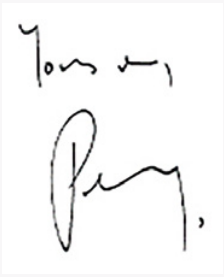
Now in its third year, the Government's Disability Confident campaign is helping make strides in increasing the inclusion of disabled jobseekers. Since 2013, we have put in place policies and processes like further funding for Access to Work and disability employment specialists in local job centres, which have assisted half a million more disabled people into work. That's 3,000 more disabled people enjoying the financial and social benefits which having a career brings every single week.

We have enhanced our Disability Confident initiative so that it is more accessible and collaborative and are also actively encouraging every employer to become a Disability Confident Employer or Leader. However, we can't do this alone.

We need to share best practice and unite all the resources and insight available to us if we are to achieve success in improving the employment opportunities for disabled people across the UK. By working together, and recognising the progress of others, we can help more people into work and ensure they have every opportunity to thrive.

I hope that the stories which you hear tonight inspire you, motivate you to call on others for support and make small changes which have a huge impact on breaking down barriers.

Our nation can only reach its full potential by enabling every individual to reach theirs.



# Foreword by Chair of the Judging Panel

Welcome to the 2016 Recruitment Industry Disability (RIDI) Awards – the event that celebrates commitment to improving the prospects of disabled jobseekers. Since the RIDI Awards were launched in 2014, the number of disabled people in work has climbed by 365,000. Thanks, in no small part, to those in the room this evening, there are now 3.33 million disabled people in employment. However, we still have some way to go.

**KATE HEADLEY**
Director of Consulting,
the Clear Company

Despite the fact that the right to work is recognised in the Universal Declaration of Human Rights, the employment rate for disabled people in the UK has remained below 50% since 2008. That's not to say we're not making progress. What has been made clear from this year's submissions is that the breadth and depth of commitment to the inclusion of disabled professionals continues to increase markedly.

While previous years' entries demonstrated great awareness of the barriers faced by disabled jobseekers, the spread of submissions across this year's categories show that a growing number of organisations are now ramping-up practical and proactive action to aid engagement – and are reaping the rewards.

I'd like to take this opportunity to thank the RIDI team for their tireless work in promoting the awards, as well as our sponsors, judges and entrants – without whom this event would simply not be possible. The standard of entries this year, once again, exceeded expectations and caused a great deal of debate and discussion at the judges' panel. I'm sure that after hearing the stories shared tonight, you will agree that each one is truly inspirational. I hope that they motivate you to start conversations, review your own organisations' recruitment strategies and processes, or share your own successes.

We have long supported the Government's manifesto pledge of halving the employment gap between those with disabilities and those without by 2020. There is no mistaking the fact that assisting 1.2 million more disabled people into work over the next three years is an ambitious target – but we're not afraid of a challenge. The secret to success lies in collaboration. When it comes to getting a million more disabled professionals into work, many hands make light work. If every UK business and private sector organisation hired just one disabled person by 2020, we'd smash through that target - for us to collectively succeed in our mission, you only need to hire one in a million.

The fact you are sat here tonight demonstrates your commitment to making it happen. Thank you for being part of the solution. You are one in a million.

# Driving Change, Sharing Best Practice, Inspiring Others

RIDI's themes throughout 2016 were communication, collaboration and confidence. To celebrate the activities in the industry over the last year, here's a selection of some key highlights in these areas:

## Communication

In February, DWF hosted a showcase event where winners of last year's RIDI Awards shared examples of best practice to help other organisations learn about what they can do to become disability confident and competent, the then Minister for Disabled People, Justin Tomlinson MP, attended.

The Recruitment & Employment Confederation (REC) supported RIDI with a survey of members about companies' attitudes to hiring disabled candidates. While 28% reported there had been progress with clients becoming more open to hiring people with disabilities, the majority said that companies remain 'fearful' of hiring disabled people.

Tom Hadley, RIDI Executive Board Member and Director of Policy & Professional Services at the REC, said:

**"Although some progress has been made in regards to placing people with disabilities, it is clear that there is a huge amount left to do."**

## Collaboration

In July, Eversheds hosted a RIDI debate in the House of Commons, with the support of Carolyn Harris, MP for Swansea East. The debate explored whether it is the responsibility of recruiters, or employers to halve the disability employment gap. The debate concluded that recruiters and employers must collaborate to increase the inclusion of disabled talent.

RIDI has been supporting the Government's Disability Confident campaign throughout the year at a variety of events, including the Disability Confident launch at ITV's studios in MediaCityUK Manchester.

## Confidence

RIDI's One in A Million campaign began at the debate at the House of Commons. To halve the 30% disability employment gap, an additional 1.2 million disabled people, currently not in employment, need to find jobs. The debate closed with 75% of attendees pledging to hire at least one disabled candidate in the next 12 months – positioning them as, 'one in a million'. Watch out for more to follow from this campaign next year.

The year draws to an end at the RIDI 2016 Awards by celebrating best practice and encouraging others to learn from it and grow their disability confidence and competence.

# Our Partners and Sponsors

RIDI and the RIDI Awards are not possible without the ongoing commitment and generosity of our partners and sponsors:

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# Judges Panel

The Recruitment Industry Disability Initiative (RIDI) has one purpose, which is reflected in everything we do - break down the barriers facing disabled people in the recruitment industry. RIDI is flourishing, with more best practice learning events and strategic partnerships than ever before, reaching a broader range of recruiters and employers this year.

Executive Board / Judges: Our thanks go to the Executive Board who have been the driving force and inspiration behind the RIDI Awards 2016.

**PAUL AWCOCK**
Head of Talent Sourcing, Lloyd's

**MELANIE FORBES**
Managing Director, Guidant Group, UK & Europe

**TOM HADLEY**
Director of Policy & Professional Services, REC

**KATE HEADLEY**
Director of Consulting, the Clear Company

**JANET HILL**
Director, Civil Service Disability Inclusion Team

**MARK LOMAS**
Head of Equality, Diversity & Inclusion, HS2 Ltd

**SHARON PEGG**
Group Inclusion & Diversity Manager, Co-Operative Group

**TONY RAMOS**
Diversity & CR Manager, Eversheds

Judges: The judges had a significant task at this year's judging panel with the high calibre of entries. We thank them for the fantastic set of finalists and winners for 2016.

**PAMELA HUTCHINSON**
Head of Diversity & Inclusion EMEA, Bloomberg

**MORGAN LOBB**
CEO, DiversityJobs.co.uk

**DAWN MILMAN-HURST**
CEO, Equal Approach

**BRIDGETTE WILCOX**
Head of Eversheds' International Commercial Team

# This Year's Categories

Our awards recognise that it is often the little things that make the biggest difference and encourage you to inspire others to make those small changes that have worked for you. This year organisations across the private, public and third sectors entered the following 9 categories:

Getting Started

Employers Choice

Agency Choice

Individual Choice

Extending the Reach

Reasonable Adjustments in Recruitment

Disability Confident

Innovation in Assessment

Supply Chain Management

## Judges Award for Greatest Impact

The winning entries from each category were reviewed by the judges to decide which entry made the greatest impact overall.

The judges are looking for:

1. A recruiter or employer of any size which has made the most significant impact in removing barriers and maximising opportunities for disabled talent within the context of the size and influence of their organisation
2. Disability confidence and competence
3. Evidence of impact on the candidate experience

# Congratulations to this Year's Finalists

The RIDI Awards celebrate best-practice in managing disability in the recruitment supply chain. As finalists in this year's awards, the organisations below have been recognised for their commitment to increasing the inclusion of disabled talent.

Blue Badge Company

carillion

Civil Service

equalapproach

FUJITSU

GUIDANT GROUP

KELLY

Kingsley CONSULTING

LLOYD'S

Leonard Cheshire Disability

Manpower

pontoon

Adding to Life pluss

SKANSKA

srg

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Wells Tobias

Remploy Putting ability first

Congratulating the finalists, Kate Headley, Chair of Judging Panel & Director of Consulting at the Clear Company, said:

"The standard of entries this year once again exceeded expectations and caused a great deal of debate and discussion at the judges' panel. What has been made clear from this year's submissions is that the breadth and depth of commitment to the inclusion of disabled professionals continues to increase markedly."

# Getting Started

This award encourages all recruitment agencies to get started on their journey to disability confidence.

The judges were looking for:

1. Support and expertise in place pre and post offer;
2. Timely and effective adjustments as required;
3. Improved candidate/employee experience.

## Winner: **Kelly Services**

"The judges were very impressed with the small but significant steps taken by Kelly Services to help disabled people into work, such as setting up mock interviews to boost the confidence of people looking for work."

**Judges' Comments**

Kelly Services is a recruitment company that is passionate about helping more people with a disability to gain employment and have a good candidate experience, from start to end.

The team at Kelly Services have worked with a number of organisations to help disabled people who are looking for work and over the past 12 months the company has placed a small number of disabled people in employment with Kelly Services.

Throughout this process, the company has undertaken a series of small but important steps that have removed barriers to employment and grown the disability confidence of individuals and the candidate experience.

The company has also joined the Disability Confident scheme to make a difference to the candidate and employee experience in future, in order to help build on its initial work to achieve disability confidence.

## Highly Commended: **Wells Tobias**

**"The company has undertaken a highly commendable candidate survey on disability in the workplace to help persuade employers to bring more people with disabilities into their businesses. Wells Tobias are definitely one to watch."**

Judges' Comments

# Employers Choice

This award gives employers the opportunity to nominate a recruitment agency or partner and highlight the contribution they've made that has enabled them to become a more inclusive employer of disabled people.

The judges were looking for:

1. Evidence of barriers for disabled people being removed;
2. Evidence of more disabled people being attracted and recruited, as a result of the project or initiative;
3. The sustainability of the actions and how they have been mainstreamed into routine practice.

## Winner: **Equal Approach** - Nominated by Remploy

equalapproach©

"The judges selected Equal Approach as the winner of this category due to their highly-effective long-term relationship with Remploy, which has clearly helped Remploy to become a more inclusive employer of disabled people."

**Judges' Comments**

Equal Approach provides Remploy with an inclusive recruitment service, allowing it to attract and recruit large numbers of employees with disabilities. This was highlighted by the fact that between September 2015 and August 2016 26.5% of the candidates placed with Remploy by Equal Approach have a disability.

With each specific job requirement, Remploy has set a target for a minimum of 25% of the shortlist to have a recognised disability.

Equal Approach has continually surpassed this target, with an average of 27.7% of candidates shortlisted for interview stating they have a disability at application stage, which is testament to the confidence that candidates have that the process is inclusive.

Equal Approach has been Remploy's recruitment partner and sole supplier since 2006, which demonstrates the sustainability of Equal Approach's actions. Since 2006, it has helped Remploy to increase its number of staff with a disability to nearly 30% of the workforce.

### Highly Commended: **Lloyd's**

**"The judges were very impressed with Lloyd's for commissioning The Clear Company to deliver a pioneering, two day, accredited inclusive recruitment workshop, tailored to Lloyd's as an employer and reflecting the ambitions of the broader insurance industry."**

Judges' Comments

# Agency Choice

This award recognises the need for all stakeholders to be aligned, promotes collaboration and gives recruitment agencies the opportunity to recognise the contribution of an employer.

The judges were looking for:

1. Evidence of setting clear expectations on inclusion to suppliers;
2. Evidence of KPI's being in place to measure results;
3. Leading by example and setting clear standards.

## Winner: **Remploy** – Nominated by Equal Approach

Remploy
Putting ability first

"It is a remarkable achievement for Remploy to win this award for the third successive year and the award entry demonstrated good evidence of how Remploy led by example through its actions."

**Judges' Comments**

Equal Approach has been Remploy's recruitment partner and sole supplier since 2006 and with each specific job requirement, Remploy set Equal Approach a target for a minimum of 25% of the shortlist to have a recognised disability. This target is detailed in the recruitment contract and is monitored in monthly reports to the Remploy board.

Remploy's own recruitment process is designed to be as inclusive as possible for disabled candidates and 26.5% of candidates placed by Equal Approach with Remploy between September 2015 and August 2016 had a disability.

Numerous candidates with disabilities have benefited, with disabilities championed and barriers in recruitment removed. This has led to individuals securing employment with Remploy who may have been overlooked by other employers, or agencies.

As a result, Remploy has attracted and recruited large numbers of employees with disabilities, resulting in 28% workforce disability representation, with one in every five managers having a disability, many of whom have progressed at Remploy.

# Individual Choice

Disabled job seekers were invited to nominate the agency that has provided them with the most positive candidate experience, recognising that actions speak louder than words.

The judges were looking for:

1. Access to guidance and support throughout the process;
2. The disability confidence and competence of the recruiter;
3. The positive impact and outcome for the candidate.

## Winner: **Manpower** - Nominated by Darren Paddick

Manpower®

"Manpower provided strong guidance and support to the candidate, Darren Paddick, which had a very positive impact on his experience. It's great to see how Manpower has helped Darren gain the confidence to return to work after losing his vision."

**Judges' Comments**

"Following two interviews arranged by Manpower for different roles, I was extremely impressed with their professionalism and support offered throughout the process. This experience really helped build my confidence to return to the working world after losing my vision.

"Before I lost my vision three years ago, I was a conveyance solicitor and I was at the stage last year where I was keen to learn of new opportunities that would match my legal skills and background.

"I met with Richard Elliot, HR Manager at Manpower, to discuss relevant vacancies. He really took the time to understand my skills and situation, asking the right questions about my impairment and ensuring that the roles he discussed with me would fit.

I ended up attending two different interviews; one for a role within the legal department of Manpower, the other working with a client, Expedia.

"Despite narrowly missing out on the roles, the feedback I received was extremely positive and a real confidence boost. I really appreciated the advice they gave me. These interviews gave me the boost of confidence I needed to return to work."

**Darren Paddick**

# Extending the Reach

This award recognises excellence in candidate sourcing and is looking for organisations that have a proactive and inclusive candidate sourcing strategy to attract disabled talent.

The judges were looking for:

1. Knowledge of the target market and how to reach them;
2. A sustainable approach to candidate attraction;
3. Increased numbers of disabled candidates declaring a disability or requesting reasonable adjustments.

## Winner: **Civil Service**

Civil Service

"The judges chose this entry because of the exciting sustainable approach the Civil Service has taken to attracting autistic candidates and the evidence of how this has improved the candidate experience."

**Judges' Comments**

The Civil Service has designed, delivered and evaluated an innovative work insight programme for young people with autism. The programme provides young people with work experience, development activities and aims to showcase the Civil Service as an employer and the flexible working options available.

The programme is run in partnership with Ambitious about Autism (AaA), who shared their expertise and insight of the needs of young people with Autism, identifying suitable applicants who would benefit from the programme from their network of contacts. They also provided support with selection/job matching.

This partnership has enabled the Civil Service to access talented young people who may not normally consider a Civil Service career and also had a positive impact on the candidate experience.

The 2016 programme included five Government departments (HMRC, DWP, BIS, DfT and DfE) and ten young people, and the Civil Service plans to expand the programme and take it mainstream during 2017.

# Reasonable Adjustments in Recruitment

Making adjustments to all aspects of the recruitment process is not only the law, it is vital to the successful attraction and selection of disabled talent, and this award recognises innovation in the provision of reasonable adjustments.

The judges were looking for:

1. An environment of trust that encourages declaration;
2. Competent and confident recruiters who can respond to requests;
3. An effective and efficient delivery of adjustments during the recruitment process.

## Winner: **Pontoon Solutions**

pontoon

"The judges feel the Next Generation service from Pontoon Services is a great example of how an innovative approach to the recruitment process can make a massive difference to the candidate experience.

**Judges' Comments**

Next Generation is the graduate, intern and apprentice talent management service within Pontoon Solutions. It provides access to skilled talent and helps develop an organisation's next generation of experts across all professional disciplines.

As part of a recent Emerging Talent Programme for Lloyd's, Next Generation worked closely with the Clear Company to achieve an accessible and transparent application process.

The recruitment campaign by Next Generation generated approximately 7,000 applications. Next Generation worked closely with the Clear Company to restructure and design a completely accessible process throughout the recruitment lifecycle.

After the screening process, all successful applications, of all abilities went through to the assessment days and, throughout the assessment process, the team made 23 adjustments for applicants.

A review showed around 3% of all the applications received for the Lloyd's Emerging Talent Programme registered a disability and over 7% of all offered candidates had a registered disability.

A report following the assessment centre showed 100% of the candidates that asked for a reasonable adjustment on the day, felt appropriate adjustments were made.

# Disability Confident

This award recognises organisations who have supported the Disability Confident campaign with tangible action and have worked to increase disability confidence in their own organisation.

The judges were looking for:

1. Evidence of how organisations have supported the disability confidence campaign;
2. Confirmation of their pledge to the Government as part of that campaign;
3. Progress against achievement of that pledge.

## Winner: **Guidant Group**

GUIDANT GROUP

"Guidant Group's ability to promote the Disability Confident campaign's messages through its supply chain was very impressive"

**Judges' Comments**

Guidant Group has taken a proactive approach to promoting disability confidence, both within its own organisation and within the wider recruitment sector.

Guidant Group achieved 'Proud to be Clear Assured' status in December 2015, which is a nationally recognised standard in inclusive recruitment. This programme has provided a framework for Guidant Group to identify and remove barriers for disabled people and educate its team.

All of its employees have undertaken a series of e-learning modules about disability inclusion and every new starter does the same as part of their induction.

Guidant Group has also made sure that disability confidence remains at the forefront of all of its recruitment activity.

Guidant Group's extensive efforts to help unlock opportunities for all candidates have already been recognised by becoming the first Managed Service Provider by DWP, as a Disability Confident Partner. Guidant Group's Disability Confident Leader status, which will be officially announced in November, has given the company the platform to influence positive change in the wider recruitment industry.

# Innovation in Assessment

This award recognises how alternatives and adjustments to assessments are often so simple and yet have such an impact for disabled candidates.

The judges were looking for:

1. Overall accessibility of the assessment process;
2. Reasonable adjustment options and how they are communicated;
3. Improved candidate experience.

## Winner: **Leonard Cheshire Disability**

Leonard Cheshire Disability

"The wonderful impact on the candidate experience that Leonard Cheshire Disability's Change100 programme has had, is remarkable.

**Judges' Comments**

Leonard Cheshire Disability is a charity that supports disabled people in the UK and around the world to fulfil their potential and live the lives they choose.

In 2013 Leonard Cheshire Disability launched Change100, in conjunction with Vanilla Ventures, with the goal of changing the employment landscape for disabled students and graduates.

Change100 aims to address the under-representation of disabled people in the workplace and kick-start the careers of a growing population of talented disabled students by matching them to paid internship placements within prestigious companies.

Change100 offers a wide range of reasonable adjustments and all the information about the adjustments that can be made during the application process is available on the Change100 website and in its marketing products. Also, the assessment process is made fully accessible by a range of means.

Change100 has had a superb impact on the candidate experience. 100% of interns said that, not only would they recommend the programme to others with disabilities, but that the programme has strengthened their CV, improved their confidence in the workplace and been truly life-changing.

# Supply Chain Management

This award recognises the contribution of organisations that ensure disabled candidates can maximise their potential and make a full contribution

The judges were looking for:

1. Evidence of a specific plan to engage the entire talent supply chain to deliver measurable success in the attraction and recruitment of disabled talent
2. Statistical or case study evidence of how this has impacted the level of disability confidence within the supply chain
3. Evidence of influence beyond the first tier and of impact on the candidate experience

## Winner: **Lloyd's**

LLOYD'S

"Lloyd's succeeded in developing and delivering a comprehensive plan to engage its talent supply chain that has delivered great success in the attraction and recruitment of disabled talent, which really impressed the judges."

**Judges' Comments**

Lloyd's recognised a fundamental gap in the diversity of its talent pool and sought expert help to identify the reasons behind a lack of diversity and inclusion, in order to develop a strategy for improvement. Following an initial review process by the Clear Company, one of the biggest opportunities highlighted was becoming attractive and accessible to disabled talent.

Recognising this could not be achieved alone, Lloyd's reviewed its supply chain capability, setting demanding KPI's around disability awareness, adjustment provision, accessibility of process and recruiter capability, which narrowed the field considerably.

The positive outcomes include all supply chain partners joining Clear Assured, to ensure disability confidence throughout.

The impact has been dramatic. In 2014/15, there were no requests for reasonable adjustments. In the 2015/16 Emerging Talent programme, 96 candidates created a Clear Talents profile, which resulted in 23 requiring an adjustment to the recruitment process to enable peak performance.

Since the implementation of a new managed service provider contract in May 2016, 117 requests for adjustments have been accommodated against a previous backdrop of zero adjustments and no recorded disabled applicants.

GUIDANT GROUP

# Putting disability inclusion at the forefront of our business

## A message from our CEO, **Mel Forbes**

As a leading specialist in outsourced recruitment services **Guidant Group** works with many respected UK organisations. We are proud to support an initiative that is not only improving prospects for disabled people – but also providing new talent pools for employers with skills shortages.

A lot has happened since last year's RIDI Awards. As well as achieving our 'Proud to be Clear Assured' status, we also became the first Disability Confident MSP/RPO provider and just last month, we won APSCo's Disability Best Practice Award. However, I'm only too aware that it's not enough for us to simply change our own ways of working.

I strongly believe it is our responsibility to act as ambassadors and lead by example in taking steps to positively influence our clients, suppliers, industry partners and the wider business community to help break down obstacles and build a greater understanding of disability in order to ultimately create a more confident and inclusive working environment.

So far this year, Guidant Group has supported the RIDI House of Commons debate, hosted Disability Confident workshops to bring our suppliers on the journey with us, partnered with Leonard Cheshire Disability to give disabled graduates intern opportunities and supported several local Disability Confident MP events.

We also support our clients with their disability inclusion process. Not just because it unlocks a diverse and previously untapped talent pool; because it is simply the right thing to do! There is lots of guidance and support out there for employers. We just need to keep removing the barriers.

Collectively we can all make a huge difference and I'd therefore like to personally invite you to help share tonight's stories of best-practice far and wide, in the belief that we can inspire even more employers and recruiters to do things differently.

Join the conversation:

**#RIDI2016**

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We are proud to be on a continuous journey with our clients, candidates, corporate partners and employees to perpetuate a more diverse vision for the future.

## Contact Us

For more information about Resource Solutions or our partnerships please contact:
**Indy Lachhar, Head of People** - indy.lachhar@resourcesolutions.com

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# A diverse and inclusive employer

dwf

We are the first legal business in the UK to be awarded Clear Assured status for removing barriers to the employment and retention of disabled people. We are also the first legal business to adopt Clear Talents in our recruitment process to help us identify any reasonable adjustments disabled candidates need, to make the experience of applying for a job with us a positive one.

Our Diversity Steering Group provides strong and visible leadership which is helping to embed diversity into the way we do business. We are committed to promoting inclusive best practice and to encouraging others to improve the employment experience of disabled people.

Please visit **www.dwf.law/join-us** to view and apply for our vacancies. You can also contact our recruitment team via phone **0161 838 0387** or **recruitment.enquiries@dwf.law**

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- WE'RE NOT SURE HOW PEOPLE VIEW OUR BRAND
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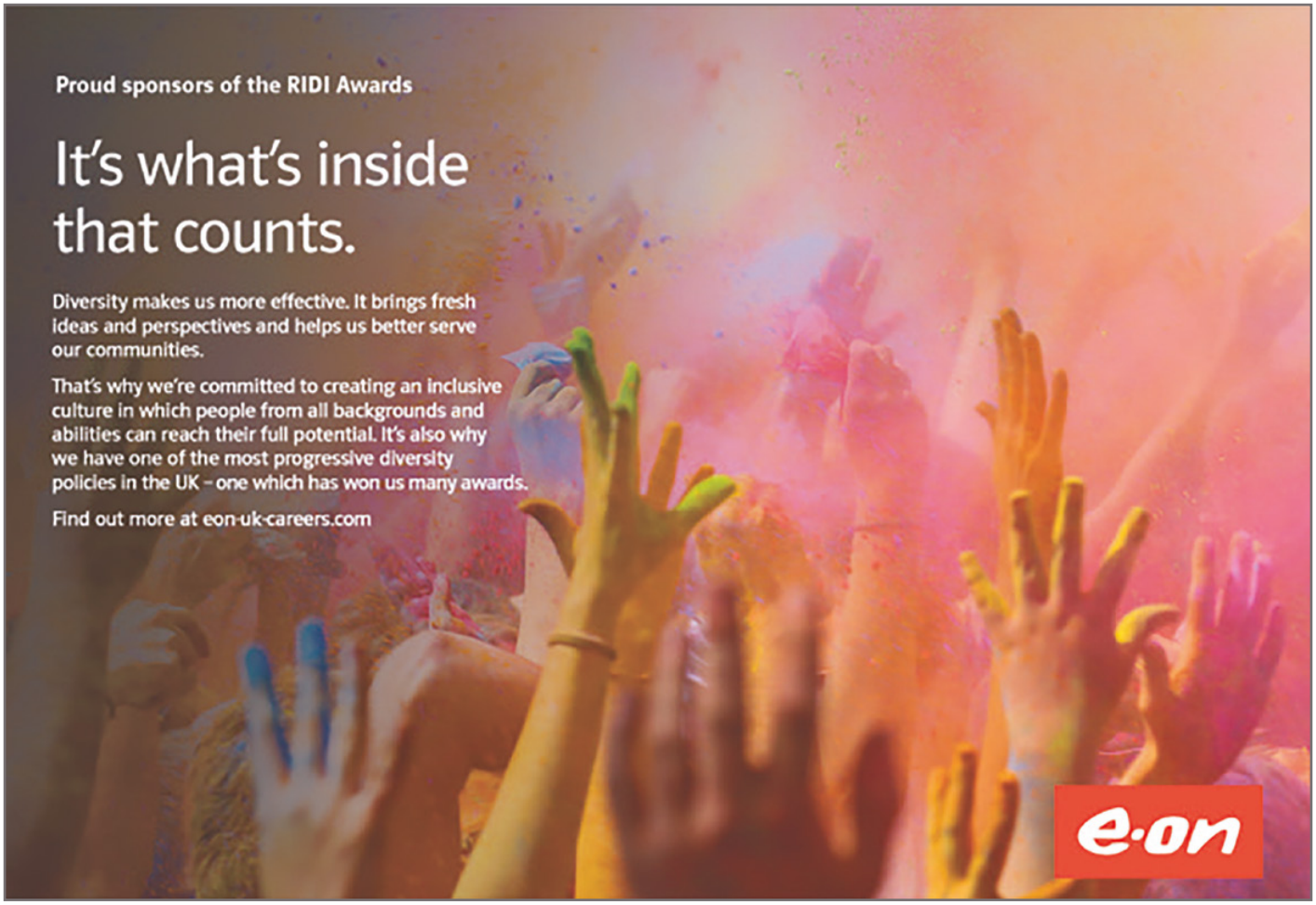


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Values More than money Actions speak louder than words People are priceless Partnerships are powerful Reputation is everything.

Our values have shaped our service since 1978; today we are proud to be one of the largest independent recruitment companies in the UK.

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PROUDLY REDEFINING THE RECRUITMENT EXPERIENCE, ONE PERSON AT A TIME

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YOUR VISION. OUR PASSION™

EVERSHEDS

# Thinking without boundaries

## The global law firm that sets the standards

Diversity is more than a goal at Eversheds, it's a daily practice for everyone who works here. As a leading global law firm, we are passionately committed to encouraging diverse thinking and fostering a culture where the best people want to work.

The result? A powerful mix of talents and new ideas that supports our own vision on diversity and inclusion - and allows us to meet the expectations of our clients and the communities we belong to. Over the years our diversity programme has continued to gain recognition from the legal industry and other business communities. But we don't do it to win awards. We do it because it is the right thing to do. Simple really.

**eversheds.com/careers**

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# Greatest Impact

This award is looking at organisations setting the standard and measuring the success for their entire supply chain to actively attract and confidently recruit disabled talent and recognise the business case in doing so.

# Winner: Lloyd's

LLOYD'S

"Lloyd's is a richly deserving winner of the Greatest Impact award after its outstanding efforts to clinch the Supply Chain Management Award. The success of their efforts encapsulates what RIDI is all about and is highly commendable."

**Judges' Comments**

Lloyd's recognised this fundamental gap in the diversity of its talent pool and sought expert help to identify the reasons behind a lack of diversity and inclusion, in order to develop a strategy for improvement. Following an initial review process by the Clear Company, one of the biggest opportunities highlighted was becoming attractive and accessible to disabled talent. Amongst other interventions, Lloyd's looked to ensure its supply chain became an enabler, and not a blocker, for the company, bringing disabled job seekers into the market.

Lloyd's took immediate action and released a tender inviting outsourcing specialists to compete for its Emerging Talent programme. Diversity and disability were at the heart of this process, with knowledge around reasonable adjustments in particular, causing many to fall at an early stage.

Global human resources outsourcing specialist, Pontoon, was subsequently awarded the contract. Expectations were quickly set, with very specific objectives and standards around accessibility of process, disability confidence of the recruiters and a proactive and effective reasonable adjustment provision.

A key innovation for Lloyd's to improve candidate experience throughout the recruitment cycle, was the introduction of Clear Talents in Recruitment, a solution designed to encourage candidates to discuss the need for reasonable adjustments to be made in the recruitment process.

Identifying impact and encouraging disclosure across all of the nine protected characteristics, Clear Talents takes the information candidates provide to create a comprehensive guide for all stakeholders involved in the recruitment process. This equips them with the capability and confidence to accommodate the needs of every potential employee. Candidates also receive guidance and support specific to the needs they have disclosed.

As a supplier to Lloyd's, Pontoon introduced Clear Talents in the Emerging Talent recruitment process. This made sure all communication (verbal and non-verbal) not only positioned Lloyd's as an inclusive employer, but proactively encouraged candidates to be open, feel confident and comfortable to request a reasonable adjustments, or, in fact discuss anything that may have an impact on their recruitment journey.

Findings from a candidate feedback survey showed the immediate impact of having Clear Talents in place: the vast majority of candidates requesting an adjustment, declared this was the first time they had done so. The candidates specifically expressed how they felt confident enough to discuss their life circumstances, with 100% of candidates feeling the proactive approach from Lloyd's allowed them to feel supported. They also all felt that sharing the information would have a positive result and in no way hinder the process, or have a negative impact.

The impact has been dramatic. In 2014/15, there were no requests for reasonable adjustments. In the 2015/16 Emerging Talent programme 96 candidates created a Clear Talents profile, which resulted in 23 requiring an adjustment to the recruitment process to enable peak performance. 15 people requested adjustments to the online testing process and there were eight requests for adjustments to be made to the assessment day, all of which were proactively implemented by the Lloyd's/Pontoon team.

Clear Talents and Lloyd's adjustment process are now a core part of BAU recruitment at Lloyd's and mandated within the company's managed service provider contract. Since the implementation of a new managed service provider contract in May 2016, 117 requests for adjustments have been accommodated against a previous backdrop of zero adjustments and no recorded disabled applicants.

Now Lloyd's has proved the success of its approach to inclusive and disability confident recruitment through its own resources and specifically through its supply chain, the company's framework will be extended across the Lloyd's market with the potential to impact on thousands of job seekers every year.

# Engaging with the recruitment industry

RIDI 2016 media relations in numbers - over 100 pieces of coverage (so far)

144M
Combined readership

173K
Coverage views

1.27K
Social shares

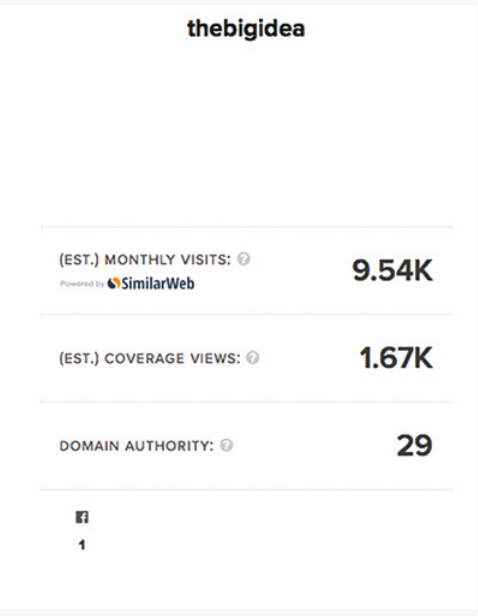
HR Press:

Recruitment Press:

# Widening the debate

Diversity Press:

And sector-specific press to reflect executive board's expertise.



# One in a million

Approximately 20%
of the workforce, or 3.2 million employees are disabled.

There is a 30%
employment gap between disabled and non-disabled people.

To halve the gap
requires bringing an extra 1.2 million disabled people into work.

**Join our 'One in A Million' campaign to halve the disability employment gap**
**Pledge your support today: @RIDIawards #1inAMillion campaign@ridi.org.uk**

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## WINNERS

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