



2024

DEI | DISABILITY[®]
EQUALITY
INDEX

The most comprehensive benchmarking
tool for disability inclusion in business



AAPD

Disability:IN[®]



Table of Contents

#MoreThanAScore.....	3
A Decade of Impact.....	4
The 2024 Disability Equality Index.....	6
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Benchmark by the Numbers.....	7
Understanding the Adoption Framework.....	8
Charting Progress.....	9
<hr/>	
Multimarket Performance Trends.....	10
Multimarket Disability Self Identification Rate Map...	11
Notable Findings for Markets New to the Disability Equality Index.....	12
Culture & Leadership.....	13
Enterprise-Wide Access.....	14
Employment Practices: Part 1.....	15
Employment Practices: Part 2.....	16
Community Engagement.....	17
Supplier Diversity.....	18

So...Where Do We Go From Here?.....	19
<hr/>	
Take Action to Accelerate Disability Inclusion.....	20
The Work Ahead.....	21
Appendix.....	A
<hr/>	
Resources for Advancing Key Actions.....	A1



#MoreThanAScore

Welcome to the 2024 Disability Equality Index® Report. This year, we celebrate two significant milestones: the 10th anniversary of the Disability Equality Index and the internationalization of the benchmark. These achievements mark years of progress and a new chapter in our collective journey toward disability inclusion.

This report documents the growing importance of disability data in global business culture. Companies use the information contained in these pages to benchmark their disability inclusive initiatives; to communicate these initiatives to employees, consumers, regulators, and investors; and to [drive long-term value creation that accompanies disability-inclusive workforces](#). The Disability Equality Index is instrumental to over 750 business leaders who have committed to collecting, benchmarking, and progressing toward disability in the workforce.

Ten years ago, the Index was created to drive change in disability inclusion within businesses; today, the Index also is a key dimension of organizational sustainability that enables companies to track actions that foster disability inclusion while creating long term value for employees and shareholders and mitigating risk from increasingly rigorous legislative requirements to account for disability in the global workforce.

While we've measured evidence of significant progress over the past decade, it is up to each of us to take action to drive this work forward.

So... Are you IN?



— A Decade of Impact

Initially established in the U.S., the Disability Equality Index was internationalized in 2024 by adding Brazil, Canada, Germany, India, Japan, the Philippines, and the United Kingdom. This shift was driven by demand from multinational companies aiming to enhance disability inclusion across their global markets. With almost tenfold participation growth over a decade, the benchmark has proven to be a valid and reliable tool, offering valuable insights for sustainable progress and aligning with leading experts. The internationalization of the Disability Equality Index speaks to past success and emerging opportunities...

Past Success: Incremental and Transformational Change over the Past Ten Years

While most of the growth driven by the Disability Equality Index has unfolded incrementally over the past decade, there have been bursts of transformational change in high leverage practice areas like disability-focused Employee Resource Groups (ERGs), accessibility requirements, recruiting, accommodations, and sourcing from disability-owned businesses.

Emerging Opportunity: Modernized Regulations

Forthcoming enforcement of legislation like the Corporate Sustainability Reporting Directive (CSRD) and European Accessibility Act (EAA) will make disability reporting a material issue for more than 50,000 employers upon its full implementation. Regional legislation such as the Accessible Canada Act and the EAA are outlining clear compliance mandates that companies operating in certain jurisdictions must be prepared to follow.

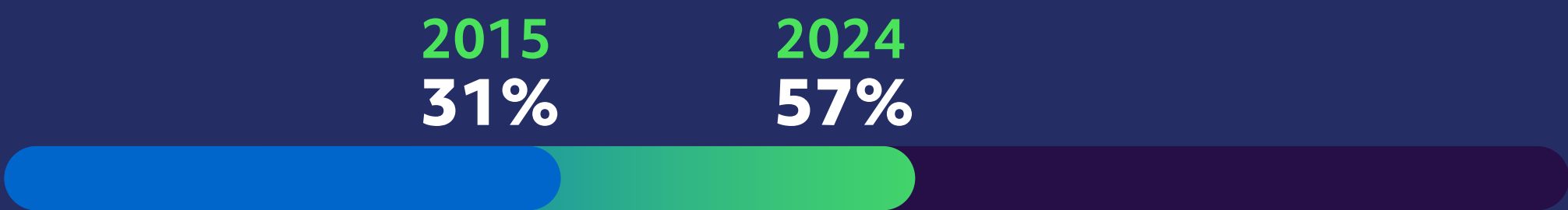
Together, these factors constitute a dynamic and rapidly evolving landscape that shapes both individual and institutional attitudes, as well as actions related to measurable corporate disability inclusion practices that can be extrapolated from the data reported throughout the subsequent pages.

Transformational Change in Adoption Rates

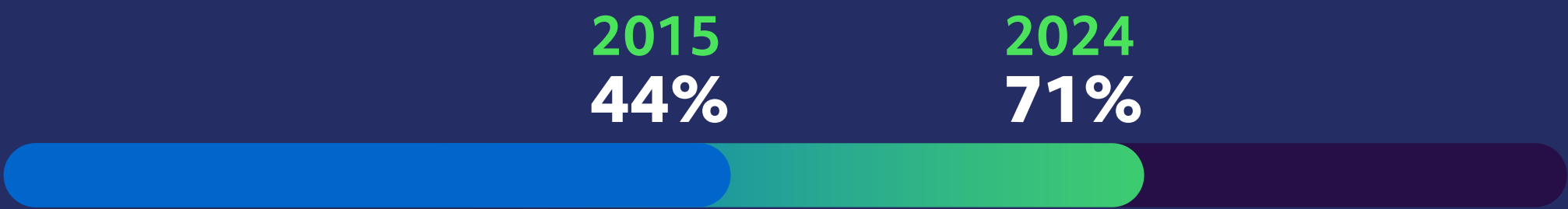
2015-2024



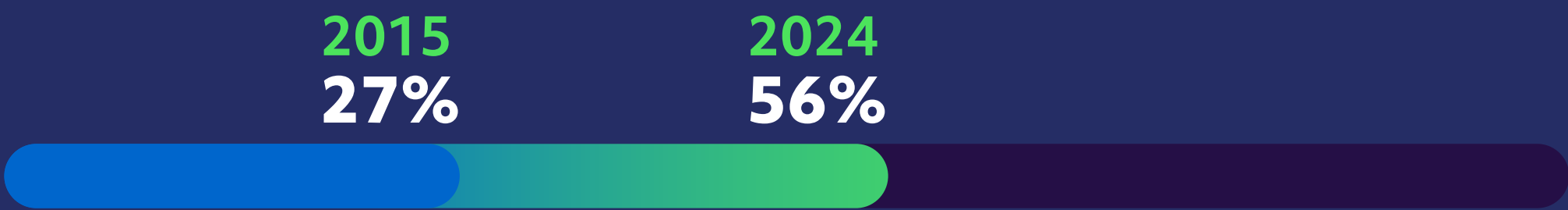
Participating companies that have an officially recognized disability-focused Employee Resource Group (ERG) or Affinity Group



Participating companies that have a centralized accommodations fund or allow managers to have a “budget margin” with disability accommodations expenses



Participating companies that have a policy/requirement to ensure digital products are accessible and usable by individuals with disabilities



Participating companies that have expenditures with Disability:IN certified disability-owned businesses



Participating companies that make all job interview candidates aware of the option to request an accommodation(s) for the interview

The 2024 Disability Equality Index Report

Across the world, the workforce is seeing an influx of talent with disabilities, as evidenced by the percentage of new hires who are self-identifying their disability status during onboarding: **4%** median multimarket aggregate and **5%** median in the U.S. These figures outstrip the self-identification rates for current employees: **3.5%** multimarket median and **4%** median in the U.S..

With the increasing importance of global corporate reporting directives and stakeholder expectations regarding social impact and corporate governance, the Disability Equality Index offers an objective and comprehensive tool to guide businesses in enhancing inclusion practices. Since its inception in 2015, participation in the benchmark has surged almost tenfold, highlighting its enduring effectiveness and relevance. The internationalization of the benchmark is enabling more companies to build robust global disability inclusion strategies, thereby improving their operational, cultural, and financial performance.

Disability Equality Index data collected between 2015 and 2023 fueled a new report by [Accenture Research entitled The Disability Inclusion Imperative](#). Released in November 2023, the updated business case for disability inclusion reveals that inclusive businesses realize more revenue, more net income, more economic profit, and more productivity than peer companies.

Disability Inclusion Leaders realize marked business gains over other participants

Leaders are more likely to outperform industry peers in productivity by **25%** (measured as revenue per employee).

Leaders

Industry Peers

1.6x
more
revenue

2x
more
economic
profit

2.6x
more
net
income

Benchmark by the Numbers

753 Total Submissions
Across 8 Markets

538 United States

56 United Kingdom

39 India

33 Canada

34 Brazil

21 Japan

18 Germany

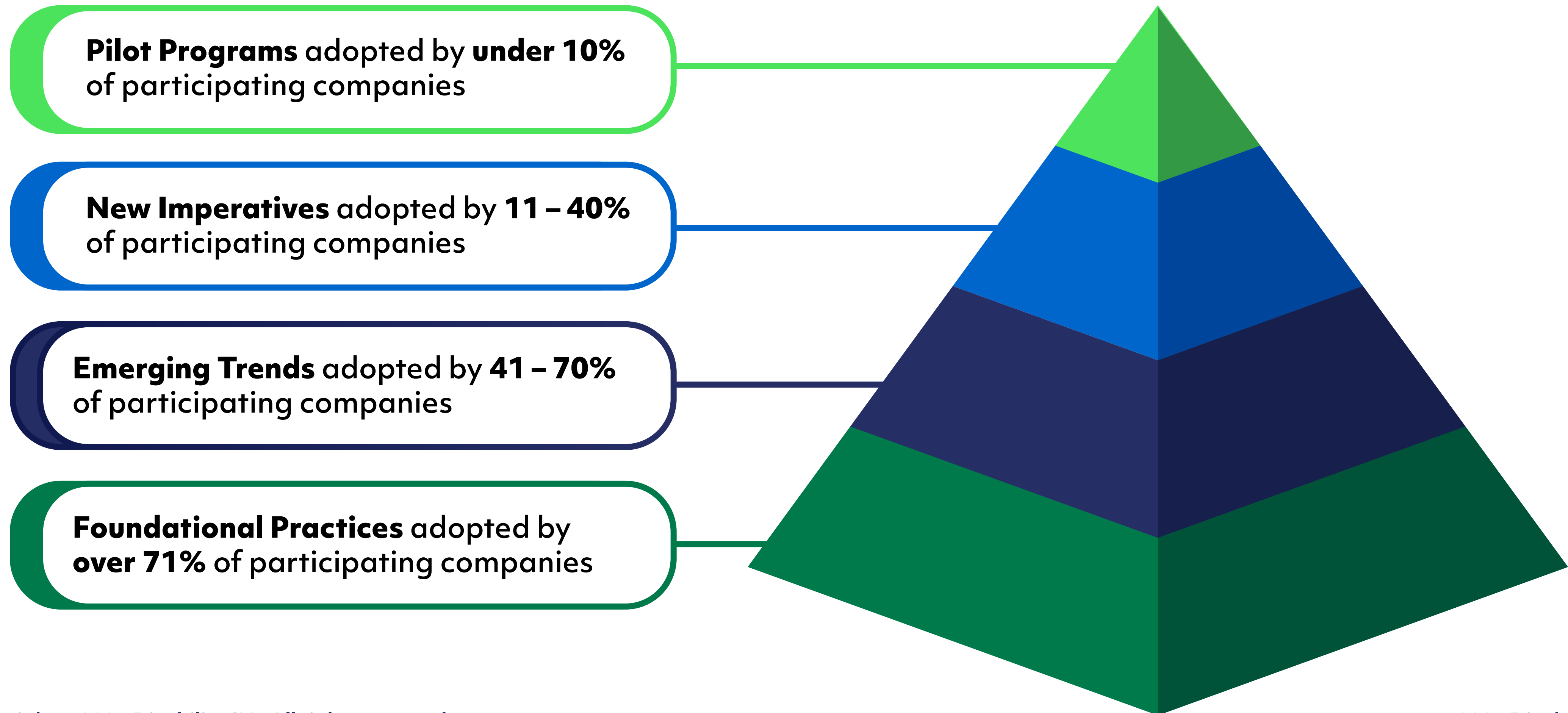
14 Philippines



Understanding the Adoption Framework

The practices measured by the Disability Equality Index have been adopted by companies at varying rates.

Disability:IN's framework for assessing the adoption and advancement of each practice breaks down into **four categories**:





Charting Progress

Results of the 2024 Disability Equality Index



Multimarket Performance Trends

Among the markets new to the Disability Equality Index, Gross Domestic Product (GDP) is not a predictor of success.

- Brazil had the highest percentage of non-U.S. top scorers (82%), followed by Canada (73%) and the UK (70%).

Achieving a top score in the U.S. does not guarantee similar results in the benchmark's new markets.

- Although many companies adopt a global approach to developing a disability strategy, some industries are more localized and may be influenced by local regulations and customs.

In-Country ERG + In-Country Executive Ally Yields Companies that are More Likely to Commit to Digital Accessibility, Inclusive Interviewing, and Candidate Accommodations.

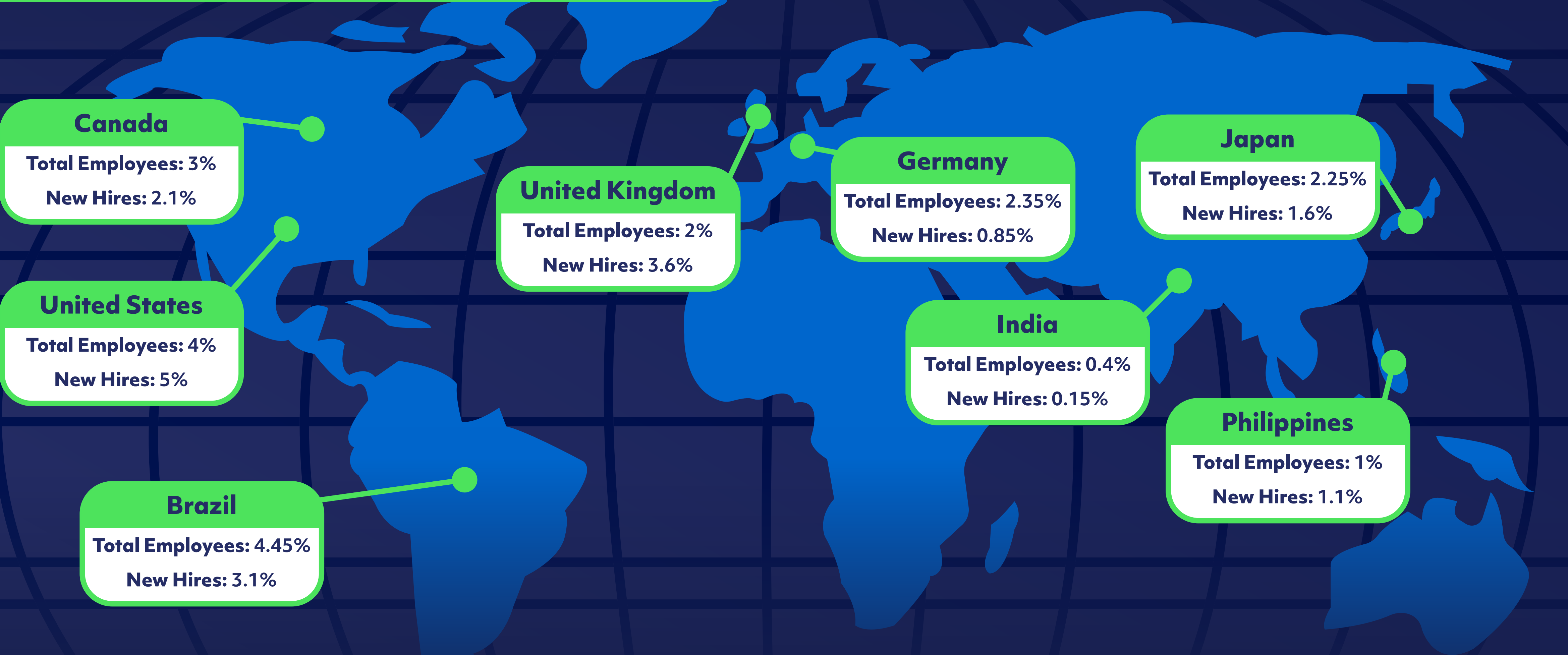
- **79%** are top scorers.
- **85%** have made a commitment to ensuring that individuals with disabilities can access digital content.
- **63%** have a requirement in place that ensures that digital products are accessible.
- **62%** ask during the interview process if candidate needs accommodations.

Multimarket Disability Self Identification Rate* Map

Multimarket Aggregate: Total Employees: 2%; New Hires: 3.6%

*Reported percentages are the median of disability self identification rates from among the companies that reported such data as part of the 2024 Disability Equality Index; reporting this information was optional for this year's benchmark and, as such, these figures are not inclusive of every participating company.

The response rates are as follows: 86% of U.S. companies answered for current employees, 85% of all companies answered for current employees, 68% of U.S. companies answered for new hires, and 61% of all companies answered for new hires.



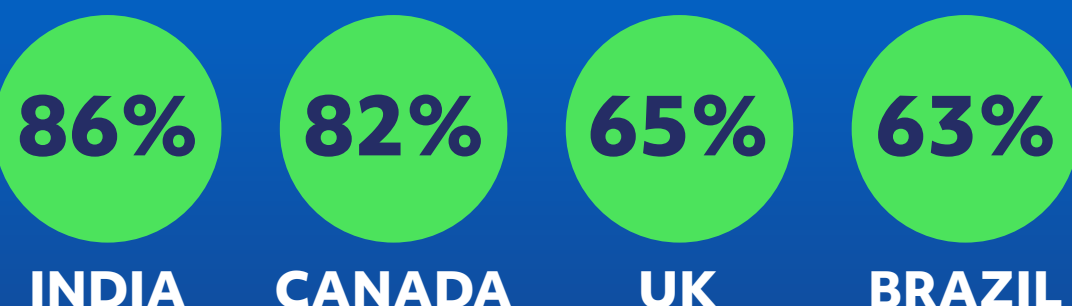
Notable Findings for Markets New to the Disability Equality Index

The internationalization of the Disability Equality Index, driven by demand from multinational participants seeking to enhance disability inclusion globally, saw the addition of Brazil, Canada, Germany, India, Japan, the Philippines, and the United Kingdom in 2024.

These findings highlight the areas where these new markets excelled, showcasing their strengths in advancing workplace inclusion.

Benefits

Currently have mental health support programs available to both full and part-time employees



Offer hearing and/or vision care, in whole or in part



Spotlight

91%

91% of Brazil respondents reported offering short-term disability benefits to both full and part-time employees

Employment, Education, Retention and Advancement

Offer disability inclusion training above and beyond New Hire Orientation



Have a process in place for employees to confidentially self-identify



Spotlight

82%

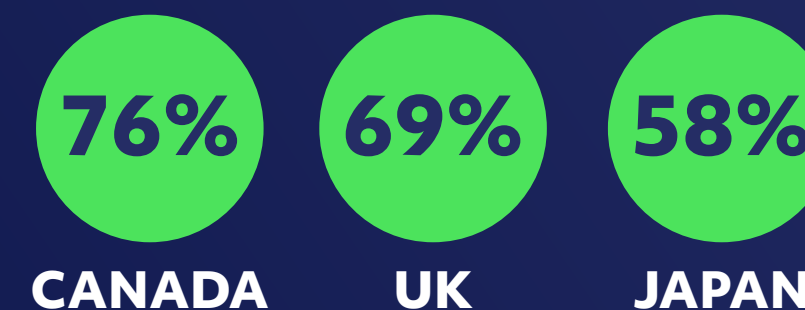
82% of Canada respondents reported having employment and retention programs focused on or inclusive of people with disabilities

Accommodations

Have an accommodations policy



Have a written accommodations procedure



Spotlight

64%

64% of UK respondents reported having a centralized fund or budget margin for accommodation

Culture & Leadership

The annual percent of participating companies that..	2024 Multimarket	2024 U.S. Market	2023 U.S. Market	2022 U.S. Market
Have senior executive (within two levels of the CEO) who is a visible ally for the disability community	87%	93%	92%	90%
Have an officially recognized disability-focused Employee Resource Group (ERG) or Affinity Group	83%	93%	89%	88%
Have a written statement of commitment to Diversity & Inclusion that specifically mentions disability	85%	84%	83%	80%
Publish diversity report(s) that include data on employees who identify as having a disability	50%	45%	24%	22%
Have a company-wide external hiring goal(s) for people with disabilities	46%	52%	57%	60%
Have established international chapters of their disability-focused Employee Resource Group (ERG) or Affinity Group	33%	47%	44%	42%
Have someone who openly identifies as having a disability serving on their company's corporate Board of Directors	11%	11%	7%	6%
Have documents that govern nominations of Directors on the corporate boards that specifically mention the consideration of people with disabilities	11%	8%	7%	10%
Publicly disclose or report on disability on their company's corporate Board of Directors	3%	3%	2%	2%



Culture & Leadership are the foundation on which most successful and sustainable corporate disability inclusion strategies are built.

The data reveal that inclusive culture is driven by a combination of employee community organizing and public leadership support for disability inclusion.

Enterprise-Wide Access

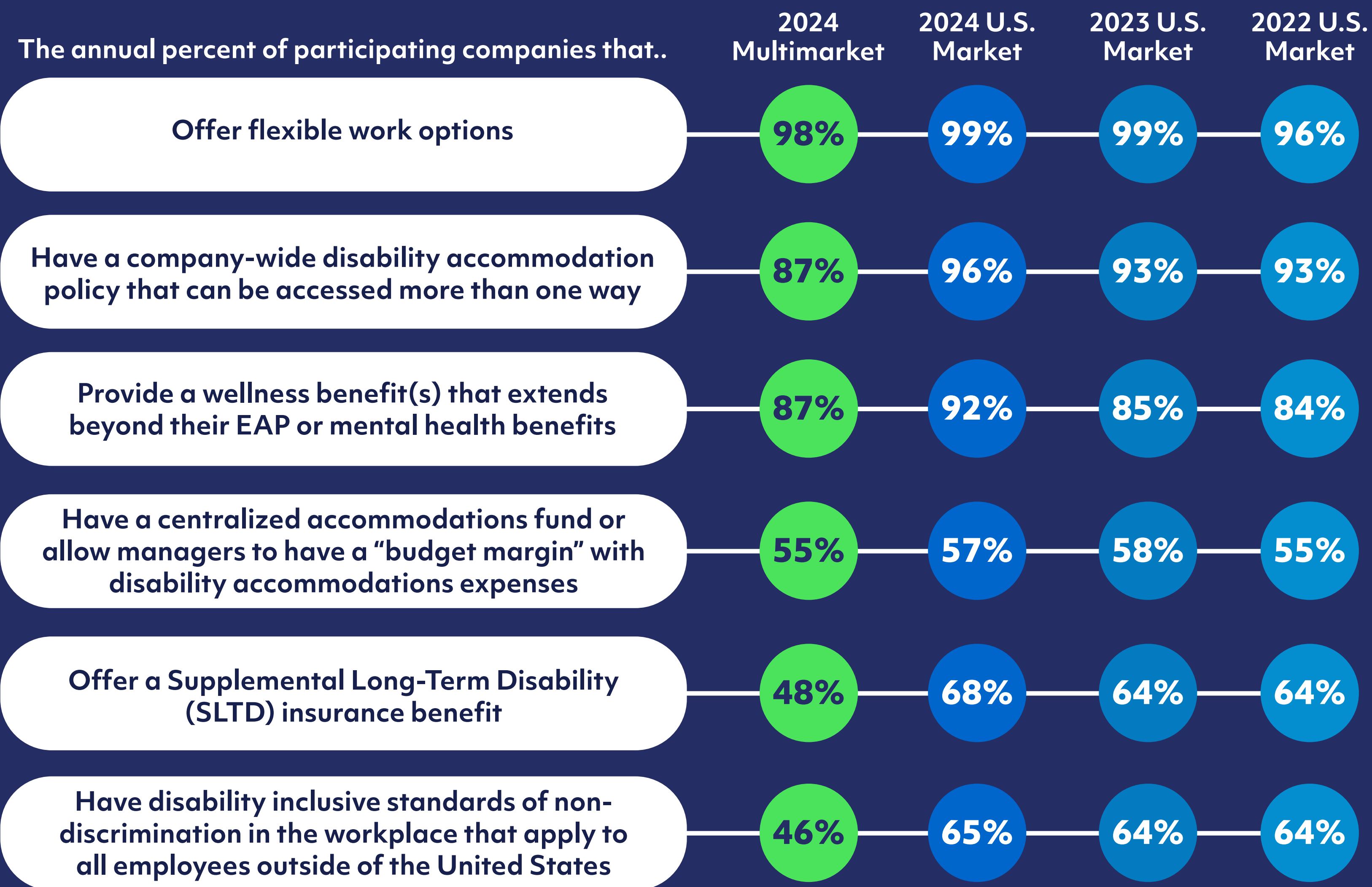
The annual percent of participating companies that..	2024 Multimarket	2024 U.S. Market	2023 U.S. Market	2022 U.S. Market
Encourage employees to self-identify as a person with a disability	92%	93%	93%	91%
Include disability-focused information in new hire orientation	92%	95%	91%	91%
Have employee retention and advancement programs that focus on or include employees with disabilities	86%	89%	85%	79%
Use numerical data to track progress in hiring people with disabilities	64%	71%	68%	66%
Require all people managers to take at least one (1) of the trainings for disability inclusion	51%	54%	52%	51%
Have employees with significant disabilities who utilize supported employment programs	40%	50%	51%	45%
Make all job interview candidates aware of the option to request an accommodation(s) for the interview	37%	60%	69%	61%
Have an employee retention and advancement program(s) solely focused on employees with disabilities	6%	9%	5%	5%



The growth of digital accessibility practices kept pace in 2024, which brought improvements in both internal and external digital accessibility auditing practices.

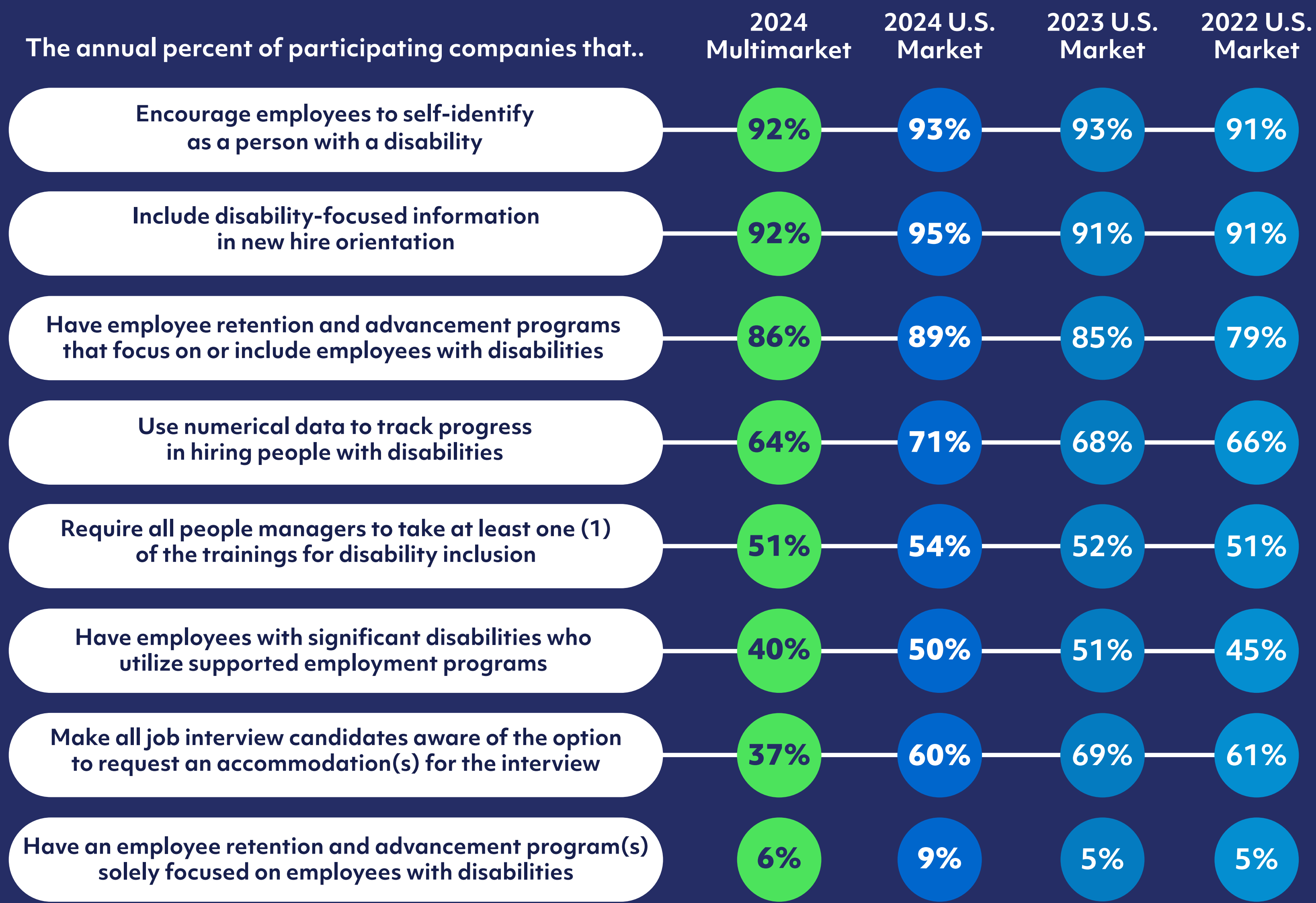
The surge in multimarket internal digital audits can be explained in part by the enactment of mandatory legislation such as the Accessible Canada Act and the European Accessibility Act.

Accommodations, Benefits, & Employment Practices



The Employment Practices category contains the most widely adopted practices such as flexible work options, disability accommodations policies, and extended wellness benefits around the world.

Recruitment, Employment, Education, & Retention



The Recruitment, Employment Education, and Retention section offers data about the employee lifecycle.

This year’s findings show promising signs for the influx of new hires with disabilities since disability is integrated over 90% of new hire orientation programs and encourage employees to self-identify disability status.

Community Engagement



The annual percent of participating companies that..	2024 Multimarket	2024 U.S. Market	2023 U.S. Market	2022 U.S. Market
Have a formal program(s) in place to understand how to address the needs of the disability community	90%	92%	85%	83%
Market directly to the disability community by authentically depicting people with disabilities at in their internal or external marketing and/or advertising materials	77%	80%	72%	70%
Have a plan to ensure that social media postings are accessible	69%	71%	60%	55%
Publicly support or help shape external national or local initiatives around disability inclusion practices in calendar year 2023	63%	68%	59%	59%
Have an accessibility statement posted on their public-facing website	65%	67%	58%	N/A
Have a smartphone app and have audited their app for digital accessibility	31%	44%	34%	37%

Companies are more engaged with the disability community than ever; incremental gains in philanthropic support, community outreach, and targeted marketing suggest that companies around the world are factoring disability into their community impact strategies.

Many companies are backing this up with commitments to ensure that social media posts and smartphone apps are accessible to users with disabilities.

Supplier Diversity



The annual percent of participating companies that..	2024 Multimarket	2024 U.S. Market	2023 U.S. Market	2022 U.S. Market
Have in place a Supplier Diversity Manager or Leader(s) who is dedicated to overseeing supplier diversity initiatives for their business	83%	85%	84%	81%
Have expenditures with Disability:IN certified disability-owned businesses	53%	56%	50%	N/A
Have company-wide disability-focused goal(s) in place for supplier diversity and inclusion	22%	24%	25%	27%
Require at least some of their prime suppliers to have expenditures with disability-owned businesses in their Tier 2 supplier diversity program	15%	21%	22%	21%
Have a supplier diversity council or committee with a mission that specifically includes disability inclusion as an area of focus	11%	25%	26%	24%

Supplier Diversity, as a corporate function, holds perhaps the greatest potential for sizable gains in economic outcomes for people with disabilities.

Most companies are missing out on the opportunity to have an upstream impact on the supply chain as 21% of U.S. participants (15% multimarket aggregate) indicated that they require at least some of their prime suppliers to have Tier 2 expenditures with Disability-Owned Business Enterprises (DOBEs).



So... Where Do We Go From Here?

Empowering Action Through Data



Take Action to Accelerate Disability Inclusion

1

Encourage Employee Self Identification

Implement a confidential and voluntary process for employees to self-identify as individuals with disabilities, enabling accurate tracking and improved workforce support.

2

Leverage Disability-Focused Employee Resource Groups

Utilize the cross-functional expertise and lived experiences of employee resource groups to gain valuable insights and enhance inclusivity strategies.

3

Conduct Internal & External Accessibility Audits

Audit for compliance under World Wide Web Consortium's Web Content Accessibility Guidelines 2.1 AA (W3C WCAG 2.2 AA) to guarantee that digital content is accessible to all users.

4

Modernize Corporate Governance

Revise corporate governance charters to include prospective directors with disabilities in the definition of board diversity as most already do with gender, race, and ethnicity.

5

Accelerate Expenditures with Disability-Owned Businesses

Include disability in supplier diversity/ inclusive procurement efforts.

The Work Ahead

Improving disability inclusion in workplaces worldwide

- The Disability Equality Index has evolved into a **tool for companies seeking to identify disparities in their workplace culture, recruitment, and infrastructure** (buildings and facilities, technology, etc.). The next decade of the Disability Equality Index will globalize the benchmark, questions, scoring, methodology, and metrics for universal use to ensure that companies around the world can mitigate risk and achieve long term value.

Supporting companies with disability reporting in sustainability disclosures

- The **internationalization of the Disability Equality Index coincides with the first major legislative mandate to integrate disability into accountability standards** designed to assess business' environmental and social impact. As global regulators recognize and codify disability as a dimension of sustainable business performance, the Disability Equality Index is poised to help expedite the reporting process for multinational companies that must now substantiate their inclusion efforts for all stakeholders. Regional legislation such as the Accessible Canada Act and the European Accessibility Act are outlining clear compliance mandates that companies operating in certain jurisdictions must be prepared to follow.

Ensuring organizational resilience in an evolving market landscape

- Disability inclusion is [widely recognized as a sustainability matter](#). Sixty five percent (65%) of Global Fortune 500 companies already report about disability in the workforce. [Disability inclusion is material imperative](#) for companies seeking to **develop sustainable workforces amidst demographic change, aging populations, and global migration**. The pending enforcement of legislation like the [Corporate Sustainability Reporting Directive \(CSRD\)](#) will make disability reporting a material issue for more than 50,000 employers upon its full implementation.

About Disability:IN

Disability:IN is a global organization driving disability inclusion and equality in business. More than 500 corporations partner with Disability:IN to create long-term business and social impact through the world's most comprehensive disability inclusion benchmarking and reporting tool, the Disability Equality Index; best-in-class conferences and programs; expert counsel and engagement; and public policy leadership.

To learn more about Disability:IN's key initiatives including Boards Are IN, Investors Are IN, and CEOs Are IN, visit www.disabilityin.org.

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Appendix



Resources for **Advancing Key Actions**

Encourage Employee Self Identification

- [From Compliance to Culture](#) [Research]
- [Best Practices for Self ID](#) [Resource]
- [Disability Fundamentals for Managers](#) [Training Course]
- [Disability Etiquette: A Starting Guide](#) [Infographic]
- On the Verge: Disability and Sustainability - [U.S. Report](#) | [European Report](#) [Research Series]

Leverage Disability-Focused Employee/ Business Resource Groups

- [E/BRG Resource Toolkit](#) [Comprehensive Toolkit]
- [ERG Maturity Model Matrix](#) [Resource]
- [BRG Executive Sponsor Role Fact Sheet](#) [Resource]

Conduct Internal & External Digital Accessibility Audits

- [Procure Access](#) [Program]
- [Building Blocks of Accessible Procurement](#) [Resource]
- [Accessible Procurement Toolkit](#) [Toolkit]
- [Accessible Procurement Resources](#)

Modernize Corporate Governance

- [Inclusion of People with Disabilities as Diverse Board Members](#) [Memorandum]
- [Proxy Statements and Voting Guidelines for Disability Disclosures](#) [Resource]
- [Nom Gov Language](#) [Resource]
- [Global Boardroom Diversity Legal Findings on Disability & Board Diversity](#) [Research]
- [Boards Are IN](#) [Initiative]
- [Investors Are IN](#) [Initiative]

Accelerate Expenditures with Disability-Owned Businesses

- [Supplier Diversity](#) [Program]
- [Economic Impact of Disability Owned Businesses](#) [Infographic]

Additional Resources

- [The Disability Inclusion Imperative](#) [Research]
- [Global Directory](#) [Database]
- [CEOs Are IN](#) [Initiative]
- [Disability:IN Policy & Research Initiatives](#)
- [CMO & CCO Coalition Resource Library](#) [Resources on Marketing & Communications]