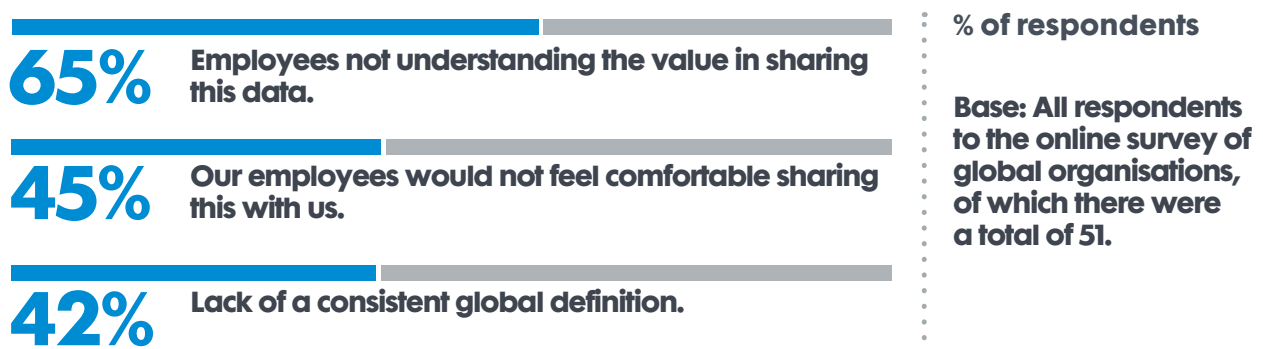


# 'Collecting Global Employee Disability Data – the challenges and enablers for global disability-smart organisations'

This document is part of series that summarise key considerations and successful approaches to collecting Global Employee Disability Data from our research sponsored by HSBC. You can access the full report at: [businessdisabilityforum.org.uk/knowledge-hub/resources/towards-a-disability-smart-world-global-disability-inclusion-strategy-report/](https://businessdisabilityforum.org.uk/knowledge-hub/resources/towards-a-disability-smart-world-global-disability-inclusion-strategy-report/)

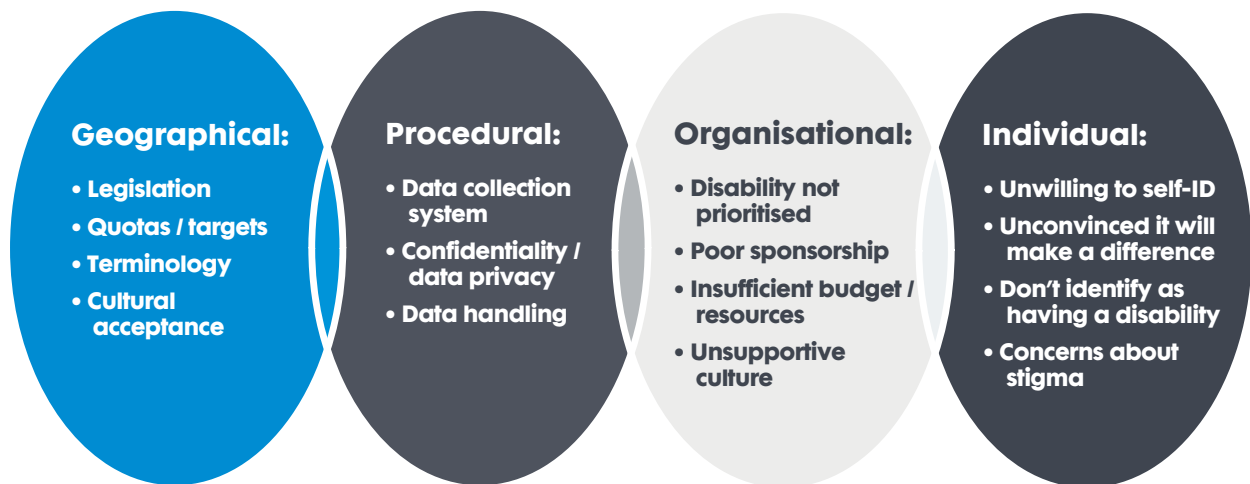
## 4 Key consideration four: Key challenges to collecting Global Employee Disability Data

- All research participants identified substantial challenges that they had experienced, or were anticipating, with Global Employee Disability Data collection. The survey respondents were able to select more than one response to the question "What is your most significant challenge with collecting Global Employee Disability Data?" and the most frequently selected were:



- It is significant that the two most frequently selected responses from the survey pertained to individual employee attitudes or beliefs. This is a reminder that among all the organisational issues that Global D&I Leads have to navigate, and which a lot of the research discussions focused on, the final decision about whether or not to self-I.D. will be made by the individual.

Through the research process, clear themes emerged about the challenges global organisations had experienced, or anticipated they would experience, with Global Employee Disability Data collection. Combining all the research sources together, four clusters of challenges emerged, each of which needs to be considered by any global organisation.



- Many of the challenges would also apply in a single-country approach, but the additional complexity in global data handling was due to the variation between countries and jurisdictions. These variations impacted every element of data collection, from the legal considerations to the in-country culture.
- Research participants shared their frustrations about the amount of time, effort and money it had taken to navigate the legal considerations, system requirements and data handling constraints.
- On top of that, the culture of the organisation and the individual willingness of employees to participate in self-I.D. should not be underestimated. If people don't know why you are collecting the information and what you are going to do with it, they might be reluctant to share, what is often considered very private, information.

- Timing was also important:
  - For the organisation. For example, if an organisation is going through a restructure, an employee with a disability may feel more vulnerable, and less likely to share their data, as a result.
  - For the individual. For example, they may be awaiting a diagnosis or not identify with a disability at the point in time.
- Organisations need to foster a work environment where employees feel it is safe for them to self-I.D., where they know it won't be detrimental to them to do so and where they believe that something positive will happen as a result (if it needs to). Make it clear to employees what disability data is being requested for, who can access it and how it will be used.
- Global D&I Leads should involve their specialist colleagues from the beginning, so that the full spectrum of considerations is represented: legal (employment law and data privacy law), IT system constraints etc.
- Consider and collaborate with any stakeholders who use data; important information about employee disability may already exist elsewhere.
- Tailor the approach to the jurisdiction, including the terminology used, the definition in the appropriate language, the positioning of the request and communications that surround it.
- Collaborate with the local HR and D&I Leads, who know the context and culture best.

**// There will always be different challenges in different contexts, but legalities should not be used as an excuse to not make progress; we have to consider what we CAN do, and stop thinking it is too hard or only engage if it is all or nothing."**

Fatima Choudrey, Associate Director, Global D&I Strategic Operations and Head of D&I EMEA, at Baker McKenzie

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