

Accessibility and Inclusion Plan

2021-2023



EY

Building a better
working world

WELCOME FROM

David Larocca

Today, more than one billion people around the world are living with a disability, including EY people, clients, and prospective recruits. Furthermore, eighty percent (80%) of people with a disability acquire it between the ages of 18 years and 64 years — their prime working years.



EY is committed to establishing a workplace where all people can feel they belong, where their uniqueness is celebrated, and where they can do their best work.

EY has a long history as an inclusive employer. EY's co-founder Arthur Young trained as a lawyer, yet after losing much of his eyesight and becoming deaf, he could no longer practice courtroom law. He turned to the emerging profession of accounting, which offered opportunities to use his skills in new ways. It was his disability that drove him to innovation and entrepreneurship, which remain the cornerstones of the organisation today.

I am proud to have been a member of our Oceania Executive Leadership Team that in 2018, approved our first-ever Accessibility and Inclusion Plan. Announced by Tony Johnson as our CEO - an ambitious strategy to elevate disability inclusion at EY. Since then, the organisation come a long way in establishing an inclusive working environment. Most notably, EY became a global signatory to the Valuable 500, a coalition of the world's most influential businesses who are igniting systemic change by unlocking the business, social and economic value of people with disabilities everywhere. I was particularly proud to see the launch of *Switched On* this year, an EY Australia Autism Employment Program, as part of a partnership with Sydney University.

I'm immensely proud of all the work accomplished and this is an opportunity to push the agenda further still, to establish EY as a workplace free from barriers and structural inequality, where everyone may reach their full potential.

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I look forward to where this next stage may lead, as EY welcomes more diverse talent and to seeing the impacts of some of our highly anticipated, future-focused programs as they reach maturity.

EY Ability Network

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The role of the EY Ability Network is to elevate disability inclusion and ensure accessibility in the workplace, recognising the contribution that all EY people can bring to the world. It is a network for carers and family members of people with disabilities, EY people living with disabilities, as well as allies who support disability inclusion in the EY workplace and communities.

There are currently over 600 EY Oceania Ability Network Members and the network welcomes any EY person who would like to show support for access inclusion. Over the past three years, the network has seen membership increase and activities and engagement grow, with the aim of continuing to build even more disability awareness and inclusion.

Patrick Medd & Paul Scantlebury, EY Ability Network Co-Leads



Achievements

At a global level

EY IS A MEMBER OF THE VALUABLE 500

showing commitment to putting disability on the board agenda

EY teams delivered training in partnership with AND on creating **ACCESSIBLE LEARNING ENVIRONMENTS**

EY commenced a pilot

AUTISM RECRUITMENT PROGRAM

in 2021 as part of a partnership program with University of Sydney.

IN COLLABORATION WITH THE (AND)

EY has completed a review of internal recruitment and onboarding processes to identify opportunities for enhancing accessibility. The findings of this report form the basis of the focus of ongoing improvement planning.

FOLLOWING THE DELIVERY OF THE FIRST SERIES OF AUSLAN CLASSES IN THE EY PERTH OFFICE, the 8-week course has since been rolled out across the Sydney, Melbourne and Auckland offices; and is **now available to all people across Oceania.**



EY has reviewed its recruitment process with the Australian Network on Disability (AND) to ensure it is accessible for all.

EY actively encourages applications from those with a disability and works with them to identify any workplace adjustments they may need as they progress through the hiring process.

THE EY ABILITY NETWORK GAINED AN

EXECUTIVE SPONSOR IN FY19

EY works with specific organisations to create pipelines of candidates with a disability both at the lateral hire and campus recruitment level.

2021 an intern joined EY through the Vision Australia graduate program.

For lateral hires, EY now advertises roles on

EMPLOYABLE ME

a platform created by APM to connect employers with potential candidates with a disability.

EY has supported talented individuals with disabilities through **VACATIONER AND GRADUATE PROGRAMS**

EY sent representatives from the recruitment team to attend events at universities for students with a disability, including joining panels at both Monash and Swinburne Universities.



Via our work with Be.Lab in our New Zealand offices, EY has placed students with a disability within our Vacationer/Graduate program in addition to taking part in their mentoring program.



TARA ULRICH

EY Perth Ability Network Leader

was awarded the EY Lynne Sutherland Future Leader Award, in part, for her contributions to this innovative program.

In FY19, Ernst & Young, New Zealand (EY New Zealand) worked with Be. Accessible to onboard two interns with accessibility needs, both of whom have progressed to permanent roles. This program continued in FY20, with 17 team members volunteering to provide professional mentoring to other Be. Accessible program participants.

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COMMITMENTS

EY delivers an inclusive employment journey to all its people

FOCUS AREA	GOALS	TIMEFRAME
Recruitment	Continue to promote EY as an inclusive employer by sharing employees' stories and ensuring potential candidates are aware of its AIP commitments and disability inclusion initiatives.	Ongoing
	Utilise the US Neurodiversity Centre of Excellence's resources and learnings to enhance EY people's capability around recruiting and empowering neurodiverse talent	Ongoing
	Update FP140 Recruitment policy to outline EY's commitment to ensuring its recruitment and selection practices remain accessible for all	Year 1 - 2021
	Develop training on best practices for hiring candidates with a disability. Provided training 'on demand' for those involved in the recruitment process. This training should include additional reference support documents and resources.	Year 1 - 2021
	Help to ensure that all candidates are asked about their adjustment requirements at every stage of the recruitment process and that this is embedded as part of the formal process.	Year 1 - 2021
	Pilot neurodiversity recruitment program in partnership with University of Sydney across interested service lines.	Year 1 - 2021
	When presenting candidates with a disability, ensure they are advocated for by a Disability Champion, Partner level, throughout the recruitment process. Where candidates have a relevant skill set, they will be maintained within a talent pool.	Year 1 - 2021
	Yearly review of the accessibility and inclusivity of EY Oceania recruitment practices including analysis of the progress of candidates with a disability who have chosen to disclose. This review should incorporate the views of people with a lived experience of disability and summarised information utilised to inform and improve policy and processes.	Year 1 - 2021
Learning and Development	Participant invites request adjustment requirements and individual needs are catered for in each program	Year 1 - 2021
	Talent Development team continues to attend training annually to identify and understand adjustment requirements in our learning programs	Year 1 - 2021
	Leverage support and consultation of our Ability Network when planning learning and development, as required	Year 1 - 2021
	Develop a standard process for incorporating accessibility elements into face-to-face learning events (delivered internally and externally) and review this annually	Year 2 - 2022
	All newly created learning materials are provided in an accessible format and mandatory training programs are updated to ensure they are accessible to professionals with disability Scoping required	Year 3 - 2023
	Mandatory training programs are reviewed to ensure they are accessible to professionals with disability	Year 3 - 2023
	Identify and manage exceptions to the mandatory training curriculum to ensure an inclusive approach to training	Year 3 - 2023
	Develop a standard process for incorporating accessibility elements into virtual learning events (delivered internally and externally) and review this annually	Year 3 - 2023
Career and leadership development	Disability awareness content is included in onboarding material and is available on the Talent SharePoint	Year 1 - 2021
	Engage the EY Ability Network in the development of initiatives that support the career development of staff with disability	Year 2 - 2022
	Explore the development of a mentoring program for EY people with a disability driven by the Ability network	Year 2 - 2022
	Enhance focus of lived experiences of disability in Inclusive Leadership training	Year 2 - 2022
	Promote opportunities for EY people to develop their disability confidence, including external mentoring programs with participants who have a disability	Year 3 - 2023

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COMMITMENTS

EY provides an accessible workplace to support its people in focussing on achieving their potential without limitation

FOCUS AREA	GOALS	TIMEFRAME
Workplace Adjustments	Design a robust and clearly articulated workplace adjustments policy utilising insights from the workplace adjustments pilot in 2020, and provide an option for staff to document their requirements for ongoing review	Year 1 - 2021
	Ensure our people are asked about their adjustment requirements at appropriate stages of their employment journey	Year 1 - 2021
	Review return to work policies and procedures, and the experience of professionals who acquire injury, illness, or disability	Year 1 - 2021
	Raise awareness amongst engagement leaders of accessibility and adjustment requirements for our people with disability, when visiting client sites	Year 1 - 2021
	Actively promote the workplace adjustments guide and procedure	Year 1 - 2021
	Ensure the physical environment is accessible to EY professionals, clients, and visitors	Year 1 - 2021
	Raise awareness of accessibility in our overall property portfolio and progress towards full accessibility	Year 1 - 2021
	Ensure consideration is given to how we support people in all places they work, not just the office	Year 1 - 2021
	Develop a workplace adjustments passport for tracking and monitoring workplace adjustments	Year 2 - 2022
	Consider how to track the approval process, implementation timeframes, and management of workplace adjustment requests to further inform policy and process improvement	Year 2 - 2022
	Ensure team are up to date on the latest training on support measures for employees with a disability	Year 2 - 2022
	Develop a process where workplace adjustments will be accommodated within our agile environment and disability-specific designated seating will be assigned on a needs basis, in consultation with our workplace services team	Year 2 - 2022
	Develop guidelines (tailored to our client-serving environment) to support frontline staff with accommodating requests for adjustments from clients and other stakeholders with disability	Year 2 - 2022
	Premises	Focus on technological inclusivity for new office fit-outs
Develop and implement accessible policies and practices to lead EY property portfolio to full accessibility, and reviewed regularly		Year 2 - 2022
Put in place procedures and minimum standards for all client facing and general office spaces in the office fit-outs		Year 2 - 2022
Provide training and resources for the property team and external consultants involved in the design process regarding premises accessibility and dignified design		Year 2 - 2022
Accessible technology	Ensure resources and training regarding the development of accessible ICT are provided to technical ICT staff as part of a formal process	Year 1 - 2021
	Engage the Ability Network in the design, development, and introduction of an ICT applications process (formal process for applying for accessible technology)	Year 1 - 2021
	Upgrade the commitment stated in EY's Digital Accessibility Global Policy to achieve WCAG 2.1 AA as a minimum standard, and AAA where feasible. Ensure that this standard is met for all web content, including historical documents	Year 2 - 2022
	Ensure that EY's policy for modifying user access is easy to find and understand	Year 2 - 2022
	Ensure resources to support technical staff working on accessible ICT is current and available on a SharePoint site	Year 2 - 2022

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COMMITMENTS

Visibility and communications

FOCUS AREA	GOALS	TIMEFRAME
Visibility and celebration of stories	Continue to raise awareness and knowledge of disability and mental health in the EY community, ensuring a diversity of experiences is represented	Ongoing
	Continue to promote a culture of social inclusion which values diversity, highlighting the contributions of EY people with disability, and their carers.	Ongoing
	Support EY people's wellbeing by promoting mental health resources, information, and online training.	Ongoing
	Continue to grow, foster and empower the EY Ability Network through inclusive leadership practices and ongoing opportunities to engage with and implement the AIP.	Ongoing
	Work to ensure EY video content is accessible to people with disability, including captioning.	Year 2 - 2022
	Provide the EY marketing and events team with training and resources to make events accessible. Develop guidelines to further demonstrate our commitment and capabilities.	Year 2 - 2022
	Share stories across a range of platforms of successfully implementing workplace adjustments for EY people, including within engagement teams	Year 2 - 2022
Communication and marketing	Explore the opportunity to increase visibility and access of The Digital Accessibility Global Policy and associated guidance documents	Year 2 - 2022
	Develop a comprehensive Accessible Communication Policy that covers EY's internal and external communication and marketing activities (including events and audio-visual media), which might be supported by specific guidelines (including those regarding digital accessibility) for developing accessible and inclusive communication and marketing materials	Year 3 - 2023
	Implement a formal review and feedback process to ensure EY's communication and marketing material is accessible and inclusive in line with current standards and updated as required	Year 3 - 2023

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COMMITMENTS

Leadership and belonging

FOCUS AREA	GOALS	TIMEFRAME
Committed leadership team and network	Identify and leverage opportunities to educate leaders in the business on employing, empowering, and promoting people with disability	Year 1 - 2021
	Provide updates on progress of the AIP commitments from areas of the business committed to action	Year 1 - 2021
	Raise awareness on the experiences of people working with a disability with Senior Leaders	Year 1 - 2021
	Continue to leverage EY's best practice initiatives globally, as they relate to disability inclusion	Year 1 - 2021
	Leverage the reach of the Ability Network to progress specific actions under the Accessibility and Inclusion Plan, with the Network encouraged to play a proactive role in consultations on policy, procedure, and strategy	Year 1 - 2021
	Enhance the impact and influence of senior 'disability champions' through greater visibility and actions that drive the disability inclusion agenda	Year 2 - 2022
	Consider opportunities for 'disability champions' to speak at internal/external events throughout the year on the inclusion of people with disability	Year 2 - 2022
	Enhance collaboration across internal teams to ensure a stream-lined user-centred approach to accessibility for our people	Year 2 - 2022
	Take a strategic approach to further advance the inclusion of people with a disability by forming steering committees where appropriate to deliver on specific projects	Year 2 - 2022
	Consider how to provide formal recognition and reward for counsellor and line managers who display inclusion excellence	Year 2 - 2022
	Ensure that data sourced from engagement and satisfaction surveys are analysed in such a way that provides a clear comparison of the experiences of our people living with a disability	Year 3 - 2023

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COMMITMENTS

Procurement and products

FOCUS AREA	GOALS	TIMEFRAME
Suppliers and partners	Meet with other Sustainable Procurement Leaders to discuss and leverage key insights into inclusive procurement practices	Year 1 - 2021
	Leverage annual procurement session to update and engage teams on our accessibility commitments	Year 1 - 2021
	Review process within procurement to capture consultation requirements	Year 2 - 2022
	Seek suppliers and explore opportunities for identifying and procuring goods and services from suppliers that employ people with disability	Year 2 - 2022
	Review our public Procurement Policy and incorporate an expectation that suppliers and partners publicly commit to access and inclusion of people with disability	Year 2 - 2022
	Design a Procurement Framework identifying and prioritising current key supplier contracts against any relevant standards and risk	Year 3 - 2023
	Develop a process for ensuring compliance by suppliers and partners regarding our access and inclusion requirements and standards	Year 3 - 2023
	Ensure a feedback and monitoring mechanism (including the designated owner) is in place to assess the accessibility and continuing compliance for procured products and services at pre-determined times in the product (or service) life cycle	Year 3 - 2023
Products and Services	Identify champions to progress access and inclusion initiatives and implement accessible policies and practices within our service lines	Year 2 - 2022
	Consider how we might source feedback from our clients on the accessibility and inclusiveness of services provided for stakeholders with disability	Year 2 - 2022
	Share stories of learnings and success on engagements that have prioritised and improved accessibility	Year 3 - 2023



Luci Gumpfl

Assistant Director, Core Business Services, Ernst & Young, Australia (“EY Australia”)

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Disability is a strange thing; simultaneously I often forget I have an 'impairment' and it is a non-issue, yet I am constantly reminded of my limitations from hearing certain things or mishearing people, due to being deaf.

By the same token, I sleep extremely well in luxurious silence each night, but that can be a danger if something is happening around me, for example a house fire. My disability is both a blessing and a potential minefield.

I have been fortunate to have grown knowing my deafness should never be a barrier to achieving great things; deafness is my normal and I've never been held back. Unfortunately, that is not the experience for a lot of people with a disability, which is why it is critical organisations like EY continue to develop initiatives like the Accessibility and Inclusion Plan, to provide appropriate support to those who may need it to perform at their best.

Whilst EY does well to speak to disability inclusion, I am quietly confident that of the 100+ EY people in Oceania who identify with having a disability, some would be working in a way that is inefficient. Why? Because most people with a disability do not want to attract attention to it, especially when people with disabilities are perceived as being universally less able to achieve success. If support is not readily forthcoming, whether due to insufficient funding or the numerous layers of bureaucracy, people will not ask for help; they will work inefficiently and not realise their full potential.

Why are disability inclusion and support important and fundamental to the fabric of every EY team? Because when people feel included, valued, and inspired, not viewed with assumed limitation, they perform better. When people and teams perform better, the results speak for themselves.



Patrick Medd

Director, Consulting, EY Australia; Barnardos Respite Carer

Patrick moved from the UK to Australia in 2006 and has made Sydney his home for the last 15 years. He joined a Barnardos training program in 2011 to understand the opportunities for supporting young people and upon the end of the program, realised that the role of Respite Carer was one he felt very connected to. His role at EY is in Global Learning and requires great flexibility in working hours and travel. This worked well with the role of Respite Carer, as his commitment is one weekend every month.

He is proud to share his experience of being a Respite Carer for two main reasons. Firstly, to show that it is possible and very rewarding to do this role as a Leader at EY, and secondly, to highlight the needs of young people and carers in our community. Being a carer for Patrick is a benefit for him to experience something outside of EY and learn about the support for and achievements of people with different abilities. This also led Patrick to join the Ability Network in Oceania and learn more about how EY can support employees, families and our community.

As a carer, Patrick has learned to see things from many points of view and has realised that the behaviour you see does not always reflect the intent. It requires a lot of patience, empathy and consistency, something he uses at work every day. It has also led him to work with the EY Design Team to ensure that there are clear global design guidelines for accessibility. In his role as Ability Network Co-Chair, he has gained great insight into many disabilities and enjoys the team goal to ensure that everyone at EY feels included, able to be themselves, and have the flexibility and accessibility to perform at their best at work.



Zoe Field

Associate Director, Financial Services Oceania Consulting, EY Australia

Zoe is the Diversity & Inclusiveness Operations Manager within FSO Oceania Consulting and joined EY in December 2018.

Zoe was diagnosed with multiple auto-immune diseases nearly a decade ago, including one that restricts the production of healthy red blood cells and their ability to effectively carry oxygen around her body. Her delayed diagnosis left Zoe with many prominent symptoms that will require lifelong treatment.

Zoe explains the biggest challenge with her diagnosis was “knowing that you will never be the same person again,” and that “you almost have to grieve your past self and develop a new approach to life.” Symptoms such as extreme fatigue, ‘brain fog’, and visible tremors in her hands and face, force Zoe to closely manage her lifestyle and stress levels. After accepting and adapting to her condition, Zoe has found this provided a new perspective enabling her to view situations with significantly improved strength and resilience.

Zoe’s passion for Diversity and Inclusion drew her to EY due to its positive reputation and visibility of its inclusion strategy. She is the Co-Lead for the EY Ability Network in Sydney and strives to ensure that on every project she is assigned to, everyone is given the same opportunities to shine. After initially feeling she must hide her symptoms to succeed in the workplace, joining EY and the Ability Network provided a “great sense of belonging and acceptance,” allowing her to “focus energy on the requirements of my role instead of trying to hide my condition.”

By removing the barriers surrounding disabilities and educating others, Zoe wants to contribute to an environment of acceptance for all and encourage people to bring their “whole self” to work.



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