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Myanmar Centre for
Responsible Business

Promoting Employment of People with Disability (PWDs) Multi-stakeholder Workshop



21st November 2017

Rose Garden Hotel, Yangon



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About Organisation



Myanmar Centre for Responsible Business (MCRB) is a Yangon-based initiative funded by the UK, Denmark, Norway, Switzerland, Netherlands and Ireland, based on collaboration between the UK-based Institute of Human Rights and Business, and the Danish Institute for Human Rights. The Centre was established to provide an effective and legitimate platform for the creation of knowledge, capacity and dialogue concerning responsible business in Myanmar, based on local needs and international standards, which results in more responsible business practices. It is a neutral platform working with businesses, civil society and government.



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The International Labour Organization (ILO) is a specialized U.N. agency devoted to promoting social justice and internationally recognized human and labour rights, pursuing its founding mission that social justice is essential to universal and lasting peace. Since 1919, the ILO brings together governments, employers and workers of 187 member States, to set labour standards, develop policies and devise programmes promoting decent work for all women and men. ILO has had an office and program in Myanmar since 2002.



Background of this workshop

The Rights of Persons with Disability Law was enacted in June 2015. By-laws were enacted in December 2017 to put in practice the provisions in this Law to protect and promote the rights of persons with disability (PWDs), including in the workplace.

Article 36 (b) chapter 10 on “Employment opportunities for PWDs” states that employers need to employ PWDs who have the ability to work at suitable workplaces in accordance with the quota defined by the National Committee. The chapter also includes provisions on incentives and penalties such as giving tax exemptions to employers that employ PWDs more than the set quota; conversely, where the employer cannot meet the quota, they should contribute a designated amount to a fund for protection of PWD rights.

The positive objective of adopting a quota system is to establish employment opportunities for PWDs. However, many outstanding issues need to be discussed relating to effective implementation of a quota system which has not previously been adopted in Myanmar. To avoid problems in introducing the system, including complaints from public and private sector employers, issues and parameters to be considered include:

- timing and/or phasing of introduction
- public service workers
- threshold company size
- categorization of degree of disability
- penalties
- use of funds, including measures to avoid corruption and mismanagement
- oversight, monitoring and review clause etc.

To date, in-depth discussion with the private sector about quotas and other methods of promoting disability inclusion has not taken place.

The ILO and Myanmar Centre for Responsible Business therefore facilitated a multi-stakeholder discussion at Rose Garden Hotel Yangon on 21 November 2017, focussed on how to effectively promote employment opportunities for PWDs, including a discussion on quotas, what supporting measures are needed to make quotas a success, and alternatives to quotas, drawing on other countries’ experiences. The objectives of the Workshop were:

- To facilitate a multi-stakeholder dialogue on how to combat discrimination and promote employment of PWDs in Myanmar, whether through quotas or other methods e.g. job coaching and matching, and capacity building for PWD, Technical, Vocational Education and Training (TVET) and business
- To provide inputs to the National Committee which has the mandate to set a quota in accordance with the 2015 PWDs’ Rights Protection Law and 2017 PWDs’ Rights Protection bye-law.



Over 100 participants attended from government, business, and civil society groups working for the rights of people with disabilities, as well as international experts.

In his welcoming remarks, **Rory Mungoven, ILO Liaison Officer**, noted Myanmar's commitment to promoting and protecting the rights of people with disabilities through its ratification of the Convention on the Rights of Persons with Disability in 2011, and adoption of the 2015 Myanmar Law, which included important provisions on employment opportunities for persons with disability.

He also highlighted that disability is woven into the Sustainable Development Goals, in particular Goal 8 on creating decent work opportunities and access to the labour market for persons with disability, and Goal 10 which emphasises the social, economic and political inclusion of persons with disability.

He explained that a special focus on disability in their future work on job creation and social protection in the ILO's new four-year Decent Work Country Program, and that today's workshop was an opportunity to learn lessons from other countries about how best to achieve the equality for persons with disability in Myanmar referred to the support given by State Counsellor DASSK to this objective on International Disabled Persons Day in November 2016. He hoped in particular that the work of the ILO's Global Business and Disability Network could assist with this. The Network brings together disabled people's organisations and employers organisations and international companies, some of whom are present in Myanmar.

On behalf of the government, **U Kyaw Kyaw Tun, Deputy Director of Factories and General Labour Law Inspection Department from Ministry of Labour, Immigration and Population (MOLIP)** in his

speech emphasized that discussions on creating job opportunities for PWDs were continuing following the adoption of the 2015 Law. He encouraged businesses to treat PWDs equally to other workers, and to provide information to Labour Offices on vacancies and the numbers of PWDs employed. He added one of the main objectives of this workshop was to discuss the introduction of a quota system and how it, and any accompanying financial levy, could best be managed.



U Aung Ko Myint, Chairman of the Myanmar Federation of People with Disabilities presented the historical context for establishing a legal framework for employing PWD which had started in 1958 in the Ne Win era with a focus on disabled war veterans. He noted that the ‘social welfare’ concept of disability was starting to be replaced by the concept of rights. He welcomed the presence of the Labour Ministry at the workshop.

Vicky Bowman, Director of MCRB, explained MCRB sought to link disabled peoples’ organizations and businesses and promote responsible business conduct including non-discrimination. In 2014, MCRB, collaborating with Myanmar Deaf Community Development Association (MDCDA), published a guide for business on disability inclusive business practice (CSR-D) and about 2500 copies had been circulated to business people across the country as well as being available on line. She noted that since then, some companies had already taken steps to be more disability-inclusive such as Mira Travel which offers an inclusive customized tour package called “Accessible Myanmar” for Persons with Disabilities (PWDs) with physical, visual or other sensory impairment and special needs, targeting both international and domestic visitors. She hoped that business would produce disability-inclusive products, although constraints remained such as the absence of a ‘screen-reader’ for the visually-impaired in Myanmar language, but that this is being developed by experts. Vicky encouraged business to support people with disability under their CSR budget. She noted that research showed that it doesn’t cost much for business to provide ‘reasonable accommodation’ (i.e. adjustments to the working environment) for PWDs, for example, by offering flexible working hours. In conclusion, she said *“I hope we in this room will have the opportunity to shape future strategy and policy together.”*

Session II - Overview of Myanmar disability rights framework



This session focussed on an **overview of Myanmar disability rights framework**. **Daw Soe Moe Oo** from Myanmar Federation of Persons with Disabilities (MFPD) presented on the UN Convention on the Rights of PWDs; Incheon Strategy to “Make the Right Real for PWDs in Asia and the Pacific”; ASEAN Decade of Persons with Disabilities (2011-2020); the Myanmar National Strategy for the Development of PWDs (2016-2025); and the 2015 Myanmar Law Protecting the Rights of PWDs. She stressed that establishing an accessible workplace and training are very important for PWDs and noted there is discrimination when it comes to promotion. *“We, PWDs, don’t want to be a burden for our family. We want to stand on our two feet.”*



Daw Khin Myo Su, presented the initiatives of MFPD’s Employment Committee such as support for job applications and interviews, and contacts between the Federation and several local companies including KBZ, OK\$, Call Centre and Lu-Pyan-Taw Padamya, including free awareness—raising sessions about disability for company employees. She noted they had budgetary constraints which impeded disseminating information, interviewing process through telephone, transportation.



Daw Khin Myo Su Presentation Slide

Session III - Overview of international experience of workplace quotas and alternatives

This panel discussion was moderated by **John Honney (Legal Consultant)** and brought together international experts on business and disability, several of whom have disabilities. They focused their remarks on the global experience of compulsory employment quotas for people with disabilities, and what this experience could offer Myanmar as it made choices about the quota system.

Michael Jeewa, Joint Chief Executive, Asian People's Disability Alliance (APDA) UK spoke about his experiences as a Myanmar-born member of the UK disability movement, working to promote independent living, changed mind-sets and social barriers, and to tackle negative media images, and how this had been supported by a Disability Rights Commission and anti-discrimination laws. Ethnic minorities with disabilities, such as those represented by APDA in the UK could suffer double discrimination. Quotas had been introduced in the UK, but then phased out as they had outlived their usefulness. However he believed quotas could work in Myanmar, but only if accompanied by on-the-job training and apprenticeship.

Cassandra Chiu, Director of The Safe Harbour Counselling Centre, Singapore and Young Global Leader of the World Economic Forum (whose participation was sponsored by Parami Energy) spoke about her experience of travelling through Asia with a visual impairment, and her observations on the use of quotas in the region. She noted that Taiwan has a comprehensive system of quotas and excellent public transport infrastructure for PWD. However only 12.5% of PWD participate in the labour market, and companies simply pay the levy or pay PWD to stay at home. Singapore has similar rates of labour market participation (12.35%) but no quotas. Instead, government encourages business to employ PWD through incentives to lower the cost. In Malaysia, quotas exist but there is only 1 to 2% labour market participation. PWD are rarely seen in public, and there is a strong focus on charity rather than independent living. Australia, with no quotas, has a 53.4% labour market participation rate; in Japan, with a quota of 1.8-2%, the labour participation rate of PWDs is lower than Australia but still high at 40.3%. This is supported by inclusive attitudes, and excellent infrastructure such as audible traffic lights and pavement bumps.





Cassandra concluded that the most important factor in achieving high rates of participation like Japan and Australia is not policies and law, but society wanting this to happen. Myanmar should build that social will and encourage enthusiasm for PWD employment on the part of business, and investment in upskilling and accessibility.

Stefan Tromel, Senior Disability Specialist, ILO Geneva spoke about global experiences, and noted that quotas could sometimes be a trigger for getting the issue of mainstream employment of PWD in the public and private sectors onto the agenda. This could be useful as otherwise there was a risk of assuming PWDs should settle for self-employment. He noted that some companies had shifted from simply responding to a compulsory quota to adopt a proactive approach to employing significant numbers of PWD. Several of these were included in the ILO's Global Network. The problem with quotas was that they tended to encourage a focus on numbers employed in low level jobs, rather than quality jobs with career progression, and on **dis**-ability rather than ability.



Workplace quotas

- A widely used mechanism to promote employment in the public and private sector
- It is compatible with the UN Convention on the Rights of Persons with Disabilities
- Quotas range from 1% to 6% and cover companies of more than 25-100 employees
- A Quota-levy scheme is usually effective. Companies not (yet) meeting their quota obligations pay a fee to a special fund devoted to promoting the employment of persons with disabilities
- Quota systems require a disability certification system that defines who is considered disabled under the quota system
- Risk of quota system: could reinforce negative attitudes towards persons with disabilities. Focus is on disability and not on the ability.
- This risk can be overcome with campaigns, awareness raising

Governments and disabled people's organisations in different countries have different views on whether quotas work. There are between 50 and 60 countries with compulsory quotas. Thus, the UN Convention is silent on whether quotas are recommended, and the ILO does not take a view. But the ILO can advise on system design. Quota systems have to be positive and win-win to be successful. Levies, rather than sanctions or fines, are more effective. A quota system has to be underpinned by a functioning disability certification system.

Presentation Slide of Stefan

Where quotas are introduced, it is essential that they include the public sector. In Spain, a 2% quota in the private sector and 5% in the public sector had encouraged employers to employ PWD in the face of

Other measures that can support employment of persons with disabilities

- Inclusive vocational training systems, including apprenticeship schemes
- Inclusive public employment services, complemented by targeted employment services
- Protection from discrimination on the basis of disability should ensure that recruitment is non-discriminatory, but also ensure career development
- Provision of reasonable workplace adjustments to ensure persons with disabilities can work effectively
- Identify Business champions of disability inclusion to convince private sector of the Business advantages of employing persons with disabilities

Presentation Slide of Stefan

generally high unemployment. Just as the disability movement requires 'Nothing about us, without us', so the private sector should be included in the design of a quota system if it is to work, otherwise their view of disability will be negative.

Stefan Tromel noted that the business case for employing PWDs includes lower absenteeism, better safety record and high retention rates which in turn support the investment in training. Successful employment of PWD, with or without quota, requires a holistic approach. Business needs to actively recruit PWD and ensure the relevant accommodations/adjustments in the working environment. Government should provide underpinning education and infrastructure, and in some cases provide financial support for assistive technology. There needs to be sufficient support available such as job coaching from disability service providers/DPOs, and awareness-raising and combatting stereotypes by all.

Dr Sanjukta Choudhury Kaul, International Business School BINUS University International, Indonesia spoke of her research on business and disability in Asia, including India. Definitions of disability in India were being adapted to include more forms of invisible disability such as diseases of the blood, and learning difficulties, as well as acid attack victims. Higher education access for PWD was essential. In India, the quota for students was 7%, leading to significant increases in PWD accessing higher education. Business was playing a strong role in supporting scholarships for PWD. While there was a 3% quota for PWD in the Indian public sector, most jobs were at the low/unskilled C and D levels which reinforced stereotypes that PWD could only undertake menial jobs. Business as an economic entity should be encouraged to view PWD as a resource, rather than a compulsory quota, and would value that resource if it has the right skillsets and performs. It was important not to forget disability in rural areas, and also to ensure that certain types of disability such as visual or intellectual impairment, were not left behind, compared to locomotor disability and the hearing impaired.





After presentations by the panellists, there was a Q&A.

What advantages are there for companies for employing PWDs?

Stefan commented that companies would gain low absenteeism, lower job rotation, high retention rate, which means that low employment turnover rate. Health and safety records of persons with disabilities are as good or even better as that of non-disabled persons. They strengthen the brand of their companies and are a role model for their colleagues.

What should people with hearing or visual impairment do to retain their jobs?

Cassandra responded that we have to grab the opportunities until we attain certain level of education, and then we can start to think about career development plan. She said **“We can’t rely on other people like our mother or sister or brother to take us to work. We have to rely on ourselves.”**

Sanju stressed that visually impaired people must not be forgotten which often happened in favour of employing people with other types of disability. Particular thought should be given to supporting them in certain sectors and jobs, including IT and services.

What do other governments do to support PWDs to enter into the workplace?

Stefan said governments need to undertake awareness-raising and fight against stereotyping of PWDs, as well as provide access to university education. They could also support internship schemes for PWDs students to help them get jobs after graduation. Additionally, some governments provide financial support for assistive technology, and reasonable accommodations. Examples include screen reader software for people with visual impairment, or sign language interpreters etc.

Cassandra noted that some ‘reasonable accommodations’ represented a cost to business but business would gain benefits from employing PWDs at their workplace. Governments should also provide support for ‘reasonable accommodations’ so that business could employ PWDs with no additional cost.

Sanju also highlighted the importance of making the banking sector accessible particularly in rural/remote areas. If PWDs cannot open a bank account, they cannot access loans. Governments should ensure a disability-inclusive banking sector, including in Myanmar.

Stefan concluded that whether or not Myanmar implements a quota system, employers need to be committed to employing peoples with disabilities. He welcomed the interest of the Myanmar companies present and underlined that Myanmar now needed to do more to ensure PWDs had the skills those businesses and the labour market wanted. This meant more inclusive vocational training for PWDs, job matching, and building links between PWDs and the private sector in addition to guidance, and raising awareness.



Session IV Break-out groups - Quotas: Issues for initial consideration

There were 12 breakout groups with various stakeholders. Participants identified the challenges and potential solutions for promoting employment of PWDs, as well as specific challenges and solutions relating to the introduction of a quota system. Outputs from the discussions are listed below.





	Challenges	Solutions
Barriers faced by PWDs in accessing the job market?	<p>Societal/company attitudes and discrimination</p> <ul style="list-style-type: none"> • Most people are not aware about rights of PWD, including PWDs themselves. • Mind-set and discrimination against PWDs by general public who lack knowledge about disability. • There is discrimination in recruitment and job promotion • Companies HR policies don't reflect the rights of people with disabilities • Education system discriminates against PWDs • PWDs from rural areas are more vulnerable 	<p>Societal/company attitudes and awareness</p> <ul style="list-style-type: none"> • Awareness-raising needed to combat discrimination against PWDs • Awareness-raising and training is needed for other employees to change their views of PWDs • Need to empower PWDs to handle discrimination and stigma in workplace • Labour laws should be amended where they discriminate • Companies should amend HR policy to respect rights of person with disability • Government should include PWD rights in mainstream school syllabus • PWD need access to education
	<p>Workplace accessibility/inclusion</p> <ul style="list-style-type: none"> • Communication barriers might happen in dealing with people with hearing impairment. • PWDs lack self-confidence and have problems in a work environment. • Existing building and premises are not accessible or disability friendly e.g. some offices are located on the top floor of building and it is very difficult for PWDs to go up. • Government doesn't provide enough facilities and infrastructure for PWDs including toilets, transportation etc. 	<p>Workplace accessibility/inclusion</p> <ul style="list-style-type: none"> • DPOs can provide training for employees on how to communicate with PWDs • Government should establish and enforce a requirement for new buildings to be accessible • Companies should obtain advice from PWDs on making buildings accessible • Employers should invest in accessible workplaces/reasonable accommodations for PWDs; they could address it as part of the corporate social responsibility (CSR) approach. • Businesses and government should provide necessary equipment including signs for PWDs



	<ul style="list-style-type: none"> • Cost to business of providing reasonable accommodation/workplace adjustment for PWDs. • Government doesn't have any budget to support business in promoting PWD employment. • There is no screen-reader (Text-to-speech) software and technology for PWDs in Myanmar language. No government funds to support this. 	<ul style="list-style-type: none"> • Advocate to develop universal design for public transport (bus, train and boat) for PWDs • Company should arrange transport for PWD employees. • Support should be provided for a PWD recruitment agency/jobs platform, as well as employment support A recruitment agency • LinneAsia's work with MNAB on a Myanmar screenreader should be accelerated.
	<p>Training and Support for PWDs and companies</p> <ul style="list-style-type: none"> • Businesses wanting to employ PWDs don't know where to find them. • Lack of job-readiness program and on-the-job training programs for PWDs. • Business and PWDs are not aware about Job Coach Coalition Myanmar (JCCM) organised by Shwe Mintha Foundation • PWDs are poor and they don't have enough funds to set up their own business. • Legislation/taxation unclear for social enterprise or how to register them. This is a problem for NGOs trying to raise income for members including PWDs 	<p>Training and Support for PWDs and companies</p> <ul style="list-style-type: none"> • Develop a strategy to promote PWDs employment by analysing strength and weakness of PWDs' existing capacity. • Provide job readiness program for PWDs • Support programmes for PWDs (skills, qualification opportunities and career development and expand inclusive vocation training programs nationally • Recruitment fair for PWDs • Provide technical support to small and medium enterprises/ social enterprises established by PWDs' • Establish a social enterprise legal framework (not just for PWDs)



	Challenges	Solutions
<p>Specific challenges relating to the introduction of quotas?</p>	<p>The challenges above are all relevant. In addition:</p> <p>Demand and supply</p> <ul style="list-style-type: none"> No information on how many PWDs are available to work, their location, and their skills Lack of information about job opportunities in companies. Will demand and supply be matched, by skills and location? <p>Registration system</p> <ul style="list-style-type: none"> Lack of registration system for PWDs, including level of disability <p>Discrimination</p> <ul style="list-style-type: none"> Will PWD receive equal treatment i.e. same salaries and benefits as others, or will there be discrimination, particularly where they have to be hired by compulsory quota. Business may refuse to hire PWDs citing location or type of job The PWDs may receive the salary but they are not invited to come work <p>Cost to business</p> <ul style="list-style-type: none"> Employers may not able to provide an accessible workplace Can business meet the cost of providing 'reasonable accommodations' (workplace adjustment) for PWDs? 	<p>The solutions above are all relevant. In addition:</p> <p>Demand and supply</p> <ul style="list-style-type: none"> Gather data on the number of PWDs who are available to work, and their skills. Learn from other countries experience on designing quota system Government, private sector and PDOs should discuss how to introduce quota system so that it is effective and realistic, e.g. differentiate between SMEs and larger companies; or start with lower % and gradually increase Companies need time to adjust and start recruiting PWD Quality, certified vocational/training programs needed immediately for PWDs to enhance skills, increase numbers and promote job matching <p>Registration system</p> <ul style="list-style-type: none"> Establish a mechanism or budget for medical check up to give disability classification and skill assessment. Registration and ID card system to be put in place before quota introduced <p>Discrimination</p> <ul style="list-style-type: none"> See above <p>Cost to Business</p> <ul style="list-style-type: none"> Government can support business by offering tax incentives for employment at/over quota



	<ul style="list-style-type: none"> • When there is no vacant position for PWDs, it might cost business to create a new position for PWDs just to meet the quota <p>Monitoring and penalties</p> <ul style="list-style-type: none"> • Which department or organisation has a responsibility to report and monitor the quota system? • What levy/fine would go to Disables Peoples' Organisations (DPOs)? How will it be managed? <p>Other</p> <ul style="list-style-type: none"> • What impact will quotas have on business that are currently led by PWDs? • Can quota be met in other ways in addition to direct employment e.g. sourcing from PWDs enterprises, direct funding to DPOs organizations. 	<ul style="list-style-type: none"> • Government funding for 'reasonable accommodation'/assistive technology <p>Monitoring and penalties</p> <ul style="list-style-type: none"> • Companies self-report on the number of PWD employed. • Need to form monitoring body
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Sessions V and VI - Alternative Approaches to Promoting Disability Inclusion in Business



From Left to Right (Daw Yamin Ohnmar, U Nay Tun, Mrs Vicky Bowman, U Kyaw Kyaw, and U Nay Lin Soe

There were two rounds of panel discussions on alternative approaches to promoting disability inclusion in business (i.e. in addition to/instead of compulsory quotas). The first panel was led by organisations supporting people with different types of disability such as Myanmar National Association for the Blind, Myanmar Autism Association, Myanmar Deaf Community Development Association, Myanmar Independent Living Initiative. They spoke about strategies they have adopted to build the skills of PWDs, including computer skills, job skills and internships, all of which need to be scaled up if a quota system is to be successful, but which are also equally valuable as a means to support employment of PWDs even without quotas.

Daw Yamin Ohnmar, general secretary of Myanmar National Association for the Blind, shared their activities including providing training program to PWDs by collaboration with the federation, and noted it is important to have on-the-job training to build trust between PWDs and employers. She stressed that *“when we are talking about employment opportunities, we must ensure we don’t exclude people with vision impairment.”*

U Nay Tun (Myanmar Autism Association) explained the types of disability and addressed the strengths and weaknesses of people with intellectual disability, including the training they needed and suitable jobs. He noted that many people with intellectual disability work in packaging factories.



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MYANMAR AUTISM ASSOCIATION(YANGON)

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MYANMAR AUTISM ASSOCIATION(YANGON)

Presentation Slide of U Nay Tun



U Kyaw Kyaw (Myanmar Deaf Community Development Association) presented the definition of disability. He highlighted that one cannot tell from appearance whether a person has a disability. He noted that the unemployment rate of PWDs in Myanmar is about 85 %, and not all of them will be able to be employed by business. The by-laws for the disability are under discussion. U Kyaw Kyaw asked whether government and companies are ready to employ PWDs. PDOs have proposed a 2% quota system. Quotas are about 1.6-2% in Japan and 2.35 % in Korea respectively. He suggested that a quota system could be introduced after 4-5 years preparation.

Approaches

Alternative Approaches for Promoting Disability Inclusion in Business

<p>"Promote Business Sector Engagement"</p> <hr/> <p>Using UNGC Platform</p>	<p>"Enhance the Capacity of PWDs"</p> <hr/> <p>Establish TVET</p>	<p>"Barrier fee & Coaching"</p> <hr/> <p>Assist to PWDs in workplaces</p>
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Presentation Slide of U Kyaw Kyaw



U Kyaw Kyaw described how MDCDA has engaged with MCRB and City Mart and noted that the 10 principles of the UN Global Compact included non-discrimination, which companies could interpret by promoting PWD employment. He concluded with five recommendations:

1. Understand the context clearly when DPOs are engaging with business
2. Establish ongoing communication to build better relationships between DPOs and business
3. Provide capacity building programs for PWDs to join the workplace.
4. DPOs and business should engage to enhance better employment opportunities for PWDs
5. DPOs and Business should establish mutual trust when they work together.

U Nay Lin Soe (Myanmar Independent Living Initiative) spoke about the various services and



activities that MILI have uses to engage with business including 'disability audits' which they conducted for companies, analysing companies' HR policies and recommending on how to make it disability inclusive, and providing disability equality training programs at workplace. MILI also engages in advocacy and awareness-raising of disability rights through radio programs. They have organised forums and workshops with business with the aim of establishing a platform between private sector and people with disabilities, and sought to ensure the voice of PWDs is included in law reform process, and encouraging business to produce accessible goods and services for people with disabilities by modifying existing products. He encouraged business to consider PWDs as consumers/end-users, since they could be a profitable market for inclusive services and products. He also called for entrepreneurship training and support for PWDs to set up their own businesses.

Responding to the call for businesses to respond to PWD as consumers, audience members with disabilities shared experiences of discrimination when opening bank accounts. An owner of a social enterprise shared her successful experience of employing a person with intellectual disabilities as an intern at her shop.



Daw Ma Ma Naing said "We don't call them PWDs, we call them people who are able in different ways."

The second panel featured businesses sharing their experience of employing PWDs at their workplace. **Daw Ma Ma Naing, Human Resources Director at Sule Shangri-La Hotel** shared their global HR policy commitment to have 2% PWDs in their workforce. She also talked about the opportunities and challenges that the hotel saw in employing people with disabilities: they had found them to be focussed, and detail orientated, but other staff needed to be trained



on how to manage and communicate with those with hearing impairment. Shangri-la has a commitment to employ wheelchair users in future but are still in the process of building ramps within the building.

U Sett Hlaing, Legal and Compliance Director at KBZ Group presented on their experience of employing PWDs and collaboration with local disability organisations, and the steps KBZ Group is taking to make their businesses more disability inclusive for customers. The issue of banking services for PWD as an essential enabler for independent living was raised again. U Sett Hlaing noted that KBZ Bank was expanding rapidly, and as a result, the roll out of training for all staff, including on disability inclusion is lagging behind, leading to inconsistent approaches by branches when hearing impaired and other PWD customers seek to open accounts.

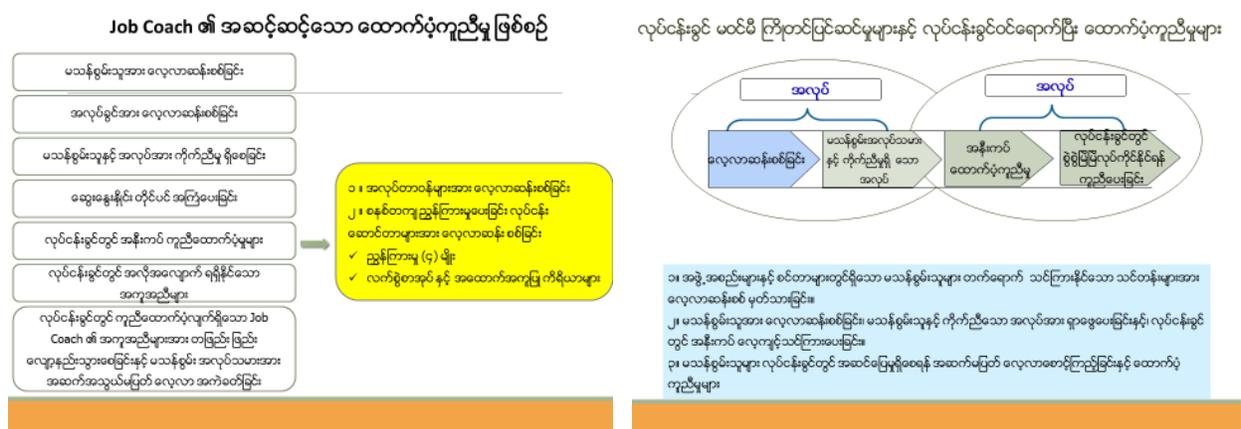


U Myat Thu Winn (Shwe Min Thar Foundation) spoke about their activities to link the private sector and PWDs, including their Supported Employment Program and the Job Coach Coalition Myanmar (JCCM). This program is formed by four organizations: Shwe Min Thar Foundation, Myanmar Autism Association, Pyin Oo Lwin School for the Blind and Deaf, and Mary Chapman School for the Deaf. The PWDs with whom they work want to be employed not only to earn a salary, but also so that they can be included in society.



He explained why he had established Shwe Min Thar ***“I have a severity disability and it was very difficult to get a job. That’s why I have set up my own company. When I go out, no one believes that I am U Myat Thu Win. They only greet the person who assists me!”***

He noted that it is not enough only to provide training. The trainer need to follow up with employers and PWDs in the workplace through job coaching.



Presentation Slides of U Myat Thu Winn



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Labour
Organization



Stefan Tromel, Senior Disability Specialist from the ILO Geneva office provided closing remarks of the final panel session of the workshop. He highlighted that a supported employment program would be very important if PWDs in Myanmar were to successfully be included in the labour market. He welcomed the comprehensive policies of the companies who had presented, and highlighted the importance of collaborating with NGOs such as the Myanmar Federation of People with Disabilities. He noted the necessity of continuing the national level discussion around the specifics of introducing an effective quota system, including with business, and that the ILO stood ready to assist Myanmar stakeholders on this. Stefan also highlighted there should be a national business and disability network in Myanmar similar to those that exist in other countries and which would be connected to the ILO Global Business and Disability Network. (www.businessanddisability.org) which has a number of online factsheets (Do's and Don'ts, Myths and Facts etc). He committed to ensuring that it would deploy the Network's resources for the benefit of people with disabilities and businesses in Myanmar.

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Presentations from the workshop are available at

<http://www.myanmar-responsiblebusiness.org/news/multi-stakeholder-workshop-people-with-disabilities.html>

For more information, please contact info@myanmar-responsiblebusiness.org



Workshop feedback

“We had a chance to learn about international experiences of quota systems and other relevant useful information”

“After learning about international best practice, we can adopt this for the improvement of PWD living standards in Myanmar



“We hope that these types of international standards and practices will be happen soon in Myanmar and that relevant organisations will work together”.



“International practices, and experiences including examples, challenges, and procedures regarding quota system, should be shared widely, so that this system will be more effective, when we start to introduce it in Myanmar.”

