Corporate Social Responsibility and Disability (CSR-D)
A Guide for Companies in Myanmar

မြန်မာစာတန်းလေးတင်ပါ့တ်များ: အိုးအမြင့်မြားနေရာတွင် လေးတင်ပါ့တ်များ
စာအုပ်သို့မဟုတ် လေးတင်ပါ့တ်များသည် ကိုယ်စားလှယ်တို့အတွက်

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Corporate Social Responsibility and Disability (CSR-D)

A Guide for Companies in Myanmar

MCRB
Yangon, Myanmar
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## Introduction to this Guide

Why should companies in Myanmar include disability in their CSR framework?

## Equality of treatment and non-discrimination

- Discrimination can be direct or indirect
- Actions

## Disability and Labour Law

- Quotas for employees with disabilities
- Disability and human resources policy

## Accessibility

- Where to begin – a global assessment
- Environment accessibility
- Accessibility to products and services
- Actions

## Relationships with suppliers and subcontractors

## Social action

## Communication

## Appropriate terminology

- Terms that should not be used
- Terms that should be used

## How to implement CSR-D: A CSR and Disability Roadmap

## Questionnaire

## Glossary
Introduction to this Guide

This Guide¹ aims to:

1. offer a practical tool for companies that want to integrate people with disabilities into their CSR policy.
2. increase the level and quality of employment for people with disabilities.
3. contribute to the quality improvement of products and services that people with disabilities demand as consumers.

The guide deals with the various areas in a company where there is scope to address CSR-D taking into account that disability has an effect at all levels of the company’s activity. Employment and accessibility are two essential aspects, but it also includes other important areas.

The guide includes a self-diagnosis questionnaire that allows the company to assess its performance, which areas need to be improved, and more important, its progress. It suggests some indicators that the company could include in its CSR annual report.

However, a single guide or action plan cannot be applied to all companies. The specific characteristics of the company such as its activity, number of employees, location, need to be taken into account.

¹ This guide is a translation of the 2009 ‘CSR-D Guide Corporate Social Responsibility and Disability’ originally produced by Fundación ONCE. It has been adapted to the Myanmar context with reference to the legal framework and data on the population of people with disability, inter alia. The original guide is available at http://rsed.fundaciononce.es/en/introduccion_RSED.html
CSR and Disability (CSR-D)

There are various definitions of Corporate Social Responsibility (CSR). Myanmar Centre for Responsible Business (MCRB) uses the definition adopted in the EU’s October 2011 policy on CSR: “the responsibility of enterprises for their impacts on society”. The European Commission stated that enterprises ‘should have in place a process to integrate social, environmental, ethical human rights and consumer concerns into their business operations and core strategy in close collaboration with their stakeholders’.

CSR and Disability (CSR-D) is the general inclusion of the disability aspect in the different elements of companies’ CSR approach, since people with disabilities are among a company’s stakeholders.

The relationship between CSR and disability.....
..... has an influence on all CSR actions.
..... is a dynamic process.
..... must be adapted to each company’s reality.

Why should companies in Myanmar include disability in their CSR framework?
According to the “Myanmar National Disability Survey” conducted by the Department of Social Welfare, under the Ministry of Social Welfare, Relief and Resettlement, and Leprosy Mission International between 2008 and 2009, disability prevalence in Myanmar is 2.32%. This translates to approximately 1.2 million persons living with a disability in Myanmar, or one person with a disability in every 10 households. Of this, 68.2% are people with a physical impairment, 13.3% are people with a visual impairment, 10.4% are people with a hearing impairment and 8.1% have some form of intellectual disability. The forthcoming census results, conducted in 2014, may provide further information on disability prevalence.
Criteria to measure disability in Myanmar differ from the usual international criteria. They include persons with functional impairment due to a range of disabling conditions, regardless of age, but specifically do not include persons with limited function as a result of chronic diseases such as heart disease, HIV/AIDS, depression or general age-related debility. According to WHO, the proportion of disability amongst the world’s population is 15%.

Given this prevalence, people with disabilities and their families form an important group of potential clients, shareholders and investors that can be very attractive for many companies. Specific products and services, or those developed considering ‘design for all’ criteria and universal accessibility are also of interest to them and can be a business opportunity.

Disability is one element of the ‘diversity’ which is increasingly valued by companies. A recent EU survey showed that 83% of companies with diversity policies believed that diversity provides real advantages for their business such as access to a greater range of potential employees, the improvement of staff motivation and a more innovative work force.

However, disability is often given less prominence than other diversity criteria such as gender and ethnicity. Companies who take people with disabilities into account can benefit from the potential and talent of a significant part of the population, including in Myanmar, at a time of shortage of skilled labour in Myanmar, and difficulties in retaining skilled staff.

The majority of people with disabilities in Myanmar are unemployed. According to figures from the National Disability Survey, 85% of people with disabilities had no jobs or livelihoods. Those jobs offered are mostly casual labor such as plastic or bottle collecting, which is poorly remunerated. These types of jobs are often ill-suited for people with disabilities, since they require a certain level of mobility and physical fitness. According to a calculation based on standards of the International Labour Organisation (ILO), the Gross Domestic Product (GDP) of Myanmar could be as much as US $1.2 billion higher if people with disabilities were properly included in the workforce.

Awareness of disability in Myanmar is increasing as is the importance attached to it by the government. In November 2011, Myanmar signed the Bali Declaration on the Enhancement of the Role and Participation of the Persons with Disabilities in ASEAN Community. In December 2011 it ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). A 21-person Myanmar Council of People with Disabilities was formed in June 2014.

A draft law on Protection of Persons with Disabilities is under discussion, which will include requirements for businesses in Myanmar. This means that companies will need to comply with forthcoming national legislation on the workplace rights of people with disabilities and should start to prepare for this.

But even beyond the workplace, companies should take into account people with disabilities, for example when consulting stakeholders, including as customers or local community members. Doing so will provide a company with additional business insights and enhance their reputation as a responsible and inclusive company.
စီးပြားေရးလုပ္ငန္းမ်ား၏ လူမႈတာ၀န္ယူမႈႏွင့္ မသန္စြမ္းမႈစြာမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း၅ႊန္

Corporate Social Responsibility and Disability (CSR-D)
A Guide for Companies in Myanmar

စုစုေပါင္းလူဦးေရ၏၂.၃၂ ရာခိုင္ႏႈန္းရွိေၾကာင္း သိရသည္။ ထို႔ေၾကာင့္ ျမန္မာႏိုင္ငံရွိ မသန္စြမ္းသူ အေရအတြက္ ျမန္မာႏို္ငံ အမ်ဳိးသားအဆင့္ မသန္စြမ္းမႈေလ့လာခ်က္ စစ္တမ္းအရ မသန္စြမ္းသူဦးေရ အခ်ဳိးအစားသည္ ျမန္မာႏိုင္ငံအတြင္းရွိကုမၸဏီမ်ားသည္ CSR မူေဘာင္အတြင္း မသန္စြမ္းမႈကို ထည့္သြင္းရန္ အဘယ့္ေၾကာင့္ CSR ႏွင့္မသန္စြမ္းမႈအၾကား ဆက္သြယ္ခ်က္သည္-

- CSR နောက်ဆုံးရခြင်း စီးပြားေရးလုပ္ငန္းမ်ား
- ျမန္မာစားသီးစားပြီးစီးခြင်းလုပ္ငန္းမ်ား
- အမ်ြားမ်ြားမ်ားကို ရွေးချယ်သော ျပည္ပစ္စည္းမ်ား

CSR-D လူမှုအရာ CSR ဆောင်ရွက်မ်ား ဆောင်ရွက်သူမ်ား၏ နည္းပြံမှန်သော လူမှုလျှပ်စစ္ဝန္ဆောင်မႈေကာင္းေသာ CSR-မ်ားတို႔၏ မိသားစုမ်ားသည္ ကုမၸဏီမ်ားအတြက္ ေဖာက္သည္ေလာင္းမ်ား၊ အစုရွယ္ယာရွင္မ်ားႏွဲးပီးျမႇပ္ႏွံသူထည့္သြင္းတြက္ခ်က္ျခင္း မျပဳေပ။ ကမာၻ႔က်န္းမာေရးအဖြဲ႕၏ အလိုအရ မသန္စြမ္းသူဦးေရသည္ စုစုေပါင္း ေကာက္ယူျခင္းမွလည္း မသန္စြမ္းမႈႏွင့္ပတ္သက္သည့္ ေနာက္ထပ္သတင္းအခ်က္အလက္မ်ား ထပ္မံရရွိလာရွိၾကသူမ်ား ျဖစ္သည္။ ၂၀၁၄ ခုႏွစ္၊ ေမလတြင္ ေကာက္ယူၿပီးစီးခဲ့ေသာ ျပည္လံုးကၽြတ္ သန္းေခါင္စာရင္း
In their capacity as employees, clients, suppliers or shareholders, people with disabilities mainly ask companies for equal treatment and protection against all types of discrimination.

Therefore these concepts must be essential elements in all CSR policies that include people with disabilities.

**Principles of equality of treatment and non-discrimination must...**

- be respected in all CSR and disability actions.
- be accepted and promoted from the highest company level.

Article 5 of the UN Convention on the Rights of Persons with Disabilities (UNCRPD) recognizes that “all persons are equal before and under the law and are entitled without any discrimination to the equal protection and
equal benefit of the law”. The government has the obligation to prohibit all discrimination on the basis of disability and guarantee to persons with disabilities equal and effective legal protection against discrimination on all grounds.

Article 27 of the Convention recognizes “the right of persons with disabilities to work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labor market and work environment that is open, inclusive and accessible to persons with disabilities”. The government is thus obliged to promote and safeguard this right to work by taking appropriate measures and legislative proceedings that prohibit any form of discrimination with regard to all matters concerning employment.

**Discrimination can be direct or indirect**

According to Principle 6 of the United Nations Global Compact, discrimination is “any distinction, exclusion or preference which has the effect of nullifying or impairing the opportunity of equal treatment in employment or occupation “and is made” on the basis of race, colour, sex, religion, political opinion, national extraction, social origin or disability.” Discrimination can be direct or indirect.

Direct discrimination occurs where, on the grounds of disability, one person is treated less favourably than another is, has been or would be treated in a comparable situation.

Indirect discrimination shall be taken to occur when an apparently neutral provision, criterion or practice would put people with a disability at a particular disadvantage compared to other people, unless that provision, criterion or practice is objectively justified by a legitimate aim and the means of achieving that aim are appropriate and necessary.

**Actions**

A company willing to fully integrate people with disabilities into its CSR policy needs to:

- Openly adopt an equal treatment commitment at the highest corporate level so that all the company’s stakeholders are aware of it.
- Include people with disabilities in its declaration of values or in its code of ethics in order to make clear that they as a group form part of its general commitment towards non-discrimination and diversity.
- Complement the general commitment with a clear policy and specific procedures that ensure non-discrimination in all company areas. This policy will specifically include people with disabilities.
- Design and carry out training and internal awareness actions in order to eliminate prejudices, low expectations and ignorance, which are some of the main obstacles people with disabilities face.
ဗော်သူမ်ားအနေဖြင့် လူမျိုးတာဝန်ယူမှုများနှင့် မသန္စြမ္းမႈျမန္မာကုမၸဏီမ်ားအတွက် လက္စြဲလမ္း၅ခါအတွက်  Corporate Social Responsibility and Disability (CSR-D)
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ထို႔ေၾကာင့္ မသန္စြမ္းသူမ်ားအက်ဳံး၀င္ေအာင္ ဆိုႏုိင္မည္ျဖစ္သည္။

မသန္စြမ္းသူမ်ားသည္ ၀န္ထမ္းမ်ား၊ ေဖာက္သည္မ်ား၊ ပစၥည္းေပးသြင္းသူမ်ား၊ ရွယ္ယာရွင္မ်ားအျဖစ္ တန္းတူဆက္ဆံျခင္းႏွင့္ ခြဲျခားမႈမျပဳျခင္းလြပ္လပ္စြာ ေရြးခ်ယ္ႏုိင္ခြင့္ရွိေသာ (သုိ႔) မသန္စြမ္းသူမ်ားအတြက္ ပါ၀င္ေပါင္းစည္းႏုိင္၍ အလြယ္တကူ ရရွိတန္းတူညီမွ် အလုပ္လုပ္ပိုင္ခြင့္ ရွိေၾကာင္း၊ ပါ၀င္ဖက္ႏိုင္ငံမ်ားက အသိအမွတ္ျပဳၾကသည္။  ဤအခြင့္အေရးတြင္ ျဖစ္သည္။

အတြက္ ညီမွ်ၿပီးထိေရာက္မႈရွိေသာ ဥပေဒေၾကာင္းဆိုင္ရာ အာမခံခ်က္မ်ားရရွိေနေစရန္ တာ၀န္ခံ ေဆာင္ရြက္ထုိက္သည္ဟူ၍ လည္းေကာင္း၊ ပါ၀င္ဖက္ႏုိင္ငံတုိင္းက အသိအမွတ္ျပဳသည္“ ဟု အသိအမွတ္ျပဳေဖာ္ျပထားအရ အကာအကြယ္ေပါက္ေျမာက္ေအာင္ ေဆာင္သြယ္၀ိုက္ခြဲျခားဆက္ဆံမႈတစ္စုံတစ္ရာမရွိဘဲ တန္းတူညီမွ်ရရွိခြင့္ကို ခြဲျခားဆက္ဆံမႈဆိုသည္မွာ ျပဌာန္းခ်က္၊ စံႏႈန္းသတ္မွတ္ခ်က္ သို႔မဟုတ္ လုပ္ထံုးလုပ္နည္းဆိုလိုသည္။

တိုက္႐ိုက္ခြဲျခားဆက္ဆံမႈဆိုသည္မွာ မသန္စြမ္းမႈကိုအေၾကာင္းျပီး လူတစ္ဦးကို အလားတူအေျခသည္တိုက္႐ိုက္ သို႔မဟုတ္ သြယ္၀ိုက္၍ျဖစ္ႏုိင္သည္။

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ထိုအခြင့္အေရးတြင္ ျဖစ္သည္။

အကာအကြယ္ေပါက္ေျမာက္ေအာင္ ေဆာင္သြယ္၀ိုက္ခြဲျခားဆက္ဆံမႈတစ္စုံတစ္ရာမရွိဘဲ တန္းတူညီမွ်ရရွိခြင့္ကို ခြဲျခားဆက္ဆံမႈဆိုသည္မွာ အလုပ္အလွန်ႏွင့္ပတ္သက္ၿပီး ခြဲျခားျခင္း၊ ပစ္ပယ္ထားျခင္းUN Global Compact ၏ စည္းမ်ဥ္းအမွတ္ ၆ တြင္ ခြဲျခားဆက္ဆံမႈကို ေအာက္ပါအတိုင္း အဓိပၸာယ္တုိက္႐ိုက္ခြဲျခားဆက္ဆံမႈႏွင့္ သြယ္၀ိုက္ခြဲျခားဆက္ဆံမႈေရးယူေဆာင္ရြက္မႈမ်ားကို ေဆာင္ရြက္ရန္တာ၀န္ရွိသည္။

ဗုဒ္ဓဟူးစီးပြားပြောင်းလာရမည့် တံခါးဖြင့္ လုပ္အားေစ်းကြက္တြင္ျဖစ္ေစ၊ အလုပ္ခြင္၀န္းက်င္တြင္ျဖစ္ေစ အလုပ္လုပ္၍ အသက္ေမြး
Disability and Labour Law

The Myanmar “Law on Rehabilitation and Employment of persons with disabilities” was first enacted in 1958. It has been reviewed and a new law on the Protection of Persons with Disabilities has been drafted.

Quotas for employees with disabilities
The draft bill includes provisions addressing participation of persons with disability in employment and economic activity. One element under discussion is a compulsory requirement for employers with more than a certain number of employees to employ a minimum percentage of people with disabilities (a ‘quota’), as occurs in some other countries.

In some countries this quota obligation can be met through alternative options. This might include the payment of a compensation fee to a special fund for the employment of people with disabilities or the purchase of products and/or services from special companies (sheltered workshops) whose workforce is mainly composed of people with disabilities.

Even when there are no compulsory quotas, companies aiming to be socially responsible on disability, should set themselves the following objectives:

- Establish concrete employment targets for people with disabilities and an action plan to achieve these targets. This applies both to companies that are bound by quota legislation, as well as companies that are not bound by any quota.

- Have people with disabilities working at all company levels.

- Establish concrete targets for people with disabilities who face additional challenges to being included in the labour market, like women with disabilities, people with more severe disabilities and elderly people with disabilities.

Disability and human resources policy
A company can be proactive and show willingness to ensure full equal treatment for people with disabilities. This may also avoid potential legal consequences in future.

All human resources policies need to be reviewed in order to guarantee effective equality of treatment for people with disabilities, and therefore prevent and avoid all kinds of discrimination. This implies a need to:

1. Specifically include non-discrimination and equal treatment in all written procedures that regulate selection process, access to employment, professional promotion and training.

2. Regarding recruitment procedures:
   - Describe the job position by focusing on the essential requirements needed to carry out the tasks of the job.
- Determine the required professional profiles only on the basis of the essential qualification, attitudes and skills for the position.
- Proactively encourage the presentation of candidates with disabilities.
- Ensure that employment offers and applications take into account the diverse circumstances of the candidates and therefore guarantee access to people with disabilities.

3. Regarding staff selection processes:
- Raise awareness and train recruitment professionals on discrimination and disability.
- Adapt skills tests to the specific needs of each candidate with disabilities. A company should ask candidates with disabilities to advise the company of the adaptations they require to carry out the tests.
- Medical tests previous to hiring must aim at guaranteeing that the candidate can carry out the job’s duties, and they should not result in an indiscriminate exclusion of people with disabilities.

4. Regarding the hiring and induction process:
- The employee must be appropriately informed about the contract clauses, obligations and responsibilities in order to guarantee his/her understanding.
- Full inclusion, both socially and functionally, of the person with disabilities must be guaranteed. Any necessary reasonable adjustments and technical adaptations must be carried out. In this sense, the employee’s opinion of how to implement the most appropriate adaptation is essential.
- Establish a specific procedure that includes the evaluation of accessibility and reasonable adjustments for the professional inclusion and / or promotion of people with disabilities.
- Include the needs of people with disabilities in health and safety at work manuals.
- Include specific issues affecting workers with disabilities in induction manuals.

- Guarantee equal access to internal training to people with disabilities, carrying out the necessary adaptations in each case.
- Establish specific internal plans to raise awareness and increase knowledge on disability.

6. Regarding internal promotion:
- Criteria for internal promotion must respect equal opportunities. They must form part of written procedures and be well-known, transparent and simple.
- Skill tests must be accessible for people with disabilities.
- Employees’ career plans must guarantee full equal treatment for people with disabilities.

7. Regarding the professional readjustment processes:
- Establish measures aimed at favouring continuance of people with acquired disability in the company, which can be done in two different ways: carrying out the necessary adjustments when possible or changing the employee to a different position of a similar level if he/she can not carry out his/her current duties.

8. Establish formal mechanisms to prevent, detect, analyse and report discrimination situations. These mechanisms will be designed in such a way as to be fully accessible for people with disabilities.
စီးပြားလုပ်ငန်းမ်ား၏ လူမႈတာဝန္ယူမႈႏွင့္ မသန္စြမ္းမႈ
အတြက္ လက္စြဲလမ္း၅ႊန္
Corporate Social Responsibility and Disability (CSR-D)
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ဗုဒ္ဓကြည့်ရှုလိုသော စီးပြားလုပ်ငန်းမ်ား၏ လူမႈတာဝန္ယူမႈႏွင့္ မသန္စြမ္းမႈ မ်ားအတြက္ လက္စြဲလမ္း (၆) သင်္ကေတချင်းတစ်ချင်းတွင် ပြောင်မြောက်စွဲမှုမွတ်တည်းေဆာင်မႈမ်ားကို အေဆာင်ဆွဲေပါးေရွာက္ေရွာသည်။

၁. ကုမၸဏီ၏ အဆင့္တိုင္းတြင္ မသန္စြမ္းသူမ်ား လုပ္ကိုင္တာ၀န္ထမ္းေဆာင္ေနစရန္ စီစဥ္
၂. မသန္စြမ္းသူမ်ားအတြက္ ရည္ရြယ္သည့္ အလုပ္ခန္႔ထားမႈဆိုင္ရာ စံခ်ိန္စံညႊန္း သတ္မွတ္ၿပီးျပားမႈကို အကယ္၍ ဥပေဒတြင္ သီးျခားအခ်ဳိးက်ခြဲတမ္းစနစ္ကို ျပဌာန္းထားျခင္းမရွိလွ်င္ေသာ္မွ ကုမၸဏီမ်ား ထည့္၀င္ရျခင္း၊ မသန္စြမ္းသူမ်ား အမ်ားစုျဖင့္ ဖြဲ႕စည္းထားေသာ လုပ္ငန္းမ်ားမွ ကုန္စည္ႏွင့္၀န္ေဆာင္မႈမ်ားကို အျခားနည္းလမ္းမ်ားျဖင့္ ျပည့္မီေအာင္ ေဆာင္ရြက္ၾကသည္မ်ားလည္း ရွိသည္။

အိမ်ယားယား စီးပြားလုပ်ငန်းမ်ား၏ လူမႈတာဝန္ယူမႈႏွင့္ မသန္စြမ္းမႈ အကယ္၍ ဥပေဒတြင္ သီးျခားအခ်ဳိးက်ခြဲတမ္းစနစ္ကို ျပဌာန္းထားျခင္းမရွိလွ်င္ေသာ္မွ ကုမၸဏီမ်ား ထည့္၀င္ရျခင္း၊ မသန္စြမ္းသူမ်ား အမ်ားစုျဖင့္ ဖြဲ႕စည္းထားေသာ လုပ္ငန္းမ်ားမွ ကုန္စည္ႏွင့္၀န္ေဆာင္မႈမ်ားကို အျခားနည္းလမ္းမ်ားျဖင့္ ျပည့္မီေအာင္ ေဆာင္ရြက္ၾကသည္မ်ားလည္း ရွိသည္။

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မသန္စြမ္းသူမ်ား အတြက္ လူမႈေရးအရျဖစ္ေစ၊ လုပ္ငန္းသဘာ၀အရျဖစ္ေစ အလုပ္ခြင္ႏွင့္ အျပည့္
Accessibility

Accessibility is the condition that environments, processes, goods, products and services, and also objects or instruments, tools and devices must be understandable, usable, and viable for all people in safe and comfortable conditions in the most autonomous and natural way.

Designing future environments, products and services which are accessible and removing existing barriers are key elements for the individual development and social participation of people with disabilities. The lack of accessibility in environments, products and services becomes a direct cause and a key factor of discrimination. Accessibility management must become part of the company’s daily management. A company should also make sure that all new investments and all adaptations of its facilities are carried out according to accessibility standards.

Accessibility is closely linked to the concepts of quality and sustainability. Non-accessible environments, products or services lack the quality demanded by many consumers and they are considered uncomfortable by people with disabilities, as well as the elderly, people with temporary functional limitations or children.

Where to begin – a global assessment

Companies should consider full accessibility as an objective to be progressively reached. We suggest that a company begins with a global
assessment of its current accessibility level. This analysis will help establish an action plan with priorities, objectives and specific deadlines. The establishment of action priorities obviously depends on the company’s activity, among other factors. For example, is the company selling to consumers or business to business (B2B)?

Environment accessibility
Physical and virtual environments provided by the company to employees and clients must be designed so that they can be used by everybody. In this sense, certain accessibility requirements must be considered in the following areas:

• Horizontal movement that is free of obstacles.
• Accessible systems as alternatives to stairs to allow for vertical movement.
• Optimum dimension furniture with colours that contrast with the environment and ergonomic design.
• Evacuation procedures adapted to people with disabilities.
• Optimum dimension signs that are easy to understand and that show contrast between figure and background.
• Accessible workplaces and workstations that do not hamper the participation or the presence of employees and clients with disabilities.
• Accessible bathrooms.
• Accessible web page, intranet and IT tools, following the criteria established by the WAI (Web Accessibility Initiative) to this end.
• Training customer care staff to appropriately treat clients with disabilities.
• The external environment (e.g. outside the premises) also needs to be accessible for people with disabilities, although the company may not be directly responsible for this.

Accessibility to products and services
Applying “design for all” criteria not only improves the quality of life of people with limited functional capacities, but of everybody else. Accessible environments, products or services, can benefit all the population including the elderly, who have become a large and active group of consumers with purchasing power and more time available than the rest of the population. Products and services offered by a company must be accessible and take into account the various functional capacities of people.

### Actions
The recommended actions to promote accessibility are:

• If a company manufactures a product, include the “design for all” concept in the production processes, especially in design. Tests carried out by users with different disabilities are recommended so that the designed product or service is assessed before it is launched onto the market.
• If a company markets products made by others, it should demand that its suppliers to comply with the “design for all” concept.
• If a company sells products or services directly to the final consumer, it should provide training courses for customer care staff to guarantee adequate treatment of people with disabilities.
စီးပြားလုပ်ငန်းများ၏ လူမႈတာ၀န္ယူမႈ မသန္စြမ္းမႈ ျမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း ၅ႊန္

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• ဒဏ္ရာရထားသူမ်ားကဲ့သုိ႔ေသာ သူမ်ားကလည္း ယင္းတို႔အေပၚ ေက်နပ္ႏွစ္သိမ့္ႏုိင္မည္

• ကုမၸဏီတြင္ တိုက္႐ိုက္တာ၀န္မရွိျခင္းမ်ဳိး ျဖစ္ႏိုင္ေသာ္လည္း ထည့္သြင္းစဥ္စား

• မသန္စြမ္းသူမ်ား ၀င္ထြက္ရန္ လြယ္ကူသည့္ သန္႔စင္ခန္းမ်ားျဖစ္ရမည္။

• ကုန္စည္ႏွင့္ ၀န္ေဆာင္မႈမ်ားကို လက္လွမ္းမီရယူသုံးစြဲႏုိင္ျခင္း

• ကုမၸဏီက သတ္မွတ္ျပဌာန္းမည့္္ ဦးစားေပး လုပ္ငန္းအမ်ဳိးအစားမ်ားသည္ ကုမၸဏီက မည္သည့္

• Web Accessibility Initiative (WAI) မွ ေနာက္ခံႏွင့္စာသားမ်ားကို အလြယ္တကူ ကြဲျပားစြာ ဖတ္႐ႈနားလည္ႏုိင္ေစရမည္။

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စီးပြားလုပ်ငန်းများ၏ လူမႈတာဝန်ယူမႈ မသန္စြမ္းမႈ မြန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း၅ႊန္ စံနႈန္းျဖစ္ပီးျခင္းမ်ားကိုလည္း ထည့္သြင္းတြက္ခ်က္ၿပီးမွ ထုတ္လုပ္လွ်င္ အေကာင္းဆံုးျဖစ္သည္။

လုပ္ျခင့္အခ်က္မ်ား

၁. အကယ္၍ ကုန္စည္ထုတ္လုပ္သည့္ ကုမၸဏီျဖစ္ပါက ထုတ္ကုန္တြင္ အထူးသျဖင့္ ဒီဇိုင္းတြင္ လူတိုင္းလက္လွမ္းမီ ရယူသုံးစြဲႏုိင္ေသာ ဒီဇိုင္းျဖစ္ရမည္ဟူေသာ အယူအဆကို ထည့္သြင္းထားရန္လိုသည္။ မသန္စြမ္းမႈ ပံုစံအမ်ဳိးမ်ဳိးရွိေသာ စားသံုးသူမ်ားႏွင့္လည္း ထုတ္ကုန္ကို ေစ်းကြက္မတင္မီ စမ္းသပ္ထားရန္လိုေၾကာင္း အၾကံျပဳလိုသည္။

၂. အကယ္၍ ကုမၸဏီသည္ အျခားသူမွထုတ္လုပ္ေသာ ကုန္စည္ကုိေစ်းကြက္တင္ ေသာ ကုမၸဏီျဖစ္ပါကလည္း ပစၥည္းေပးသြင္းသူမ်ားအား လူတိုင္းအတြက္ ဒီဇိုင္းဟူေသာ အယူအဆကို လက္ခံက်င့္သံုးေစရန္ တိုက္တြန္းေတာင္းဆိုရမည္။

၃. ကုမၸဏီသည္ ကုန္စည္ႏွင့္ ၀န္ေဆာင္မႈမ်ားကို စားသံုးသူမ်ားဆီသို႔ တိုက္႐ိုက္ေရာင္းခ်ေသာ ကုမၸဏီျဖစ္ပါက စားသံုးသူ ဆက္ဆံေရး၀န္ထမ္းမ်ားကို မသန္စြမ္းသူ ေဖာက္သည္မ်ားအား သင့္ေလ်ာ္ေကာင္းမြန္စြာ ဆက္ဆံႏုိင္ေစရန္ ေလ့က်င့္သင္တန္းေပးထားရမည္။

ပြင်၍ ကုန္စည္များကို ျစ်ကြက္ထားရုံး အေဒီပေါင္းလုပ္ငန္း။

Person with disability working at garment factory. (Photo by DRC)
Relationships with suppliers and subcontractors

Companies, particularly large ones, can have an influence on their suppliers’ behaviour. Therefore CSR should not be limited to the company’s activities: it should also cover the supply chain. By favouring commercial relations with supplier companies with employment policies that include people with disabilities, it will have a positive influence over the behaviour of its suppliers and subcontractors.

Similarly, a company can require its suppliers to the respect the “design for all” concept and ensure accessibility of products and services. Finally, the company can also contribute to creating employment for people with disabilities through the inclusion among its usual suppliers of sheltered workshops that employ people with disabilities. These should of course comply with the quality requirements demanded of all suppliers.

### Actions

In order for a company to become a role model regarding social responsibility and disability, a company can do the following through its procurement policy:

- favour suppliers that comply with the employment regulations for people with disabilities.
- consider the option of excluding from suppliers list any companies that do not comply with employment regulations for people with disabilities. The suppliers would be informed of this decision and would be given a reasonable time to be assessed and supported in order to comply with the regulation.
- demand that suppliers implement “design for all” on the products or services purchased by the company.
- favour purchases from sheltered workshops.
Social action

Actions aimed at the employment of people with disabilities and at the design of products and services for people with disabilities should not be considered ‘social’ or philanthropic actions. This does not mean that companies should not carry out social actions that benefit people with disabilities. However those actions should be:

- planned and carried out jointly with organisations representing and including persons with disabilities or their families. Such organisations can provide expert knowledge on the situation of people with disabilities. The social actions will therefore be able to be adapted to real needs, thus favouring the achievement of the objectives.
- contributing to training people with disabilities and their organizations, since these are the more sustainable actions and those which have the greater impact.
- based on a modern understanding of people with disabilities and not on a charitable approach. It is not only about what you do but also about how you do it; paternalist and overprotecting attitudes should be avoided.
- preferably addressing people with disabilities with special social exclusion problems, including people with severe disabilities, displaced people with disabilities, women with disabilities, people with disabilities from ethnic or religious minorities, etc.
- ideally part of a medium and long term social action policy concerning people with disabilities, rather than isolated actions.

One approach could be to calculate and monitor the percentage of the Social Action budget or effort addressed towards people with disabilities, and aim to increase this effort.

Depending on the type of company, some of these actions could become permanent cooperation agreements that would benefit both the company and the NGO.

Social action accessibility

Social actions, even when they are not specifically addressed towards people with disabilities, should make a point of being fully accessible. Every action should be designed so that people with disabilities can benefit from it. A social action may be aimed at supporting poor communities, the displaced, disadvantaged women or children. There will be people with disabilities in all these situations. The company should ensure that its social actions do not exclude them due to lack of accessibility.

Companies should also consider that people with disabilities may not only be the beneficiaries of these actions. They can also cooperate and actively participate, as for example in companies’ voluntary programmes where employees allocate a number of working hours to a certain objective; some of these employees might be people with disabilities.
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ျမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္းၫႊန္
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• မသန္စြမ္းသူမ်ားအတြက္ ေဆာင္ရြက္ရာတြင္ ေရတိုသီးသန္႔စီမံခ်က္မ်ားပံုစံျဖင့္ ေဆာင္ရြက္ျခင္း မျပဳ

• မသန္စြမ္းသူမ်ားအတြက္ အထဲမ်ား အထဲမ်ားကို ပံုစံျဖင့္ စီစဉ်ချုပ်ထားသူမ်ားကို ပံုစံျဖင့္ စီစဉ်များသည္ လူမႈေရးလုပ္ငန္းမ်ားကို အသုံးပြုပြီး လူမႈေရးလုပ္ငန္းမ်ားကို ပံုစံျဖင့္ စီစဉ်ချုပ်ထားသည္။

• မသန္စြမ္းသူမ်ား၏ လူမႈေရးလုပ္ငန္းမ်ား၏ အက်ဳိးခံစားခြင့္ရွိသူမ်ားသည္ ကုမၸဏီ၏ လူမႈေရးလုပ္ငန္းမ်ားတြင္ အက်ဳိးခံစားခြင့္ရွိသူမ်ားလည္း ျဖစ္ႏုိင္သည္။

• မသန္စြမ္းသူမ်ားသည္ ထိုလုပ္ငန္းမ်ားပြီး ဖြင့္ စီစဉ်ချုပ်ထားသူမ်ားအတြက္ မသန္စြမ္းသူမ်ားသည္ ကုမၸဏီ၏ လူမႈေရးလုပ္ငန္းမ်ားတြင္ ျဖစ္ႏုိင္သည္။
COMMUNICATION

Communication shall be mainstreamed and shall be accessible

Communication is an essential CSR tool. Disability needs to be addressed as part of all CSR communication policies. Thus, the CSR Annual Report of a company which has included disability in its CSR policy should include references to people with disabilities in all areas where actions were carried out (human resources, clients, suppliers, social actions, etc.). This horizontal approach is better than including a specific section on actions addressed to people with disabilities.

It is also essential to guarantee full accessibility of company communications. Company reports, news and websites and other similar communications should also be accessible to people with disabilities as employees, clients, shareholders or other stakeholders, which may involve providing them in different formats.

With regard to advertising, companies can include people with disabilities in their campaigns as a reflection of existing social diversity. It is not only about directly addressing messages to people with disabilities, but also about making clear to society in general (and to people with disabilities and their families in particular) that the company is thinking about them and sees them as a part of society. For example, an advertisement could show a group of people (clients and/or employees) and include one or several persons with disabilities as part of the group.
Appropriate terminology

Language is essential in all types of communication. Regarding communication on disability matters, it is important to know the basic rules in order to avoid a poor use of words which could distort the message.

Terms that should not be used
- To suffer disability.
- To be confined to a wheelchair.
- Deaf and dumb people.
- Handicapped person.

Therefore, old-fashioned terminology needs to be withdrawn since it is based on a charitable and victimizing approach. If the company’s action aims at guaranteeing full equality on the rights of people with disabilities, the language must be consistent with this approach.

In the box titled ‘Terms that should be used’ are some examples of terms commonly accepted by organizations of people with disabilities. In Myanmar, only four categories are recognized: people with physical impairment, people with a visual impairment, and people with a hearing impairment and people with some form of intellectual disability.

Terms that should be used
- People with hearing impairment, hard of hearing people
- People with visual impairment, visually impaired people
- People with autism
- People with intellectual disability
- People with psychosocial disability
- People with physical disability
- People with reduced mobility (PRM is mainly used when talking about transport)
- Wheelchair user
- People with Down Syndrome
- People with cerebral palsy
- People with brain damage
စီးပြားေရးလုပ္ငန္းမ်ား၏ လူမႈတာ၀န္ယူမႈႏွင့္ မသန္စြမ္းမႈ ၏ျမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း၅ႊန္

စီးပြားေရးလုပ္ငန္းမ်ား၏ လူမႈတာ၀န္ယူမႈႏွင့္ မသန္စြမ္းမႈ ၏ျမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း၅ႊန္

သင့္ေလ်ာ္ေသာ ေ၀ါဟာရအသံုးအႏႈန္း

ဆက္ဆံေရးမ်ားအားလံုးတြင္ ေ၀ါဟာရအသံုးအႏႈန္းသည္ အလြန္အေရးႀကီးသည္။ အထူးသျဖင့္ မသန္စြမ္းမႈႏွင့္ ပတ္သက္သည့် ေ၀ါဟာရေရြးခ်ယ္အသံုးျပဳမႈမွာ အလြန္အေရးႀကီးသျဖင့္ ဆက္သြယ္လို္ ေသာ သတင္းအခ်က္အလက္ကို ထိခိုက္ပံုပ်က္ေစႏို္င္ေသာ မဆီေလ်ာ္သည့္ေ၀ါဟာရမ်ားကိုေရွာင္ၾကဥ္ရမည္ျဖစ္သည္။ ထို႔ေၾကာင့္ မသန္စြမ္းမႈကို ဒုကိၡတသဖြယ္ ႐ႈျမင္ေစေသာေ၀ါဟာရ အေဟာင္းအျမင္းမ်ားကို အသံုးျပဳစည္းမွ ေရွာင္ရွားရမည္ျဖစ္သည္။ ထိုေ၀ါဟာရမ်ားသည္ ကယ္တင္ရွင္ႏွင့္ ဒုကၡသည္ဟူေသာ ႐ႈျမင္ပံုကိုအေျခခံထားသည့္ ေ၀ါဟာရမ်ားသာျဖစ္သည္။ ကုမၸဏီအေနႏွင့္ မသန္စြမ္းသူမ်ားကို ကုမၸဏီ၏ က႑အသီးသီးတြင္ အျပည့္အ၀ ေပါင္းစပ္ထည့္သြင္းလိုပါက ဘာသာစကားအသံုးအႏႈန္းကိုလည္း ထိုရည္ရြယ္ခ်က္ႏွင့္အံ၀င္သည့္ ေ၀ါဟာရမ်ားကို ေရြးခ်ယ္အသံုးျပဳလည်း၏ မသန္စြမ္းမႈႏွင့္ပတ္သက္ၿပီး အသံုးျပဳသင့္ေသာေ၀ါဟာရမ်ားႏွင့္ အသံုးမျပဳသင့္ေသာ ေ၀ါဟာရမ်ားကို ေအာက္တြင္ေဖာ္ျပထားပါသည္။

စီးပြားေရးလုပ္ငန္းမ်ား၏ လူမႈတာ၀န္ယူမႈႏွင့္ မသန္စြမ္းမႈ ၏ျမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း၅ႊန္

အသံုးမျပဳသင့္ေသာေ၀ါဟာရမ်ားမွာ

၁။ မသန္မစြမ္း
၂။ အက်ိဳး၊ေထာ့က်ိဳး
၃။ အကန္း
၄။ ဆြံ႕အနားမၾကား၊ေရႊအ၊နားပင္း
၅။ ဉာဏ္ရည္မမမီ၊ အ႐ူး

တစ္ကမၻာလံုးရွိ မသန္စြမ္းသူမ်ားကိုယ္တိုင္ ပါ၀င္ဖြဲ႔စည္းထားေသာ အဖြဲ႕အစည္းမ်ားမွ လက္ခံသံုးစြဲေသာ ေ၀ါဟာရမ်ားရွိသည္။ ျမန္မာႏိုငံတြင္ အေျခခံအားျဖင့္ မသန္စြမ္းမႈပံုစံေလးမ်ိးကို လက္ခံအသိအမွတ္ျပဳထားပါသည္။ ကိုယ္ခႏၶာ မသန္စြမ္းမႈ၊ အျမင္အာ႐ံုမသန္စြမ္းမႈ၊ အၾကားအာ႐ံုမသန္စြမ္းမႈ၊ အသိဉာဏ္စြမ္းရည္ဆိုင္ရာ ပံုစံတစ္မ်ဳိးမ်ဳိး မသန္စြမ္းမႈတို႔ ျဖစ္ၾကသည္။ တစ္ကမၻာလံုး အတိုင္းအတာႏွင့္မူ မသန္စြမ္းမႈကို ပံု႑န္ကိုးမ်ဳိး ခြဲျခားသတ္မွတ္ထားပါသည္။

စီးပြားေရးလုပ္ငန္းမ်ား၏ လူမႈတာ၀န္ယူမႈႏွင့္ မသန္စြမ္းမႈ ၏ျမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း၅ႊန္
How to implement CSR-D: A CSR and Disability Roadmap

This road map has been specially designed for companies starting to take account of disability in their CSR approach. The following are some recommended measures:

1. Senior leadership should make an express commitment to include people with disabilities as part of CSR policies and to guarantee equal treatment and non-discrimination.
2. Conduct a self-diagnosis of the current situation regarding integration of the disability dimension in CSR policies in order to carry out further assessment (see questionnaire below).
3. If appropriate, commission an external evaluation of current functioning regarding employment, accessibility, suppliers and social action.
4. Create a focal point within the company to promote and follow the CSR-D and to give advice to different company areas in this matter.
5. Set specific objectives on employment, accessibility, suppliers and social action matters, deadlines to achieve these objectives and indicators that allow you to analyze progress.
6. Communicate with organisations of people with disabilities as stakeholders to inform them about objectives and to explore ways of cooperation.
7. Include inCSR Reporting an account of the actions carried out and future objectives regarding people with disabilities.
8. Regularly review and improve the roadmap, taking into account feedback from people with disabilities.
Questionnaire

This questionnaire is a self-implementation tool that will allow companies to assess their current situation regarding inclusion of the disability dimension in their CSR strategy linked to the different aspects explained in this guide.

The questionnaire can be completed online in English at http://rsed.fundaciononce.es/en/cuestionario.aspx

If the company completes the questionnaire online it will be provided with an assessment score out of 100.

1. Does your company have a code of ethics, a document of principles or something similar which includes non-discrimination of people with disabilities?
   - Yes
   - The company has a code of ethics, document of principles or something similar but it does not refer to non-discrimination of people with disabilities.
   - The company does not have a code of ethics, a document of principles or something similar.

   If the country has no quota legislation (in Myanmar, the current draft law on protection of people with disabilities may include quota system):

2. Does your company have a self-established target for the employment of people with disabilities?
   - Yes, the company employs 5% or more of people with disabilities.
   - Yes, the company employs 3% or more of people with disabilities.
   - Yes, the company employs less than 3% of people with disabilities.
   - No.

3. Has your company carried out adaptation of workstations for people with disabilities when necessary?
   - The company has adapted the workstations of its employees with disabilities.
   - It was not possible to achieve the complete or optimum adaptation of workstations for employees with disabilities.
   - Adaptation of workstations for employees with disabilities was not necessary.
   - The company has hired people with disabilities but it has not considered adaptation of workstations.
   - There were appropriate candidates with disabilities but it was not possible to adapt the workstations and hire them.
   - Adaptation of workstations has not been considered since the hiring of people with disabilities has never been envisaged.

4. Does your company consider the characteristics of people with disabilities (and the necessary adaptations) in the processes that regulate some of these aspects of human resources management? (Multiple choice answer. The more boxes marked, the better the company's situation).

   - Recruitment
   - Selection
   - Hiring and induction
   - Promotion
   - Training
5. Does your company implement professional readjustment plans for employees with acquired disability?
- Yes, for all affected employees
- Yes, in some cases
- No

6. Does your company have detection, analysis and report mechanism in case of discrimination on grounds of disability at work?
- Yes, in all company areas
- Yes, in some company areas
- No

7. Does your company carry out any training and/or awareness raising activities on non-discrimination and equal opportunities at work, or on diversity management, that includes content on people with disabilities aimed at improving knowledge about disability issues?
- Yes
- No

8. Are the specific characteristics of people with disabilities considered when designing prevention of risks at work?
- Yes, globally.
- Yes, in some aspects of prevention and/or in some company fields. No.

9. Has your company assessed its accessibility levels with experts regarding any of the following elements? (Multiple choice answer. The more boxes marked, the better the company’s situation)
- Work centres
- Commercial and customer care facilities
- IT tools and intranet
- Web page
- Accessibility has not been assessed (go to question 10)

9.1 Has your company assessed its accessibility levels with experts regarding any of the following elements?
(Multiple choice answer. The more boxes marked, the better the company’s situation).

- Work centres
  - Good
  - Average
  - Bad

- Commercial facilities and customer care
  - Good
  - Average
  - Bad

- Tools and intranet
  - Good
  - Average
  - Bad

- Web page
  - Good
  - Average
  - Bad
9.2 If the web page has been assessed, does it have an Accessibility certificate according to the criteria established by the Web Accessibility Initiative (WAI)?

- Yes, AAA level
- Yes, AA level
- Yes, A level
- No.
- The Web page has not been assessed.

10. Has any kind of action plan been implemented to improve accessibility?

- Yes, through a global accessibility management system, following UNE 170.001-2 regulation
- Yes
- No

11. Does your company consider accessibility criteria when building, purchasing or renting new facilities?

- Yes, always
- Yes, sometimes
- No

12. Are the “design for all” and universal accessibility criteria part of the product and/or service development processes?

- Yes, in all aspects of product and/or service development
- Yes, in some specific products and/or services
- No

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3 WAI (Web Accessibility Initiative): web accessibility initiative means that people with disabilities can use the web. Further information: (www.w3.org/WAI).
17. Do the social actions consider that employees with disabilities might want to participate?
   - Yes
   - No

18. Are there references in your organization’s Annual Report to actions addressed to people with disabilities?
   - Yes
   - No (go to question 19)

18.1 If Yes, are these references part of a separate section or are they globally included all through the relevant sections of Annual Report?
   - Globally included
   - In a separate section.

18.2 Does the Annual Report include indicators referring to people with disabilities (or which take them into account)?
   - Yes
   - No

19. Is the Annual Report available in any accessible format for people with disabilities?
   - Yes
   - No

20. Have you contacted organizations representing people with disabilities as part of the consultation process of the various stakeholders in order to establish your company’s CSR policy?
   - Yes
   - No
   - No, the company does not consider people with disabilities as stakeholders.
စီးပြားခြေရာလုပ်ငန္းမ်ား၏ လူမႈတပ္ေယ်မႈႏွင့္ မသန္စြမ္းမႈျမန္မာကုမၸဏီမ်ားအတြက္ လက္စြဲလမ္း၅ေနထမ္းေရြးခ်ယ္ျခင္း။

၄။ လူသားအရင္းအျမစ္ စီမံခန္႔ခြဲေရးနယ္ပယ္အသီးသီးတြင္ မသန္စြမ္းသူမ်ား၏ ၀ိေသသလကၡဏာမသန္စြမ္းသူ၀န္ထမ္းမ်ားကို ငွားရမ္းခန္႔ထားရန္ မည္သည့္အခါကမွ် မစဥ္းစားထားသျဖင့္ ၀န္ထမ္းအျဖစ္ ခန္႔ထားႏုိင္ေသာ မသန္စြမ္းသူ၀န္ထမ္းေလာင္းမ်ားရွိေသာ္လည္း လုပ္ထိုသို႔ေဆာင္ရြက္ရန္ လိုအပ္ခ်က္မရွိပါ။

မသန္စြမ္းသူမ်ားအတြက္ အဆင္အေျပဆံုျဖစ္ႏုိင္မည့္ လုပ္ငန္းခြင္ေနရာဌာနမြမ္းမံျခင္းမ်ား ၎င္႔ထားျခင္း။ ၎င္႔ထားျခင္းႏွင့္ လုပ္ငန္းခြင္ေန မိတ္ဆက္ျခင္း။ ၎င္႔ထားျခင္း။ ၎င္႔ထားျခင္း။ ေလ့က်င့္သင္တန္းေပးျခင္း။ ၎င္႔ထားျခင္း။ ၎င္႔ထားျခင္း။ ရွိပါသည္။

၇။ လုပ္ငန္းခြင္ေနရာဌာနမ်ား မြမ္းမံျခင္းမ်ား ဆိုသည္မွာ မသန္စြမ္းသူမ်ား အင္တာနက္ကို အသံုးျပဳႏုိင္ေစရန္ ေဆာင္ရြက္ေပးေသာ စီမံခ်က္တစ္ခုျဖစ္သည္။ အေသးစိတ္ သိညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္ ေကာင္းညံံ့သင့္

၆။ လုပ္ငန္းခြင္တြင္ မသန္စြမ္းသူမ်ားကို ခြဲျခားဆက္ဆံမႈ ရွိမရွိ ေစာင့္ၾကည့္စစ္ေဆးၿပီး အစီရင္ခံသည့္ မရွိပါ။

ထိခိုက္ေသာ ၀န္ထမ္းမ်ားအားလံုးအတြက္ ရွိသည္။ အက္ခံ အဆင့္ ရွိပါသည္။ က႑အားလံုးအတြက္ ရွိသည္။ သက္သည့္ ဗဟုသုတမ်ားတိုးပြားေစရန္အတြက္ လည္းေကာင္းရည္ရြယ္သည့္သင္တန္းမ်ားႏွင့္ စနစ္ ရွိပါသလား။ ေျပာသည်ျဖစ္ပါသလား။

၉-၁. ေအာက္ပါနယ္ပယ္မ်ားတြင္ လူတို္င္းလက္လွမီရယူသုံးစြဲႏုိင္ျခင္း ရွိ၊ မရွိကို ကၽြမ္းက်င္သူမ်ားျဖင့္ အခ်ဳိ႕ေသာ က႑မ်ားအတြက္ရွိပါသည္။

၉-၂. ေအာက္ပါနယ္ပယ္မ်ားတြင္ လူတို္င္းလက္လွမီရယူသုံးစြဲႏုိင္ျခင္း ရွိ၊ မရွိကို ကၽြမ္းက်င္သူမ်ားျဖင့္ အခ်ဳိ႕ေသာ က႑မ်ားအတြက္ရွိပါသည္။

ေလ့လာဆန္းစစ္မႈ ျပဳထားၿပီးျဖစ္ပါသလား။ တစ္ခုထက္ပို၍ ေရြးခ်ယ္ႏုိင္ပါသည္)

ကိရိယာ_ကုမၸဏီအေနႏွင့္ ေဆာင္ႏုိင္ျခင္း မရွိေသးပါ။ (ေမးခြန္း ၁၀ သို႔သြားပါ။)

(က) အလုပ္႐ံုမ်ားတြင္-

(ခ) အေရာင္းဌာနမ်ားႏွင့္ စားသံုးသူ၀န္ေဆာင္မႈဌာနမ်ားတြင္-
စီးပြားေရးလုပ္ငန္းမ်ား၏ လူမႈတာ၀န္ယူမႈႏွင့္ မသန္စြမ္းမႈ ဆန္းစစ္ခ်က္ မျပဳလုပ္ဖူးပါ။

ကုမၸဏီအေနႏွင့္ အလုပ္႐ံုေနရာမ်ားကို အသစ္တည္ေဆာက္ျခင္း၊ ၀ယ္ယူျခင္းႏွင့္ ငွားရမ္းျခင္း စသည္ ထိုသို႔ ဦးစားေပးျခင္း မရွိပါ။


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၁၈-၂။ ႏွစ္ပတ္လည္အစီရင္ခံစာတြင္ မသန္စြမ္းသူမ်ားကို ရည္ရြယ္ေသာ သို႔မဟုတ္ ယင္းတို႔ႏွင့္ သီးျခားက႑တြင္ ထည့္သြင္းသည္။

၁၈-၁။ ထိုသို႔ထည့္သြင္းရာတြင္ သီးျခားက႑အျဖစ္ ထည့္သြင္းပါသလား သို႔တည္းမဟုတ္ သက္မေဖာ္ျပပါ။ (အမွတ္ ၁၉ သို႔ သြားပါ။)

၁၈။ သင့္အဖြဲ႕အစည္း၏ ႏွစ္ပတ္လည္အစီရင္ခံစာတြင္ မသန္စြမ္းသူမ်ားအတြက္ ေဆာင္ရြက္ေသာေဆာင္မဖန္တီးထားပါ။

၁၆-၁။ အကယ္၍ရွိပါက ထိုလုပ္ငန္းမ်ားကို မသန္စြမ္းမ်ားကို ကိုယ္စားျပဳသည့္ အဖြဲ႕အစည္းမ်ားမရွိပါ။ (အမွတ္ ၁၇ သို႔သြားပါ။)

၁၅။ ကုန္ပစၥည္းေပးျခင္းႏွင့္ လက္ခြဲ ကန္ထ႐ိုက္မ်ားစာရင္းတြင္ မသန္စြမ္းသူမ်ားအတြက္ ဦးစားရန္ပံုေငြမ်ား ေပးျခင္းႏွင့္ ေစတနာ့၀န္ထမ္းလုပ္ငန္းမ်ား လုပ္ကိုင္ေပးျခင္း) ရွိပါသလား။

၁၆-၂။ အကယ္၍ရွိပါက ထိုလုပ္ငန္းမ်ားကို မသန္စြမ္းမ်ားကို ကိုယ္စားျပဳသည့္ အဖြဲ႕အစည္းမ်ားမရွိပါ။ (အမွတ္ ၁၇ သို႔သြားပါ။)

၁၆-၃။ အကယ္၍ရွိပါက ထိုလုပ္ငန္းမ်ားကို မသန္စြမ္းမ်ားကို ကိုယ္စားျပဳသည့္ အဖြဲ႕အစည္းမ်ားမရွိပါ။ (အမွတ္ ၁၇ သို႔သြားပါ။)
CSR-D commitments and indicators

Below are some suggestions for a company wanting to report on its CSR-D and disability-related commitments, for example in Annual Reports or Communications on Progress to the UN Global Compact.

A company can choose, adjust and adapt the most appropriate of these suggestions. Indicators for monitoring progress against these commitments are also suggested. These indicators will allow the company to assess its evolution and improvement over time.

<table>
<thead>
<tr>
<th>Report guidelines</th>
<th>Monitoring indicators</th>
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<tr>
<td>1. Mention inclusion in your company’s code of ethics, document of principles or similar document, of the principle of non-discrimination of people with disabilities, amongst other collectives.</td>
<td>Percentage of non-discrimination or diversity management awareness-raising and training actions including disability treatment compared to total awareness-raising and/or training actions.</td>
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<tr>
<td>2. Point out non-discrimination or diversity management awareness-raising and training actions, directed at employees, that include disability treatment carried out by the company.</td>
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3 Indicate the presence of people with disabilities that form part of the workforce, management and governing bodies.

- Number and percentage of employees with disabilities (taking into account the workforce, management and governing bodies). These figures can be broken down by gender.
- Include the disability factor in employment/HR indicators (age distribution, gender, contract type, professional categories and/or activity areas, rotation) so that the situation of people with disabilities can be compared with that of other employees.

4 Underline the aspects and/or the way your company has taken into account the characteristics of people with disabilities when managing human resources (recruitment, selection, contracting and induction, promotion, training, prevention of risks at work).

List the human resources management procedures that take into account the specifics of people with disabilities. (recruitment, selection, contracting and induction, promotion, training, prevention of risks at work).

5 Mention the accessibility improvement actions carried out by your company. Highlight any type of certificate, audit, or external evaluation carried out in this matter. Specify if accessibility criteria are considered when building, buying or renting new facilities, or if there is any management system that takes into account processes which guarantee accessibility.

- Accessibility level of the web page according to WAI criteria (if you have a certificate).
- Number of accessibility improvement actions (they can be broken down considering the actions implemented in work centres, IT tools and web pages, commercial and customer care facilities, etc.). Additionally, financial resources invested in accessibility.

6 Indicate the products and/or services that include "design for all" and universal accessibility principles, and those specifically made for people with disabilities.

- Number and percentage of products including "design for all" and universal accessibility principles.
- Number of products and/or services specifically designed for people with disabilities.

7 Indicate customer care staff training carried out by the company aimed at guaranteeing appropriate treatment of people with disabilities.

- Number and percentage of customer/client care employees adequately trained to deal with people with disabilities.

8 Highlight whether the company has a policy or directive aimed at considering or favouring suppliers and subcontractors that employ people with disabilities, including Sheltered Workshops. Indicate whether the company has any plan or commitment to integrate this criteria in the future.

- Number and percentage of contract processes in which the evaluation of offers has included whether potential suppliers and contractors employ people with disabilities.
- Number and percentage of contracts signed with sheltered workshops, compared with the total number of contracts.

9 Highlight the consolidated social actions partially or totally addressed to people with disabilities (sponsorships, donations, project financing, voluntary service programmes...). Indicate whether a medium or long term policy commitment has been made with PWD organisations.

- Percentage of the Social Action budget destined to the organisations of persons with disabilities.
- Number and percentage of social action initiatives designed considering people with disabilities as beneficiaries, (in developing countries, in educational, social and cultural projects).
- Number and percentage of social action initiatives designed which consider the possibility of participation of employees with disabilities (e.g. in voluntary programmes).
10. Mention the organizations representing people with disabilities contacted when carrying out the consultation process jointly with stakeholders.

The number of actions and amount of resources invested may decrease. This does not mean that the company is not paying attention to accessibility, but that the company has carried out important actions in the past and therefore this indicator’s value decreases after some time. In this sense, this is a descriptive indicator not a comparative one.

**Relevant international legislation**
- UN Convention on the Rights of Persons with Disabilities
- Draft Myanmar legislation on Protection of Persons with Disabilities

**CSR-D ဆိုင်ရာကတိက်မ်ားႏွင့္ အရွယ်ကိန်းမ်ား**

**Relevant international legislation**

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<td><strong>စီမံခန့်ခွဲမှု့အချိန်</strong></td>
<td><strong>အကောင်းဆုံးအချိန်</strong></td>
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</table>
စီးပြားလုပ်ငန်းများ၏ လူမောက်မှုအတွက် လက်စွဲလမ်း ၅ ခု

၅. ကုမ္ပဏီကိုက်ဆိုင်ရာ လက်လီမှီ အရပ် အေချခဲ့၏ မသံုးခြင်း မရှိပါဘဲ ဆောင်ရွက်သော လုပ်ငန်းများကို တွက်ခ်က်ဖော်ပါ။

စံချောင်းစံယူမှုများကို မည်သို့ ထည့်သွင်းကာ ဖြင့်ရမိရာတွင်လည်း လူစစ်စနစ် ျပင်ပထမအရေးအချက်နှင့် အသိအမှတ်ျပဳလောက်မှုမရှိဟုအဲမလိုပါဘဲ အရေးကြီးျပဳသော လုပ်ငန်းများကို ဖြင့်ရမိထားသည်။

ယင်းကို ဆက်စပ်သည့် ရယ်သုံးစြဲခြင်း ဖြစ်စေရွေးချယ်သော ရယ်သုံးစြဲခြင်း မျိုးရာဆိုင်ရာအစီလက်တန်းများကို မည်သို့ ထည့်သွင်းစဥ္ျရာ အရာ (မောက်) ပါဝင်သော မသံုးခြင်းများကို ဖြင့်ရမိကာ ကြယ်ျခင်း စသည်) ပါဝင်ျခင်းအေဖြစ်ျပျရာ (မောက်) ရယ်သုံးစြဲခြင်း လူတိုင်းလက်လီမှီ ႏုိင်ရယ်သုံးစြဲခြင်းကို တိုးမျိုးင့် မောင်းအတွက် ရယ်သုံးစြဲခြင်းအဆင့် (WAI - WAI စံချောင်းစံယူမှုများအတိုင်းကုမ္ပဏီ ျက်ဘ္စာ ဆိုင်ရာ ကွမ်းများကို ဖြင့်ရမိပါ။

ထားများ ပါဝင်သော လူအရင်းအျမစ် စီမံခန်းများ မသံုးခြင်းများအတွက် သီးခာျခြင်းများ ထည့်သွင်းျခင်း အသက်အဦး၊ က်ာမ်၊ ကန်ချောင်းအဆင့်အသီးသီးတွင် ပါဝင်ျခင်းများ (အသက်အဦး၊ က်ာမ်၊ ကန်ချောင်းအဆင့်အသီးသီးတွင် ပါဝင်ျခင်းများ (အသက်အဦး၊ က်ာမ်၊ ကန်ချောင်းအဆင့်အသီးသီးတွင် ပါဝင်ျခင်း) မသံုးခြင်းများ၏ အေရအတွက် ၊ ရာခိုင်ႏႈန္း (၇)
Glossary

Universal accessibility
The requirement that environments, processes, goods, products and services, objects, instruments, tools and devices have to fulfil in order to be understandable, usable and viable for all people in safe and comfortable conditions and as independently and naturally as possible. The design for all strategy is presupposed, notwithstanding reasonable adjustments that might be needed.

Reasonable adjustments, accommodations or adaptations
Measures to tailor the physical, social and behaviour environment to the specific needs of people with disabilities that in an effective and practical way and without being a disproportionate burden, make accessibility easier or improve equal participations conditions for a person with disabilities.

Self-description
A system that compensates the lack of image perception with audio-description (on spatial situations, clothing, gestures, attitudes, landscapes, etc.) essential to understanding and enjoying a theatre play, a movie, an education programme or a cartoon series on TV.

Convention on the Rights of Persons with Disabilities
The goal of the Convention is to promote, protect and guarantee full and equal enjoyment of human rights by people with disabilities and it covers essential areas such as accessibility, freedom of movement, health, education, employment, rehabilitation, participation in political life, equality and non-discrimination (http://www.un.org/disabilities/).

Design for all
Activity according to which environments, processes, goods, products, services, objects, instruments, devices or tools are conceived or planned from the start and when possible, so that they can be used by as many people as possible.

Accessibility requirements
Requirements that environments, products and services must fulfil and also non-discrimination conditions in rules, criteria or practices, according to universal accessibility and “design for all” principles.

Stakeholders
Groups of people that can be affected by an organization or its activities, for example shareholders, employees, clients, suppliers, Public Administration, society in general, etc.

Normalization
The principle by which people with disabilities must be able to live a normal life, having access to the same places, areas, goods and services that are available to everybody else.

United Nation Global Compact
A strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption” (www.unglobalcompact.org).

Mainstreaming of disability
A principle according to which actions carried out by institutions are not only limited to specific plans, programmes and situations addressed to people with disabilities, but they also include the general policies and
lines of action where people with disabilities needs and requirements will be taken into account.

Independent life
A situation in which the person with disabilities decides on his/her existence and actively participates in the community life, consistent with the right of free development of his/her personality.

WAI (Web Accessibility Initiative)
Web accessibility means that people with disabilities will be able to use the web page. The web design allows a person to view, understand, search and interact, and also to provide contents (www.w3.org/WAI)
စီးပြားေရးလုပ္ငန္းမ်ား၏ လူမႈတာ၀န္ယူမႈႏွင့္ မသန္စြမ္းမႈ လိုအပ္ခ်က္မ်ားႏွင့္ ယင္းတို႔အတြက္ ျဖည့္ဆည္းရမည့္ အခ်က္မ်ားကို အဖြဲ႕အစည္း၏ ပံုမွန္မူ၀ါဒမ်ားႏွင့္ လုပ္သီးသန္႔ေဆာင္ေသာ စီမံခ်က္၊ အစီအမံႏွင့္ အေျခအေန ဖန္တီးမႈမ်ားသည္ ယင္းတို႔အတြက္ မဟာဗ်ဴဟာမူ၀ါဒလမ္း၅ႊန္ခ်က္ျဖစ္သည္။

အစီအမံအပြင် လူ႔အခြင့္အေရး၊ အလုပ္သမားအေရး၊ သဘာ၀ပတ္၀န္းက်င္အေရးႏွင့္ အဂတိလိုက္စားမႈတုိက္ဖ်က္္သေဘာတူညီခ်က္

အစီအမံမ်ားကို လက္လွမ္းမီ ရယူသုံးစြဲႏုိင္ေရးလႈပ္ရွားမႈ တိုးတက္ေအာင္ ေဆာင္ရြက္ခြင့္ အျပည္အ၀ရွိေနေသာ အေျခအေနမ်ဳိးကို ရည္ၫႊန္းျခင္းျဖစ္သည္။

Design for All အတြက္拢ရည္ရွိစာခ်ဳပ္ ျဖစ္ၾကသည္။

ေရးစသည့္ နယ္ပယ္မ်ားတြင္ ခ်မွတ္ထားေသာ ကမၻာလံုးဆိုင္ရာ စည္းမ်ဥ္းဆယ္ခုႏွင့္အညီ စီးပြားေရးလုပ္ငန္းလူ႔အခြင့္အေရး၊ အလုပ္သမားအေရး၊ သဘာ၀ပတ္၀န္းက်င္အေရးႏွင့္ အဂတိလိုက္စားမႈတုိက္ဖ်က္္သေဘာတူညီခ်က္

ဥပမာ ရွယ္ယာရွင္မ်ား၊ ၀န္ထမ္းမ်ား၊ ေဖာက္သည္မ်ား၊ လူတိုင္း လက္လွမ္းမီရယူသုံးစြဲႏုိင္မႈႏွင့္ အားလံုးအတြက္ ဒီဇုိင္းဟူေသာ နိယာမမ်ားကို ႐ုပ္ပိုင္းဆိုင္ရာတန္ဆာပလာမ်ားႏွင့္ စက္ယႏၲရားမ်ား စသည္တိနကို စတင္မတီထြင္၊ မဖန္တီးမီကပင္ မသန္စြမ္းသူမ်ား အပါ႐ုပ္၀တၳဳ၀န္းက်င္၊ ျဖစ္စဥ္မ်ား၊ ကုန္စည္မ်ား၊ ထုတ္ကုန္မ်ား၊ ၀န္ေဆာင္မႈမ်ား၊ ပစၥည္းမ်ား၊ ကိရိယာDesign for All အားလံုးအတြက္ ဒီဇိုင္းကင္းေ၀းမႈ စသည္တိနကို ျဖစ္စဥ္မ်ားမွာ လက္လွမ္းမီ ရယူသုံးစြဲႏုိင္မႈ၊ လြတ္လပ္စြာ ေရြ႕လ်ားသြားလာႏုိင္မႈ၊ က်န္းမာေရး၊ ပညာေရး၊ အလုပ္ျခင္းႏွင့္ အာမခံခ်က္ေပးျခင္းစသည္တိနကို ေဆာင္ရြက္ရန္ျဖစ္သည္။

သို့၀င္ရွိေနေသာ အေျခခံလူ႔အခြင့္အေရးမ်ားကို မသန္စြမ္းသူမ်ားအေနသေဘာတူစာခ်ဳပ္

Convention on the Rights of Persons with Disabilities မသန္စြမ္းသူ အခြင့္အေရးမ်ားဆိုင္ရာ သည္။

ဗ်ဴဟာမူ၀ါဒအေျခြားများတြင္ တက္ႂကြစြာ ပါ၀င္ေဆာင္ရြက္ႏိုင္ေသာ အေျခအေန။
About MCRB

Myanmar Centre for Responsible Business (MCRB) is a Yangon-based initiative funded by the UK, Denmark, Norway, Switzerland, Netherlands and Ireland, based on a 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 business, civil society and government.

About MDCDA

Myanmar Deaf Community Development Association, MDCDA is an independent non-profit, non-religious and non-political organization of persons with hearing impairment. It was established in March 2009 by nine deaf leaders in together with three social development specialists. The goal of MDCDA is to protect and promote the rights of people with hearing impairment and other types of disabilities in line with National Constitution and UN Convention on the Rights of Persons with Disabilities (UNCRPD). MDCDA was acknowledged by the Department of Social Welfare in May 2009, and applied for registration at the Ministry of Home Affairs in September 2009. Currently, MDCDA is working in partnership with government ministries, UN agencies, international NGOs, local CSOs, human rights institutes and disabled people’s organizations.

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