



## Companies, aim for the inclusion of people with disabilities in your teams!

Do you want to recruit more people with disabilities and better integrate them into your teams? Humanity & Inclusion (HI) offers you a series of “good practices for inclusive employers” based on the successful experiences of companies around the world. They are classified according to the five dimensions of an inclusive company, listed opposite.

Policies & Leadership



HR & Management

Internal Culture

Physical & Digital Accessibility

Tailored Partnerships

# Reviewing the recruitment process with jobseekers with disabilities

## The experience of a hotel chain in Indonesia



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## Issue at stake

In some companies, the lack of experience employing people with disabilities can mean that the Human Resources (HR) department drops the inclusive approach, as it does not know how to proceed.



# Good practice

## Solutions implemented

Six hotels in Jakarta\* implemented a partnership with jobseekers with disabilities to understand and integrate their needs in the HR process. This involved:

\*Holiday Inn Jakarta Kemayoran, Holiday Inn Express Jakarta Pluit Citygate, Intercontinental Pondok Indah Jakarta, Holiday Inn Express Jakarta Thamrin, Mandarin Oriental Hotel Jakarta, Holiday Inn Suites & Hotel Gajah Mada.



### Implementation steps

1

Planning a meeting with the General Manager and HR department to align the values of inclusion to the company's mission and vision.

2

Contacting disabled people's organisations (DPOs) to find jobseekers with different disabilities who would like to participate in the partnership. At the end of the programme, they had the opportunity to sign a one-month internship within the company.

3

Organising, with the DPO, disability awareness-raising activities for the HR department.

4

The HR Manager analysing current job openings with the jobseekers with disabilities. These jobseekers assessed the job description (work conditions, essential functions, required skills) and suggested changes. If they wished, they could apply for the job.

5

Including the recommendations from jobseekers with disabilities in the general recruitment process.

6

The hired jobseekers with disabilities completing a tour of the site to assess accessibility.

## Necessary means & success factors



Building partnerships with local DPOs;



Strong Senior Management commitment and internal communication;



Providing reasonable accommodations if necessary.

## Outcomes



Fourteen young people with disabilities (including physical and intellectual impairments) were hired as interns on a one-month placement, three of whom were employed at the end;



The hotel improved its readiness to recruit people with disabilities;



All staff members expressed interest in hiring people with disabilities in future.

## To go further



From 2022, HI can advise you on your inclusion journey through its "Inclusive Employer" technical assistance. Contact us now to find out more!

Website: <https://hi.org/ita> | Email: [ita@hi.org](mailto:ita@hi.org)

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