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Disability Inclusion @ Work 2024

A Global Outlook

A letter from Emma Codd and Elizabeth Faber

We are pleased to present the 2024 Disability Inclusion at Work: A Global Outlook survey report. This important report sets out the findings of a survey of 10,000 people with disabilities, chronic health conditions, or those who are neurodivergent in workplaces across 20 countries; respondents were those in full- or part-time employment, and did not include anyone from Deloitte. The report provides unique and vital data-driven insight into their workplace experiences and—importantly—the steps that employers can take to make meaningful and sustained progress.

The research findings show that not everyone who experiences difficulties while performing certain activities necessarily identifies as a person with a disability, chronic health condition or as someone who is neurodivergent. This can be true for those who experience some difficulty carrying out certain tasks but also holds true for just over a third of those who say they cannot do one or more tasks at all. When it comes to the workplace, the vast majority of all respondents—regardless of whether they self-identify or not—have disclosed their condition or difficulty at work (most typically to Human Resources (HR) or to a direct supervisor). However, this does not always mean that respondents are comfortable sharing with all their colleagues, with many choosing not to share with peers.

Although workplace accommodations can play an important role in enabling success, the survey shows that a significant number of respondents who have disclosed their condition to their employer do not necessarily request an accommodation. While some of these individuals say they do not need an accommodation (despite many of them also saying they have experienced workplace accessibility challenges), others say that they haven't requested accommodations due to worries about being perceived negatively. And requesting an accommodation doesn't necessarily result in it being received; indeed, of those who have requested accommodations, the majority have had at least one such request rejected—most commonly due to cost—and rejections were highest for accommodations that are more tailored to specific needs.

The survey identifies that workplace accessibility is a significant challenge for many—with respondents reporting working from home due to it being more accessible than their workplace; a lack of accessibility in recruitment and onboarding processes, and a lack of accessibility when it comes to events both within and outside the workplace.

And when it comes to experiences at work, just over four in 10 respondents have told us they had experienced non-inclusive behaviors in the past 12 months. Of these, microaggressions were the most common, followed by bullying and then harassment. Yet, just under half of all non-inclusive behaviors went unreported to someone in authority at their employer—most commonly due to a concern that the behavior would get worse.

This data shines light on the workplace experiences of individuals with disabilities, chronic health conditions, and those who are neurodivergent. It highlights barriers to their inclusion and success, ultimately contributing to an 'access' gap that could hinder both individual and organizational potential. However, the data also shows what can make a positive difference and enable success. We hope that employers find this insight valuable and utilize it to enable them to bring about meaningful and sustained change.

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Executive summary

Recognizing the inherent complexity of portraying the views of an extremely diverse population of respondents, our survey methodology took a blended approach to identifying those with relevant lived experience. This approach has enabled us to reflect the views of both those who self-identified as a person with a disability, chronic or long-term health condition or as someone who is neurodivergent[1], as well as those who report experiencing at least some level of difficulty in one domain of activity[2]. The result is a diverse and in-depth insight into the workplace experiences of respondents along with the ways in which employers can enable their success.

1 *Deloitte Global recognizes the importance of words and terminology, including for those with disabilities, chronic health conditions, or who are neurodivergent. While, for clarity we use consistent terminology in this report, we acknowledge that individuals will have their own specific preferences for the terms used to describe different conditions and/or identities.*

2 *We utilized an adapted version of the Washington Group Short-Set of questions. See methodology in appendix for details. Washington Group on Disability Statistics, "WG Short Set on Functioning (WG-SS)", accessed 28 August 2024*

Key insights

While respondents report experiencing a range of difficulties performing certain activities at work, they do not always self-identify as being a person with a disability or chronic health condition, or as someone who is neurodivergent. This includes individuals who experience a high level of difficulty in undertaking some activities—indeed, over a third of those who selected "cannot do this at all" for at least one physical or cognitive activity do not self-identify with any of these terms.

However, a lack of self-identification does not appear to impact workplace disclosure, with nearly nine in 10 respondents having disclosed their disability or chronic health condition, or neurodivergence, to someone at work (with most disclosing to HR or their direct supervisor). Of those who have chosen not to disclose to their employer, one fifth cite concerns about discrimination as a key reason. The same proportion say they have been discriminated against at a previous employer after disclosing.

One-quarter of survey respondents who have disclosed their disability, neurodivergence or health condition at work have requested workplace accommodations to help them manage difficulties. Of those who haven't requested such accommodations, while just over four in 10 (43%) say they don't think they need them, two in 10 cite worries that it would be seen negatively by their superior while the same number think their request may not be granted.

Almost three-quarters (74%) of those respondents who have requested workplace accommodations have had at least one request rejected; and just under two in 10 had all their requests rejected. Of those who have had requests rejected, 41% say their employer gave cost as the justification and around three in 10 were told their request was unreasonable or too difficult to implement.

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Despite home being a more accessible work environment compared to their employer's premises for nearly half (48%) of respondents—just over two in 10 of these respondents say that their supervisor would prefer them to work in the office even though working from home officially is an option for them. A further 39% of those who could work from home say that they choose not to due to worrying about missing out on professional opportunities.

Six in 10 respondents say they have been unable to attend some kind of work event because it wasn't accessible. This increases to eight in 10 for respondents who experience "a lot of difficulty" in at least one physical or cognitive activity. The most cited challenge was lack of accessible washrooms (35%), followed by lack of breaks in the agenda (33%). Two in 10 cite their assistant/carer or service animal not being permitted to attend an event.

Forty-one percent of respondents say they have experienced either microaggressions, harassment and/or bullying at work over the past 12 months. Only around half (52%) of these non-inclusive behaviors were formally reported to their employer. A third of those who did not formally report their experience to their employer worried that the behavior would worsen if it were reported and 29% said they thought that their complaint would not be taken seriously.

When respondents were asked whether they agreed with a number of statements about other negative experiences at work in the prior 12 months, the most cited was the statement "people have made negative assumptions about my competence"—with three in 10 agreeing, followed closely by the statements "I was passed over for promotion" and "my performance was negatively evaluated" (28% of respondents respectively).

Visible role models are crucial for fostering an inclusive culture, but are not available to many respondents. Only just over a third of respondents (36%) report having access to workplace role models with disabilities. Among these respondents, nearly six in 10 (58%) believe that visible role models indicate a more inclusive culture at their employer, and 47% feel more comfortable disclosing their own disability or health condition. Furthermore, nearly half (47%) of those with access to such role models say it gives them greater confidence in their ability to succeed and achieve their professional goals within the organization.

Respondents cite improving the physical accessibility of their workplace and making disability inclusion a board-level agenda as the top things their employers could do to make meaningful progress on disability inclusion. Alongside this, the data gathered during our survey identified that having access to visible role models, roles that are aligned to people's strengths and skills, and inclusive cultures are more likely to lead an employee to recommend their employer to other people with disabilities, chronic health conditions or who are neurodivergent.

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1 Attitudes to self-identification and disclosure of conditions at work vary

Attitudes around self-identification and disclosure of conditions at work vary

The survey asked respondents to rate the level of difficulty they experience while carrying out a range of physical or cognitive activities[1] —from climbing stairs or hearing, to communicating or concentrating. Nine in 10 (89%) said they experience "some difficulty" in at least one activity, while 35% said they experience "a lot of difficulty" in one activity or more. Seven percent of respondents cannot do at least one activity at all. The most experienced difficulties are with walking or climbing stairs (37%) and with seeing, even if wearing glasses (35%).

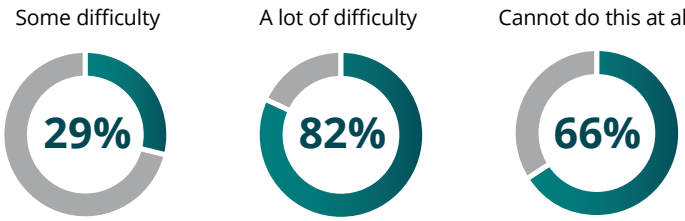
1 Based on the modified version of the Washington Group Short Set (WG-SS)

The following question asks about difficulties you may have doing certain activities. Do you have difficulty:

Despite many respondents reporting they experience "some difficulty" carrying out certain activities, the majority (71%) of these people did not personally self-identify as a person with a disability or chronic health condition or as someone who is neurodivergent.

Most people who experience "a lot of difficulty" or "cannot do this at all" with an activity consider themselves a person with a disability or chronic health condition, or as someone who is neurodivergent. However, the severity of difficulty doesn't directly translate to higher self-identification. While 82% with "a lot of difficulty" identify as such, this drops to two-thirds for those who "cannot do this at all" for at least one physical or cognitive activity.

Percentage of respondents who identify as a person with a disability or chronic health condition, or as a neurodivergent person, by highest level of difficulty



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Disclosure at work is high, although many choose not to share their disability, neurodivergence or chronic health condition with their team

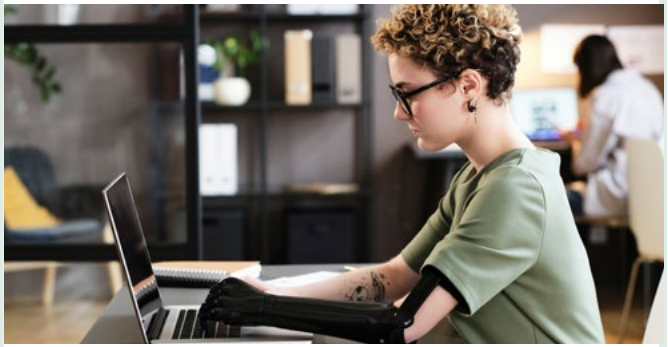
As noted previously, while not everybody experiencing difficulties with certain physical or cognitive activities self-identifies as a person with a disability or chronic health condition or as someone who is neurodivergent[1], the vast majority (88%) of all respondents have disclosed their condition or difficulty to at least one person at work, via a Human Resources Information System (HRIS), or via a self-identification program.

For those who do self-identify, almost every one of these respondents have disclosed at work (99.8% of those who identify as a person with a disability or chronic health condition and 99% for those who self-identify as neurodivergent). The most common disclosure route is to HR (nearly eight in 10), followed by disclosure to a direct supervisor (73%). Just 43% have disclosed to a member of the recruitment or onboarding team, and only just over a third (35%) have disclosed to peers on their team.

Disclosure to a member of the recruitment or onboarding team rises significantly for those who identify as neurodivergent[2] (71% versus 43% overall); these respondents are also almost twice as likely to have disclosed via a HRIS (58% versus 31%), while respondents with a chronic health condition are more likely to have disclosed to a member of an employee resource group (39% versus 29%).

1 *Before questions regarding disclosure, respondents were shown the following instruction: For simplicity, the following questions refer to "people with disabilities" to include all experiences (neurological, physical and health related) that can limit everyday activity. While we recognize that you may not identify as a person with a disability—or that you may prefer to use other language when referring to difficulties that can hinder your participation in work on an equal basis—we would be grateful if you could respond to the questions even if you don't identify with the terminology we have used.*

2 *See appendix for data on disclosure specific to respondents with disabilities or chronic health conditions, or who are neurodivergent.*



Who of the following have you disclosed your disability/neurodivergence/chronic health condition to at work?

78%	A person in HR
73%	My direct supervisor
43%	A member of the recruitment or onboarding team
35%	A member of my team who is not senior to me
31%	I have disclosed through my employer's Human Resources Information System (HRIS)
31%	Other colleagues (outside my team)
29%	A member of an employee resource group in my employer
18%	My disability/neurodivergence/chronic condition is visible, so people may know regardless of whether I have explicitly disclosed it or not
14%	I have disclosed through a voluntary self-identification program run by my employer

Base: respondents who have disclosed at work = 8,849

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Multiple factors impact disclosure, including age and seniority—and concerns about impact of disclosure

While workplace disclosure rates overall are high, respondents in managerial positions are more likely to have disclosed their disability, neurodivergence, or chronic health condition at work than those who are not (97% versus 83%). Younger workers are also more likely to disclose than older workers, with 96% of all respondents under 25 saying they shared their disability, neurodivergence or health condition with someone at work, compared to 77% of those over 55.

When it comes to reasons for not disclosing, two in 10 (20%) of those who have chosen not to disclose at work cite concerns that their supervisor would discriminate against them following disclosure. A similar proportion (22%) also worry that their manager would consider their ability to do their job to be impaired, or that their career progression could be impacted. Additionally, 21% of respondents cite having experienced a negative impact after previously disclosing to an employer.

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2

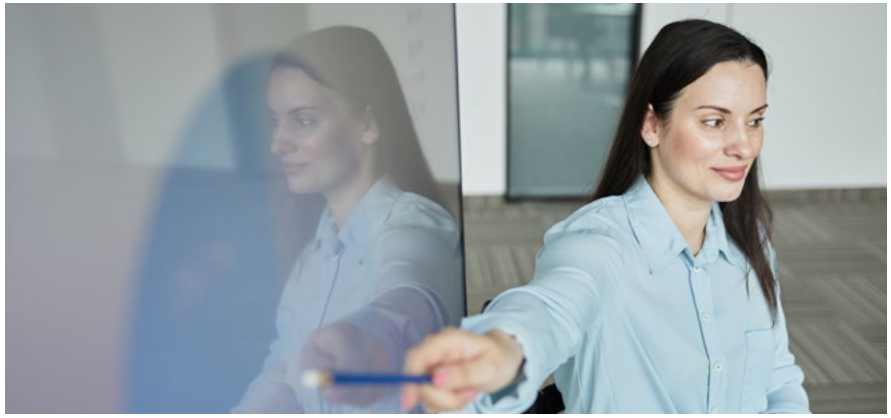
Despite high workplace disclosure rates, requesting workplace accommodations is not yet the norm

Fear of negative consequences can stop people from seeking support

Three quarters of those respondents who have disclosed their disability, neurodivergence or chronic health condition have not asked their current employer for workplace accommodations[1]. The reasons cited most notably include:

- **Having no need for them:** Just over four in 10 (43%) of these respondents say that they don't think they need any workplace accommodations, despite just under half of the same people reporting having faced workplace accessibility challenges.
- **Fear of negative perception:** 20% of those who haven't requested workplace accommodations haven't done so because they fear a negative reaction from their supervisor. This includes 25% of those who said they "cannot do it at all" for at least one activity.
- **Past negative experiences:** 11% of those who haven't requested accommodations cite previous negative experiences with such requests at other organizations.
- **Lack of knowledge and low expectations:** 18% don't know how to request accommodations, while 20% think their employer wouldn't grant them.

1 Respondents were shown the following definition before answering these questions: The UN defines workplace accommodations as "necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms." This terminology varies across the world but is equivalent to what is referred to in some countries as work modifications, adjustments, arrangements, or similar.



Why have you not requested workplace accommodations?

Base = 6,643 those who have disclosed at work, but not requested workplace accommodations

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Almost three quarters of respondents who requested workplace accommodations have had at least one such accommodation rejected—most commonly due to employer concerns about cost

When asked about the types of workplace accommodations provided by employers, respondents cite working from home when they need to as the most commonly requested and granted, with two-thirds saying they have requested this (and 68% of them saying their request was accepted).

However, nearly three-quarters (74%) of respondents who requested workplace accommodations say they have had at least one request rejected, while almost two in 10 of them (19%) say they have had all such requests rejected. Indeed, respondents were more likely to have their requests denied than accepted for most workplace accommodations listed for this question in the survey. Only four workplace accommodations—adjustments to work schedule, taking frequent breaks, working from home when needed, and access to a private or enclosed working space—showed higher proportions of requests accepted compared to requests denied; these are also the most requested ones.

Workplace accommodations that are more specific and tailored to individual needs, such as assistive technologies, face the highest rejection rates. However, these are also the accommodations least likely to be requested.

For instance:

- **Alternative communication methods:** Requested by 30% of respondents, but rejected in 63% of cases.
- **Assistive software solutions:** Requested by 27%, with a 63% rejection rate.
- **Coaching for specific issues:** Requested by 28%, but rejected in 64% of cases.

Which of the following workplace accommodations have you requested?

Working from home when I need to	67%
Taking frequent breaks during a working day	55%
Access to a private or enclosed working space	49%
Adjustments to your work schedule	48%
Working from home all the time	47%
Access to alternate facilities	40%
Changes to intensity of the lighting where I sit/work from	40%
Changes to how my work is assigned and/or my performance is evaluated	34%
Enhancements to your primary physical working area	33%
Help with managing exposure to noise levels	30%
Alternative communication methods	30%
Coaching for specific issues	28%
Access to assistive software solutions	27%

Base: respondents who say they have requested at least one workplace accommodation = 2,206

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For those workplace accommodations which you have requested, indicate whether that accommodation was accepted or denied.

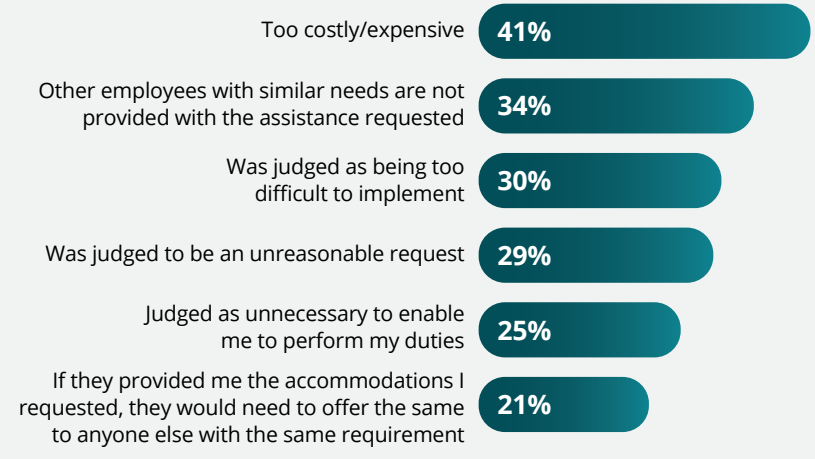
	My request was accepted	My request was denied
Working from home when I need to	68%	32%
Adjustments to your work schedule	59%	41%
Taking frequent breaks during a working day	55%	45%
Access to a private or enclosed working space	52%	48%
Access to alternate facilities	48%	53%
Changes to intensity of the lighting where I sit/work from	48%	53%
Enhancements to your primary physical working area	45%	55%
Working from home all the time	42%	58%
Help with managing exposure to noise levels	40%	60%
Changes to how my work is assigned and/or my performance is evaluated	39%	61%
Alternative communication methods	37%	63%
Access to assistive software solutions	37%	63%
Coaching for specific issues	36%	64%

Base: respondents who say they have requested at least one workplace accommodation = 2,206; % displayed are of those who requested the listed workplace accommodation.

** Percentages may not add to 100% due to rounding.*

Just over four in 10 (41%) respondents who requested a workplace accommodation and had it declined say that cost was the reason provided by their employer, while around three in 10 say they were told that their request was unreasonable (29%) or too difficult to implement (30%). Of those who had requests granted, one fifth (20%) say their request was not addressed in a reasonable amount of time.

What reasons were you given for not receiving workplace accommodations you requested?



Base: respondents who requested workplace accommodations and these were denied = 1,639

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3

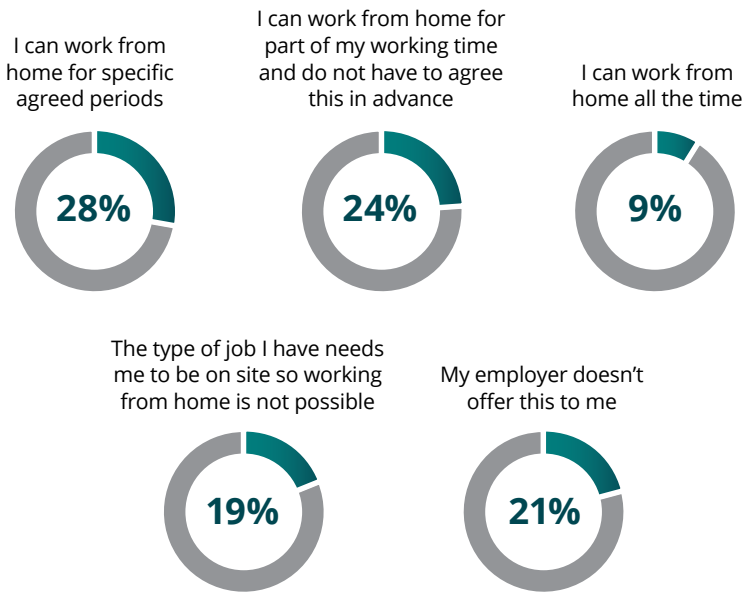
Needs and expectations around workplace accessibility are not always met

Many workers who would benefit from working from home are, or feel, unable to do so

Nearly half (48%) of those respondents that work from home at least some of the time say that a benefit of doing so is that their home is more accessible than their employer's premises.

However, only 9% of all respondents say they can work from home all the time. Just under three in 10 (28%) say they can work from home for specific agreed periods, while just under a quarter (24%) say they can work from home for part of their working time and do not need advance approval. Of those who cannot work from home, nearly two in 10 (19%) say the type of job they have requires them to be on site and a slightly greater proportion (21%) say that their employer does not offer them the option of home working.

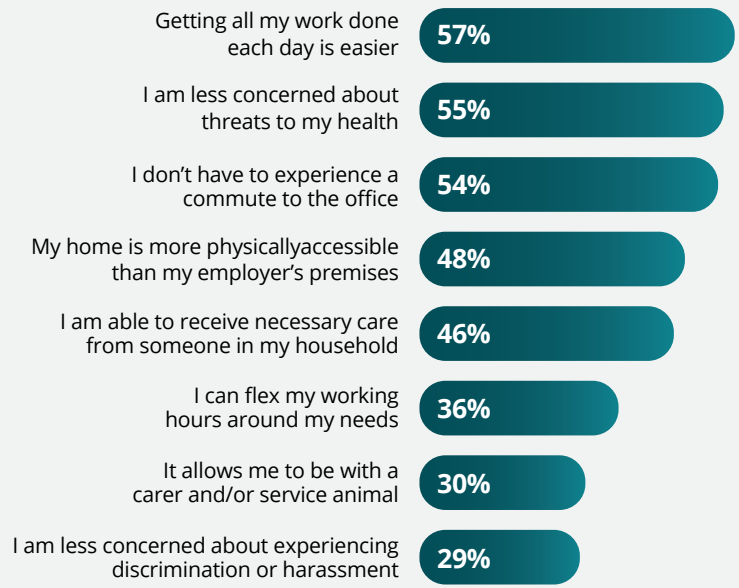
Does your employer offer you the option to work from home– either all of the time or some of it?



In addition to better accessibility, when asked to cite the benefits of working from home, respondents who do so (either fully or partially) highlight:

- **Productivity:** 57% say it is easier to get their work done each day.
- **Reduced health risk concerns:** 55% say they are less concerned about health risks.
- **Able to receive necessary care:** 46% say they are able to receive necessary care from someone in their household.
- **Less concerned about discrimination and harassment:** 29% say they are less concerned about experiencing discrimination or harassment.

What benefits (if any) do you experience when you work from home?



Base: respondents who work from home at least some of the time = 5,448

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Of those respondents who could work from home but choose not to, career concerns are a key consideration: nearly four in 10 (39%) cite being worried about missing out on professional opportunities if they weren't in the office and a further 30% think working in-person is better for their career. Three in 10 (30%) say they feel people may think less of them, and just over two in 10 (22%) say their supervisor has told them they prefer them to be onsite.

Why have you not elected to take advantage of a work from home or hybrid option offered by your employer?

Base: respondents who have the opportunity to work from home but choose not to = 601

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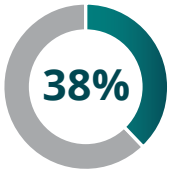
Inclusive processes and fully accessible work events are not yet a reality for many

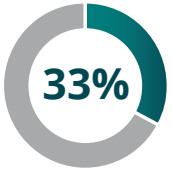
Accessibility challenges are also impacting respondents' ability to attend work events inside or outside of the workplace, with six in 10 of all respondents saying they have been unable to attend some kind of work-related event due to such challenges.

Nearly four in 10 respondents say that (lack of) accessibility at venues has meant they have been unable to attend a work event outside of the workplace; a third say they have been unable to attend one or more events at their workplace for the same reason; and just over a quarter (26%) say they have been unable to socialize outside of the workplace with colleagues due to lack of accessibility at the chosen venue.

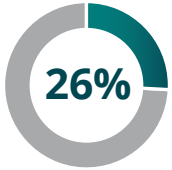
Respondents who have been unable to attend work related events due to a lack of accessibility



I have been unable to attend one or more work events held outside my workplace due to lack of accessibility at the venue



I have been unable to attend one or more events at my workplace due to a lack of accessibility



I have been unable to socialize outside the workplace with my colleagues due to a lack of accessibility of the chosen venue

For those respondents who were unable to attend a work event due to lack of accessibility, the most cited challenge was inaccessible restrooms, cited by over a third (35%). This is followed closely by a lack of breaks in the agenda (33%). Two in 10 cite their assistant/carer or service animal not being permitted to attend, while the same number say that the room/venue was not physically accessible.

Which things made the event inaccessible?

No accessible restrooms/bathroom facilities at the venue or workplace location	35%
Regular breaks were not included in the agenda	33%
Accommodations to reduce risk of sensory overload were not available	24%
There was no quiet or private space should I need one	23%
My employer did not provide accessible transportation to the venue	23%
My assistant/carer or service animal was not permitted to attend	20%
The room/venue in which the event took place was not physically accessible (e.g. no step free access, lighting intensity, designated seating/space access)	20%
The event would not provide accessibility services I require to participate (e.g. live captioning, sign language interpretation, audio descriptions, digital event materials)	19%

Base: respondents who have been unable to attend a work event or work social event due to lack of venue accessibility = 5,982

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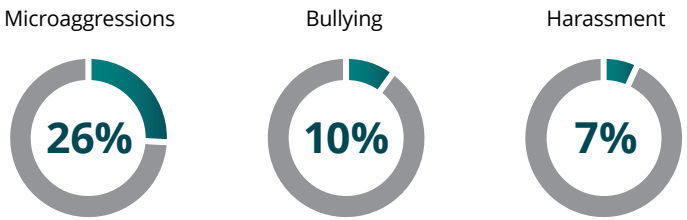
4

Non-inclusive behaviors are impacting the workplace experience of many

Bullying, harassment and microaggressions have impacted many

Just over four in 10 (41%) of respondents say they have experienced non-inclusive behaviors such as bullying, microaggressions and/or harassment at work in the past year. 26% of all respondents say they experienced microaggressions, 10% say they experienced bullying and 7% say they experienced harassment.

Which of the following non-inclusive behaviors, if any, have you experienced at work over the past 12 months (whether at a current or former employer)?



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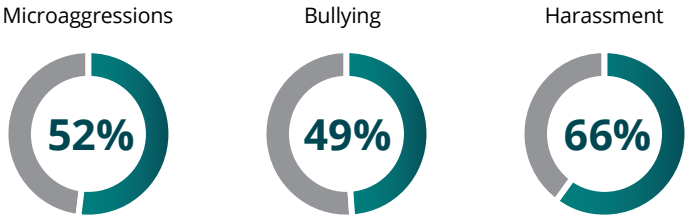
Many non-inclusive behaviors are not formally reported at work, especially by those who experience higher levels of difficulty performing certain activities

Just over half (52%) of non-inclusive behaviors were formally reported to someone in authority in their organization. Harassment is most likely to have been reported, with two-thirds of those experiencing it reporting it. This drops to just over half (52%) for those who experienced microaggressions, and to 49% for those who experienced bullying.

Those facing higher levels of difficulty performing certain physical or cognitive activities are less likely to formally report non-inclusive behaviors than the overall sample: for example, only 29% of those who cannot do at least one activity at all who experienced bullying formally reported it to their employer, compared to 49% overall.

Did you formally report any of these behaviors to someone in a position of authority in your employer (for example, your supervisor or HR)?



Base: respondents who say they experienced each behavior; microaggressions = 2,607, bullying = 958, harassment = 732

The most common reason provided by respondents for not reporting non-inclusive behaviors is a worry that reporting the behavior would result in it getting worse (34%). Meanwhile, around three in 10 (29%) said they thought their complaint would not be taken seriously and just over a quarter (26%) said they didn't feel the behavior was serious enough to report.

Why did you decide not to formally report the behavior(s)?

I was concerned that the behavior would get worse	34%
I didn't think my complaint would be taken seriously	29%
I didn't feel that the behavior was serious enough to report	26%
I was concerned that my complaint would not be kept confidential	18%
I didn't have confidence that my employer would take action	18%
There is no clear route for escalating the behavior within my employer	17%
I was concerned that my supervisor would perceive me as a nuisance/troublemaker	16%
I was concerned that reporting the issue would adversely impact my career	15%
The individual held a senior role and I didn't think my employer would take action against them as a result of this seniority	10%

Base: respondents who have experienced harassment, bullying and/or microaggressions in the workplace and have not formally reported this = 1,793

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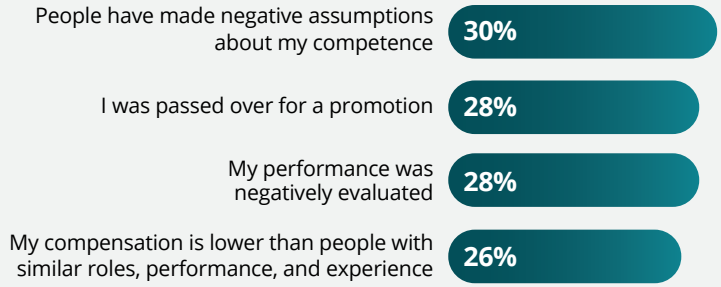
Some respondents say they have experienced other negative workplace experiences over the past year

Respondents were also asked whether they agreed with any of four statements about their experience at work in the prior 12 months. Of these:

- The statement "people have made negative assumptions about my competence" was the most agreed with (by three in 10 respondents).
- 28% of all respondents agreed with the statement "I was passed over for promotion", with the same number agreeing to the statement "my performance was negatively evaluated."
- Just over a quarter (26%), said they agreed with the statement "my compensation is lower than other people with similar roles, performance and experience."

To what extent do you agree with the following statements about your experiences at your current employer over the last 12 months?



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5

Multiple factors can help enable and accelerate disability inclusion at work

Physical accessibility and board-level ownership are seen as top enablers of disability inclusion—and role models make a positive difference to those who have them

In addition to exploring the current workplace experiences of respondents, the survey asked respondents for their views on the top thing their employer could do to make meaningful progress on disability inclusion. Making the workplace more physically accessible came in at the top, selected by nearly a quarter (24%) of respondents, followed by making disability inclusion a board-level priority (16%)[1].

1 See appendix for data specific to respondents with disabilities or chronic health conditions, or who are neurodivergent.

What is the top thing you think your employer could do to make meaningful progress on disability inclusion?

Just over a third of respondents (36%) say they have access to workplace role models with disabilities. Of these:

- Nearly six in 10 (58%) say it makes them more inclined to believe their employer has an inclusive culture
- 47% say it makes them more comfortable in disclosing their difficulties or condition
- And 44% say it boosts their confidence in formally reporting non-inclusive behaviors.
- Nearly half (47%) also say having such role models in their organization makes them feel more confident that they can succeed and achieve their professional goals with that employer.

How have these role model(s) impacted your experience at your employer?

Base: respondents who have access to role models who identify as a person with a disability = 3,573

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Further analysis supports respondents' expectations on leadership and highlights key opportunities for progress

Analysis of the survey data provided an insight into factors that may lead employees to recommend their employer to other people with a disability, chronic health condition or neurodivergent individuals[1]. Leadership commitment, roles aligned with skills and strengths, and an inclusive culture emerged as the most significant drivers, influencing the likelihood to recommend their employer for 60% of respondents.

1 A regression analysis was conducted to identify key drivers that have the greatest impact on whether a respondent might recommend their employer to others with disabilities or chronic health conditions, or those who are neurodivergent. The drivers were grouped in seven themes: Leadership commitment; Roles that are aligned to strengths; Inclusive culture; Potential for progression; Workplace accessibility, accommodations and comfort to disclose; Workplace behavior; and Culture of fairness. These were tested using a statistical model to evaluate their capacity to predict whether any individual respondent would recommend their employer to others.

Top factors driving the likelihood to recommend an employer to other people with disabilities or chronic health conditions or neurodivergent individuals, ranked in order of most prominent:

1. **Leadership commitment:** How employees regard their leadership's commitment to disability inclusion and neurodiversity, including representation in senior leadership, evidence of concrete organizational efforts to make progress, and their relationship with their supervisor.

2. **Roles that are aligned to strengths:** The extent to which employees feel their current role is aligned to their strengths, skills, and interests, as well as whether they feel they are set up for success.

3. **Inclusive culture:** Whether employees view their workplace culture as being inclusive and encouraging a sense of belonging, as well as having supportive colleagues.

4. **Potential for progression:** Whether employees feel they have the support, clarity, and structure they need to advance, and whether they believe they could become a senior leader themselves.

5. **Workplace accessibility, accommodations and comfort to self-disclose:** How employees regard the physical accessibility of their workplace, access to workplace accommodations, and comfort with disclosing their disability, chronic health condition, or being neurodivergent at work.

6. **Workplace behavior:** The extent to which employees say they have experienced non-inclusive behaviors at work, namely: microaggressions, bullying and/or harassment.

7. **Culture of fairness**: The extent to which employees feel they have been treated fairly, including whether they think assumptions have been made about them based on their disability, chronic health condition or neurodivergence.

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Recommendations

The responses from the 10,000 people in workplaces across 20 countries surveyed for this report provide critical data-based insights into the workplace experiences of people with disabilities, chronic health conditions and those who are neurodivergent. The findings paint a picture of varying attitudes to self-identity and disclosure; some hesitancy in asking employers for accommodations to help enable success (at times based on previous negative experiences or worries about how they may be perceived by asking); a lack of accessibility—both in terms of some processes and at events held in and outside of the workplace; and experience of non-inclusive behaviors, many of which are not being formally reported to employers.

Alongside providing this critical insight, this research has also identified five steps that employers can take to make meaningful progress on disability inclusion at work:

1 Make disability inclusion a visible leadership priority, at board level—accompanied by meaningful actions—and help encourage senior role models

The survey findings make clear the importance of showing leadership when it comes to disability inclusion—indeed, making disability inclusion a board-level priority was the second most cited action that respondents said their employers could take to make meaningful progress on disability inclusion.

This means making it a visible strategic priority within a broader Diversity, Equity, and Inclusion (DEI) and talent agenda—and that tangible and visible actions are taken and progress is reported to the board. This also means having a board-level sponsor, who can help enable meaningful action and progress.

Visible senior role models are also important: leaders who are open about their disability, chronic health condition or neurodivergence and speak openly about their experiences. Indeed, the data in this report highlights the importance and impact of such role models, including when it comes to addressing some of the stigma that may hinder people from disclosing their condition and asking for workplace accommodations. Whether it be through highlighting their own lived experiences, or being a vocal and visible advocate of disability inclusion, senior role models can help enable people with disabilities, chronic health conditions or neurodivergent individuals to thrive and succeed at work.

2 Provide roles that help enable strengths—and managers and leaders who both understand the importance of disability inclusion and enable it

Analysis of the data in this report shows that having a role that helps enable an individual to fully use and develop their skills is a significant factor in them recommending their employer to others. This isn't just about understanding strengths at the application and onboarding stage and ensuring that roles help enable those strengths; it is also about ongoing people management and leadership—making sure that strengths are developed and that appropriate workplace accommodations are provided if required, so that people are able to succeed and advance in their careers.

It is also about managers and leaders understanding the importance of disability inclusion and neurodiversity—and being equipped with the knowledge and resources required to effectively discuss challenges raised by those with a disability or chronic health condition or neurodivergent individuals and to direct them to workplace accommodations where required. Whether managers and leaders are provided with training or ongoing support from specialist members of an HR team, they can play a key role in enabling disability inclusion in their teams.

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Recommendations

3 Embed accessibility into business as usual throughout the career lifecycle, including moments that matter

The findings of this research show that much remains to be done when it comes to accessibility at work. Only just under a third of respondents do not experience any accessibility challenges at work and physical accessibility is cited by respondents as one of the top things their employers could do to make meaningful progress on disability inclusion in their workplace.

This means ensuring that business-as-usual processes in a career life-cycle are accessible—for example, recruitment, onboarding and other core elements of work. But, with nearly four in 10 respondents having been unable to attend a work event at a venue outside of the workplace, it also means making sure that "moments that matter" such as work events—including those for networking or celebration—are fully accessible.

4 Recognize the importance of providing workplace accommodations when they are needed—and that the accommodations application process is clear, timely and stigma-free

Despite this report finding high levels of workplace disclosure among respondents, three-quarters of those who have disclosed have not requested workplace accommodations. While some of these respondents say they have not asked as they don't think they need them, one in five say they have not asked as they are concerned that their supervisor would perceive their request negatively. A lack of knowledge as to the process for asking for workplace accommodations is also cited by some.

This data shows a need for employers to be clear for their employees on the workplace accommodations that are available and the process in place for requesting them. Whether contained in a specific section on an intranet or in information provided to managers to use in discussions with their teams, it is important that this information is easily accessible and clear.

Finally, the data also shows a need for stigma to be addressed—for individuals to understand that asking for workplace accommodations will not lead to adverse judgement, even where previous experience at a previous employer may lead to concerns of the contrary.

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Recommendations

5 Provide a disability-inclusive culture, address non-inclusive behaviors, and help enable everyone to report without concern

With around four in 10 respondents saying they have experienced non-inclusive behaviors—namely microaggressions, bullying or harassment—at work over the past 12 months, and only around half of these behaviors being formally reported to someone in their organization, it is clear that there is much more to be done to both prevent such behavior from happening and to help enable people to report it without concern of adverse impact. Indeed, the most common reason given by respondents for not reporting is a worry that those behaviors would get worse as a result.

For employers this means being clear on expectations when it comes to an inclusive culture and behaviors that are not tolerated at work—including microaggressions (the most commonly experienced non-inclusive behavior by respondents)—educating on inclusive leadership and ensuring that appropriate escalation and support channels are in place. It also means being clear that people can report without concern, supported by appropriate policies.

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Appendices: Glossary

Accessibility	Accessibility, as defined by **United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)**, means taking "appropriate measures to ensure people (have) access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas". Accessibility in the workplace is about taking such appropriate measures in a workplace context. .
Bullying	For the purposes of the survey questions this was defined as: intentional, repeated actions or behaviors meant to harm an individual who is made to feel powerless to respond. Examples include disparaging comments about someone's competence / intelligence, regular/repeated teasing, purposefully excluding a person from a meeting or social outing, publicly reprimanding someone, etc.
Chronic health condition	A chronic health condition **is clinically defined** as a physical, mental or cognitive disorder that lasts more than one year, requires long-term monitoring and treatment, deteriorates quality of life and causes certain difficulties associated with physical, cognitive and/or psychological disabilities.
Disability	**UNCRPD** defines disability as long-term physical, mental, intellectual, or sensory impairments that, in interaction with various barriers, may hinder an individual's full and effective participation in society on an equal basis with others.
Disability inclusion	The UN defines disability inclusion as the meaningful participation of persons with disabilities in all their diversity, the promotion of their rights and the consideration of disability-related perspectives.
Disclosure	The act of voluntarily sharing information about one's identity or disability with others. The nature of disclosure can vary significantly from one person or condition to another. For some, it might include sharing a diagnosis or revealing a hidden disability; for others, it might mean describing the nature, history, or impact of a visible disability.
Employee Resource Group (ERG)	Voluntary, employee-led groups within an organization, typically focusing on underrepresented groups and providing support and networking opportunities for employees who share a common characteristic, such as disability.
Harassment	For the purposes of the survey questions this was defined as: actions or behaviors that create a work environment that is intimidating, hostile, or abusive. Examples include usage of slurs, threats to a person's job or safety, non-consensual sexual or other physical contact, offensive / sexually suggestive emails or other communications, etc.
Human Resources Information System (HRIS)	A software system used by organizations to manage internal HR activities such as payroll and self-identification. Also called a human resources management system (HRMS).

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Appendices: Glossary

Microaggressions	For the purposes of the survey questions this was defined as: Actions or behaviors that devalue or demean a person or group of people - often unintentionally or downplayed as "jokes." Examples could include being patronized, talked over in meetings, experiencing jokes relating to a disability, inappropriate references to a person's workplace accommodations.
Person who is neurodivergent	As defined by the ILO, is a person whose brain and cognition function differently from what is considered "typical." This term recognizes that brains do not all function in the same way. It includes, amongst others, people who are autistic, those with ADHD, and people with dyslexia.
Neurodiversity	According to **Harvard Health Publishing**, neurodiversity is the idea that people experience and interact with the world around them in many different ways; there is no one 'right' way of thinking, learning, and behaving, and differences are not viewed as deficits.
Non-inclusive behavior	This is a broad term used in our report to refer to microaggressions, bullying and/or harassment.
Visible role model	An individual, often in a senior role within an organization, who openly identifies as a person with a disability or chronic health condition, or as someone who is neurodivergent. Their visibility can inspire and empower others with similar experiences.
Washington Group Short Set (WG-SS)	A globally recognized set of questions designed to identify and measure disability in surveys and censuses. It focuses on difficulties individuals experience in performing various activities.
Workplace accommodations	Also commonly referred to as workplace adjustments or reasonable adjustments/accommodations; according to **UNCRPD**, workplace accommodations are necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

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Appendices: Methodology and terminology

Between January and April 2024, Deloitte Global surveyed 10,000 people with disabilities or chronic health conditions or who are neurodivergent in workplaces across 20 countries. All respondents were in full- or part-time employment. Respondents did not include any Deloitte people.

Respondents were included either if a) they self-identified as a person with a disability, chronic health condition or as someone who is neurodivergent, or b) if they report experiencing at least "some difficulty" in one domain of an adapted version of The Washington Group Short Set (WG-SS)[1], a widely used set of questions designed to identify and measure disability in public surveys.

The adapted WG-SS used in this report consisted of questions covering difficulties respondents experience in carrying out certain activities across seven domains: vision, hearing, mobility (e.g., walking/climbing stairs), cognition (i.e., memory/concentration), self-care, communication and participation in work on an equal basis with others.

Respondents spanned 20 countries—Argentina, Australia, Brazil, Canada, China, Germany, India, Japan, Kenya, Malaysia, Mexico, Netherlands, Nigeria, Poland, South Africa, Spain, Sweden, the United Arab Emirates (UAE), the United Kingdom, and the United States—and 10 economic sectors.

Deloitte Global recognizes the importance of words and terminology, including for those with disabilities, chronic health conditions, or who are neurodivergent. We acknowledge that individuals may have their own specific preferences for the terms used to describe different conditions and/or identities. For clarity, this report and its appendices use the terms "people with disabilities, chronic health conditions, and who are neurodivergent" and specifies where people have self-identified as belonging to one or more of these groups when completing the survey along with any associated noteworthy findings. As per the Washington Group Short Set, where relevant some findings are also set out according to difficulties respondents report that they experience (e.g., difficulty seeing, concentrating or with self-care). When we use the term "respondents" alone, it collectively refers to all individuals who participated in the survey.

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1 *Washington Group on Disability Statistics, "WG Short Set on Functioning (WG-SS)", accessed 28 August 2024*

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Appendices: Respondent profile

Gender

60% Male

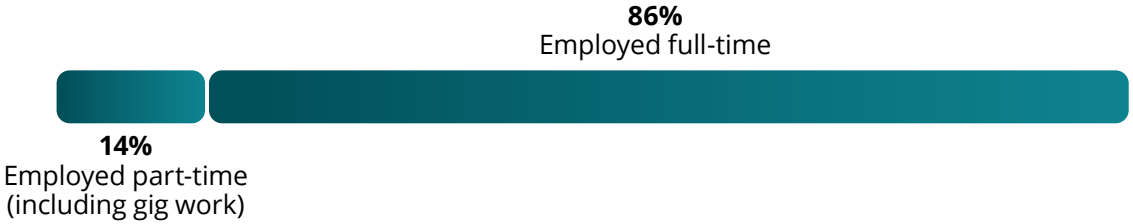
40% Female

<1% Non-binary/other

Seniority

Age

Employment Status



Sector of organization (10% each)

- Banking, financial services and insurance
- Business services
- Consumer
- Energy, mining and utilities
- Hospitality and leisure
- Industrials and chemicals
- Pharma, medical and biotech
- Real estate and construction
- Technology, media and telecoms
- Transportation and logistics

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Appendices: Respondents who identify as neurodivergent/a neurodivergent person

Self-identification and disclosure

- 99% of respondents who identified as neurodivergent for the purposes of our survey say they have disclosed at work (vs. 88% of the total sample). These respondents were more likely than the overall sample to disclose through formal channels (to a person in HR, a member of the recruitment or onboarding team, or an HRIS), but less likely to disclose to members of their team or other colleagues outside their team.

Who of the following have you disclosed your neurodivergence to at work?

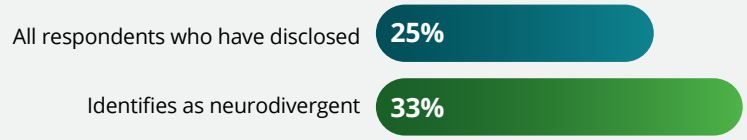
	All respondents who have disclosed	Identifies as neurodivergent
A person in HR	78%	85%
My direct supervisor	73%	74%
A member of the recruitment or onboarding team	43%	71%
A member of my team who is not senior to me	35%	27%
I have disclosed through my employer's Human Resources Information System (HRIS)	31%	58%
Other colleagues (outside my team)	31%	24%
A member of an employee resource group in my employer	29%	31%

Base: all respondents who have disclosed at work = 8,849, identifies as neurodivergent = 266

Workplace accommodations

- Respondents who identify as neurodivergent are more likely than the overall sample to have requested at least one workplace accommodation at their current employer.

Have you requested any workplace accommodation(s) at your current employer?



Base: all respondents who have disclosed at work = 8,849, identifies as neurodivergent = 266

- When it comes to the type of workplace accommodation requested, neurodivergent respondents were more likely than the overall sample to have requested most types of workplace accommodations.
- In particular, they were much more likely to say they have requested taking frequent breaks during a working day, adjustments to their work schedule, access to a private or enclosed working space, working from home all the time, and changes to how their work is assigned and/or their performance is evaluated.

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Appendices: Respondents who identify as neurodivergent/a neurodivergent person

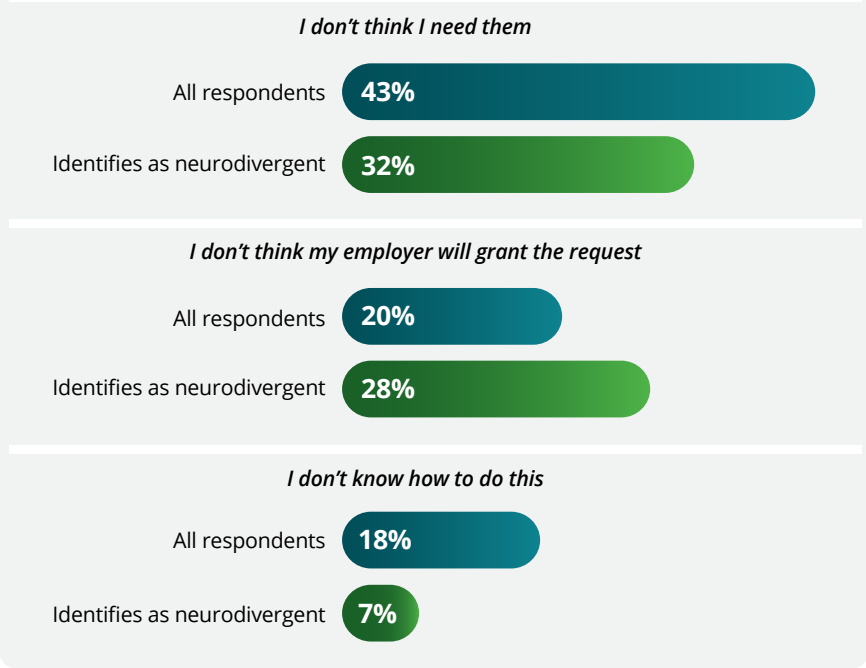
Which of the following workplace accommodations have you requested?

	All respondents who have requested at least one accommodation	Identifies as neurodivergent
Working from home when I need to	67%	74%
Taking frequent breaks during a working day	55%	74%
Adjustments to your work schedule	48%	68%
Access to a private or enclosed working space	49%	58%
Working from home all the time	47%	63%
Changes to how my work is assigned and/or my performance is evaluated	34%	43%
Access to assistive software solutions	27%	20%
Coaching for specific issues	28%	26%

Base: respondents who say they have requested at least one workplace accommodation = 2,206, identifies as neurodivergent = 88

- Compared to the overall sample, survey respondents who identify as neurodivergent are more likely to say that they do not think their employer will grant their request as a reason that they haven't requested workplace accommodations.
- They are also less likely than the overall sample to say they did not ask for accommodations because they do not think they need them, or they do not know how to make the request.

Why have you not requested workplace accommodations?



Base: all respondents who have not requested workplace accommodations = 6,643, Identifies as neurodivergent= 178

- When it comes to the reason for requests for workplace accommodations being rejected, respondents who are neurodivergent are significantly more likely than the overall sample to cite other employees with similar needs not being provided with the assistance requested.

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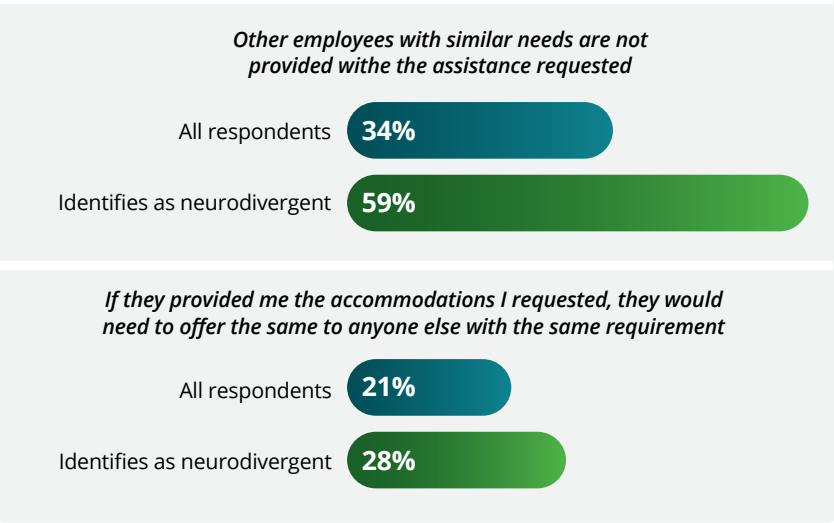
Appendices: Respondents who identify as neurodivergent/a neurodivergent person

What reasons were you given for not receiving workplace accommodations you requested?



Base: all respondents who have had requests for workplace accommodation rejected = 1,639, identifies as neurodivergent=81.

Experiences of accessibility in the workplace and at work-related events

	All respondents	Identifies as neurodivergent
I have been unable to attend one or more work events held outside my workplace (for example, a celebration event) due to lack of accessibility at the venue	38%	47%
I have been unable to attend one or more events (for example, at networking event) at my workplace due to a lack of accessibility	33%	59%
I have been unable to socialize outside the workplace with my colleagues due to a lack of accessibility of the chosen venue	26%	36%
I do not experience any accessibility challenges in my workplace	32%	46%

Base: all respondents = 10,000, identifies as neurodivergent = 270.

Workplace accessibility

- Respondents who are neurodivergent are more likely than the overall sample to say they do not experience any accessibility challenges in their workplace.
- However, neurodivergent respondents are much more likely than the overall sample to have been unable to attend events due to a lack of accessibility (85% for neurodivergent respondents vs. 60% for the overall sample).

Non-inclusive behaviors

- Neurodivergent respondents are significantly more likely to say they have experienced microaggressions at work in the past year than the overall sample.
- These respondents are somewhat less likely than the overall sample to have reported these behaviors to someone in authority in their organizations, with the two most cited reasons for this being that they didn't think their complaint would be taken seriously and that they didn't feel the behavior was serious enough to report.

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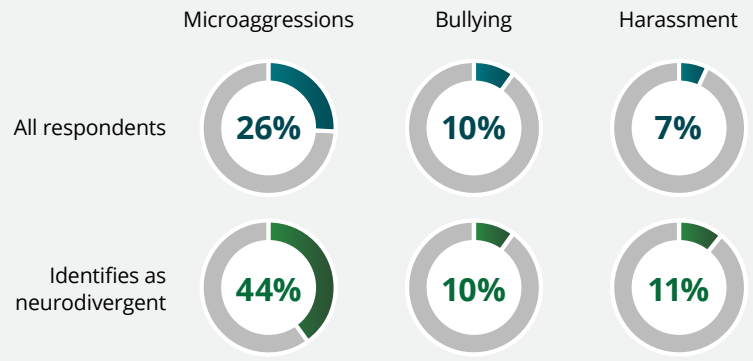
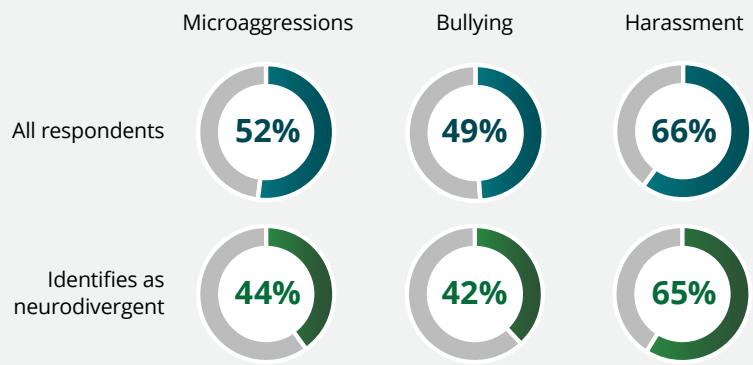
Appendices: Respondents who identify as neurodivergent/a neurodivergent person

Which of the following non-inclusive behaviors, if any, have you experienced at work over the past 12 months (whether at a current or former employer)?



Base: all respondents=10,000, identifies as neurodivergent = 270.

Did you formally report any of these behavior(s) to someone in a position of authority in your employer (for example, your supervisor or HR)?



Base: all respondents who say they have experienced harassment, bullying and/or microaggressions = 4,053, identifies as neurodivergent = 151

Which of the following is the main reason why you decided not to report the behavior(s)?

	All respondents	Identifies as neurodivergent
I was concerned that the behavior would get worse	34%	32%
I didn't think my complaint would be taken seriously	29%	33%
I didn't feel that the behavior was serious enough to report	26%	33%
I was concerned that my complaint would not be kept confidential	18%	23%
I didn't have confidence that my employer would take action	18%	12%
There is no clear route for escalating the behavior within my employer	17%	10%
The individual held a senior role and I didn't think my employer would take action against them as a result of this seniority	10%	7%

Base: all respondents who have experienced harassment, bullying and/or microaggressions in the workplace and have not reported this = 1,793, identifies as neurodivergent = 69

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Appendices: Respondents who identify as a person with a disability

Self-identification and disclosure

- 99.6% of respondents who identified as a person with a disability for the purposes of our survey say they have disclosed at work (vs. 88% of the overall sample). These respondents were more likely than the overall sample to disclose through to a person in HR or their direct supervisor, but less likely to disclose to members of their team or other colleagues outside their team.

Who of the following have you disclosed your disability to at work?

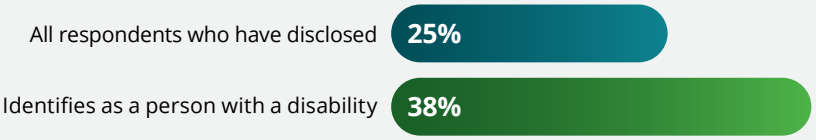
	All respondents who have disclosed	Identifies as a person with a disability
A person in HR	78%	84%
My direct supervisor	73%	79%
A member of the recruitment or onboarding team	43%	45%
A member of my team who is not senior to me	35%	33%
I have disclosed through my employer's Human Resources Information System (HRIS)	31%	30%
Other colleagues (outside my team)	31%	28%
A member of an employee resource group in my employer	29%	30%

Base: all respondents who have disclosed at work = 8,849; identifies as person with a disability = 4,391

Workplace accommodations

- Respondents who identify as a person with a disability are more likely than the overall sample to have requested at least one workplace accommodation at their current employer.

Have you requested any workplace accommodation(s) at your current employer?



Base: all respondents who have disclosed at work = 8,849, identifies as person with a disability = 4,391

- Respondents who identify as a person with a disability were less likely than the overall sample to have requested adjustments to their work schedule as a workplace accommodation (35%, vs. 48% of the overall sample).

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Appendices: Respondents who identify as a person with a disability

Which of the following workplace accommodations have you requested?

	All respondents who have requested at least one accommodation	Identifies as a person with a disability
Working from home when I need to	67%	70%
Taking frequent breaks during a working day	55%	58%
Adjustments to your work schedule	48%	35%
Access to a private or enclosed working space	49%	48%
Working from home all the time	47%	48%
Access to alternate facilities	40%	40%
Changes to how my work is assigned and/or my performance is evaluated	34%	34%
Access to assistive software solutions	27%	28%
Coaching for specific issues	28%	28%

Base: respondents who say they have requested at least one workplace accommodation = 2,206, identifies as a person with a disability = 1,657

Workplace accessibility

- Respondents who identify as a person with a disability are more likely to have been unable to attend work-related or socializing events than the overall sample. This is most often due to a lack of accessible bathrooms or restrooms, or because regular breaks were not included in the agenda.

Experiences of accessibility in the workplace and at work-related events

	All respondents	Identifies as a person with a disability
When I started at my current job, I found the onboarding process inclusive of my disability	47%	54%
I have been unable to attend one or more work events held outside my workplace (for example, a celebration event) due to lack of accessibility at the venue	38%	50%
I have been unable to attend one or more events (for example, at networking event) at my workplace due to a lack of accessibility	33%	39%

Base: total = 10,000; identifies as person with a disability = 4,409

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Appendices: Respondents who identify as a person with a disability

Which things made the event inaccessible?

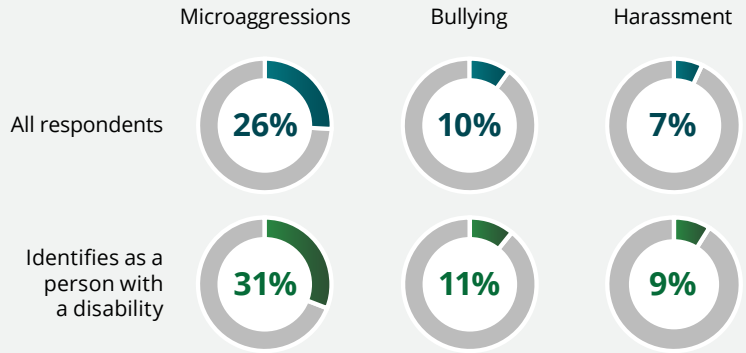
	All respondents who have requested at least one accommodation	Identifies as a person with a disability
No accessible restrooms/ bathroom facilities at the venue or workplace location	35%	36%
Regular breaks were not included in the agenda	33%	36%
Accommodations to reduce risk of sensory overload were not available	24%	22%
There was no quiet or private space should I need one	23%	21%
My employer did not provide accessible transportation to the venue	23%	21%
My assistant/carer or service animal was not permitted to attend	20%	18%
The room/venue in which the event took place was not physically accessible	20%	14%
The event would not provide accessibility services I require to participate	19%	13%

Base: total respondents who could not attend events = 5,982, identifies as person with a disability = 3,200

Non-inclusive behaviors

- Respondents who identify as a person with a disability are more likely than the overall sample to say they have experienced non-inclusive behaviors at work; this is most notable for micro-aggressions, with 31% of these respondents saying they have experienced these (vs. 26% of the overall sample).
- These respondents were also less likely than the overall sample to say they formally reported non-inclusive behaviors experienced; again, this is most notable for experience of microaggressions, with only 46% of these respondents who experienced these having reported to someone in authority at their employer (vs. 52% of the overall sample).
- Respondents with a disability who did not formally report the non-inclusive behavior generally cited the same reasons for not reporting as the overall sample.

Which of the following non-inclusive behaviors, if any, have you experienced at work over the past 12 months (whether at a current or former employer)?



Base: all respondents=10,000, identifies as person with a disability = 4,409

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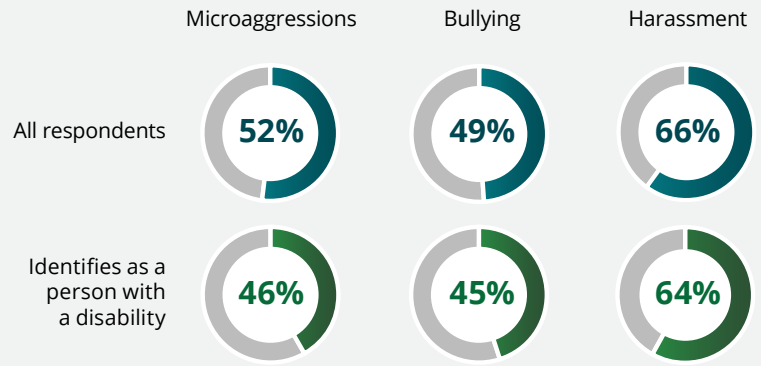
Appendices: Respondents who identify as a person with a disability

Did you formally report any of these behavior(s) to someone in a position of authority in your employer (for example, your supervisor or HR)?



Base: all respondents who say they have experienced harassment, bullying and/or microaggressions = 4,053, identifies as person with a disability = 2,104

Which of the following is the main reason why you decided not to report the behavior(s)?

	All respondents	Identifies as a person with a disability
I was concerned that the behavior would get worse	34%	35%
I didn't think my complaint would be taken seriously	29%	31%
I didn't feel that the behavior was serious enough to report	26%	27%
I was concerned that my complaint would not be kept confidential	18%	17%
I didn't have confidence that my employer would take action	18%	16%
There is no clear route for escalating the behavior within my employer	17%	16%
The individual held a senior role and I didn't think my employer would take action against them as a result of this seniority	10%	7%

Base: all respondents who have experienced harassment, bullying and/or microaggressions in the workplace and have not reported this = 1,793, identifies as a person with a disability = 1,037

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Appendices: Respondents who identify as a person with a chronic health condition

Self-identification and disclosure

- 99.8% of respondents who identified as a person with a chronic health condition for the purposes of our survey have disclosed their condition to someone at work (vs. 88% of the overall sample); these respondents are more likely to have disclosed to a member of their team who is not more senior than them (44% compared to 35% for the overall sample).
- Nearly four in 10 (39%) disclosed to a member of their employee resource group (significantly higher than the overall sample, at 29%). These respondents are, however, less likely to disclose through an employer's Human Resources Information System (at 25% versus 31% for the overall sample).

Who of the following have you disclosed your chronic health condition to at work?

	All respondents who have disclosed	Identifies as a person with a chronic health condition
A person in HR	78%	81%
My direct supervisor	73%	76%
A member of the recruitment or onboarding team	43%	47%
A member of my team who is not senior to me	35%	44%
I have disclosed through my employer's Human Resources Information System (HRIS)	31%	25%
Other colleagues (outside my team)	31%	37%
A member of an employee resource group in my employer	29%	39%

Base: all respondents who have disclosed at work = 8,849, identifies as person with a chronic health condition = 2,482

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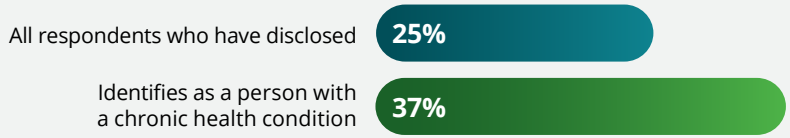
Appendices: Respondents who identify as a person with a chronic health condition

Workplace accommodations

- Respondents who identify as a person with a chronic health condition are more likely than the overall sample to have requested at least one workplace accommodation at their current employer (37%, vs. 25% overall).

Have you requested any workplace accommodation(s) at your current employer?



Base: all respondents who have disclosed at work = 8,849, identifies as person with a chronic health condition = 2,482

- While 3 in ten of those respondents who have not requested such accommodations say that they do not think that they need them (compared to 43% of the overall sample), just over a quarter (26%) cite a concern that it would be seen negatively by their supervisor as the reason for not requesting (vs. 20% for the overall sample). And 22% say that they were worried that their employer would think they were a difficult employee (slightly more than the overall sample, at 18%).

Why have you not requested workplace accommodations?

Base: all respondents who have not requested workplace accommodations = 6,643, identifies as person with a chronic health condition = 1,571

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Appendices: Respondents who identify as a person with a chronic health condition

Workplace accessibility

- Respondents who identify as a person with a chronic health condition are somewhat more likely to have been unable to attend work-related events. These respondents were more likely to cite a lack of regular breaks in the agenda (37%, vs. 33% overall), and less likely to cite a lack of accommodations to reduce risk of sensory overload (19%, vs. 24% overall).

Experiences of accessibility in the workplace and at work-related events

	All respondents	Identifies as a person with a chronic health condition
When I applied for my current job, I found the process inclusive for my disability	47%	54%
When I started at my current job, I found the onboarding process inclusive of my disability	44%	48%
I do not experience any accessibility challenges in my workplace	32%	34%
I have been unable to attend one or more events (for example, at networking event) at my workplace due to a lack of accessibility	33%	37%
I have been unable to attend one or more work events held outside my workplace (for example, a celebration event) due to lack of accessibility at the venue	38%	43%
I have been unable to socialize outside the workplace with my colleagues due to a lack of accessibility of the chosen venue	26%	29%

Base: total = 10,000; identifies as person with a chronic health condition = 2,488

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Appendices: Respondents who identify as a person with a chronic health condition

Which things made the event inaccessible?

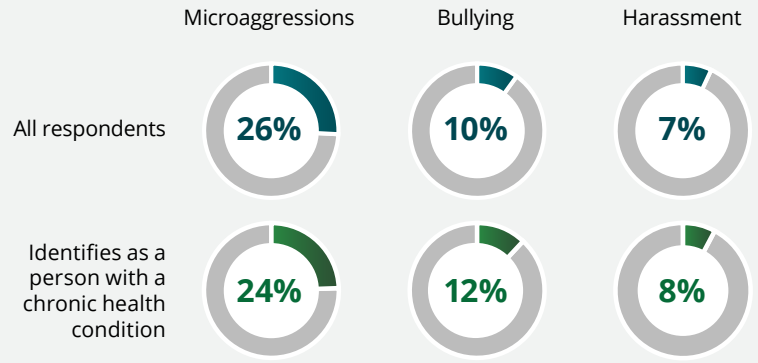
	All respondents who have requested at least one accommodation	Identifies as a person with a chronic health condition
No accessible restrooms/ bathroom facilities at the venue or workplace location	35%	36%
Regular breaks were not included in the agenda	33%	37%
Accommodations to reduce risk of sensory overload were not available	24%	19%
There was no quiet or private space should I need one	23%	21%
My employer did not provide accessible transportation to the venue	23%	19%
My assistant/carer or service animal was not permitted to attend	20%	17%
The room/venue in which the event took place was not physically accessible	20%	19%
The event would not provide accessibility services I require to participate	19%	16%

Base: total respondents who could not attend events = 5,982, identifies as person with a chronic health condition = 1,589

Non-inclusive behaviors

- Respondents who identify as a person with a chronic health condition are slightly more likely than the overall sample to say they have experienced bullying or harassment at work, but slightly less likely to say they have experienced microaggressions.

Which of the following non-inclusive behaviors, if any, have you experienced at work over the past 12 months (whether at a current or former employer)?



Base: all respondents = 10,000, identifies as person with a chronic health condition = 2,488

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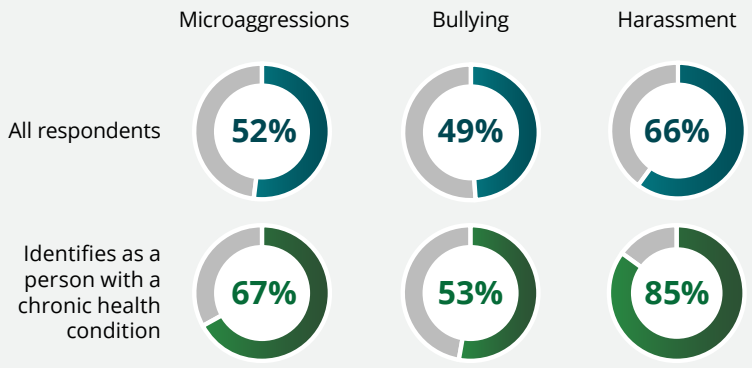
Appendices: Respondents who identify as a person with a chronic health condition

- Respondents with a chronic health condition who have experienced such behaviors are more likely than the overall sample to have formally reported experiencing such behaviors to someone in authority in their organization; this is most notable when it comes to harassment (85%, vs. 66% in the overall sample).

Did you formally report any of these behavior(s) to someone in a position of authority in your employer (for example, your supervisor or HR)?



Base: all respondents who say they have experienced harassment, bullying and/or microaggressions = 4,053, identifies as person with a chronic health condition = 1,042

Which of the following is the main reason why you decided not to report the behavior(s)?

	All respondents	Identifies as a person with a chronic health condition
I was concerned that the behavior would get worse	34%	34%
I didn't think my complaint would be taken seriously	29%	23%
I didn't feel that the behavior was serious enough to report	26%	25%
I was concerned that my complaint would not be kept confidential	18%	16%
I didn't have confidence that my employer would take action	18%	16%
There is no clear route for escalating the behavior within my employer	17%	16%
The individual held a senior role and I didn't think my employer would take action against them as a result of this seniority	10%	14%

Base: all respondents who have experienced harassment, bullying and/or microaggressions in the workplace and have not reported this = 1,793, identifies as a person with a chronic health condition = 334

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