

Technical Notes

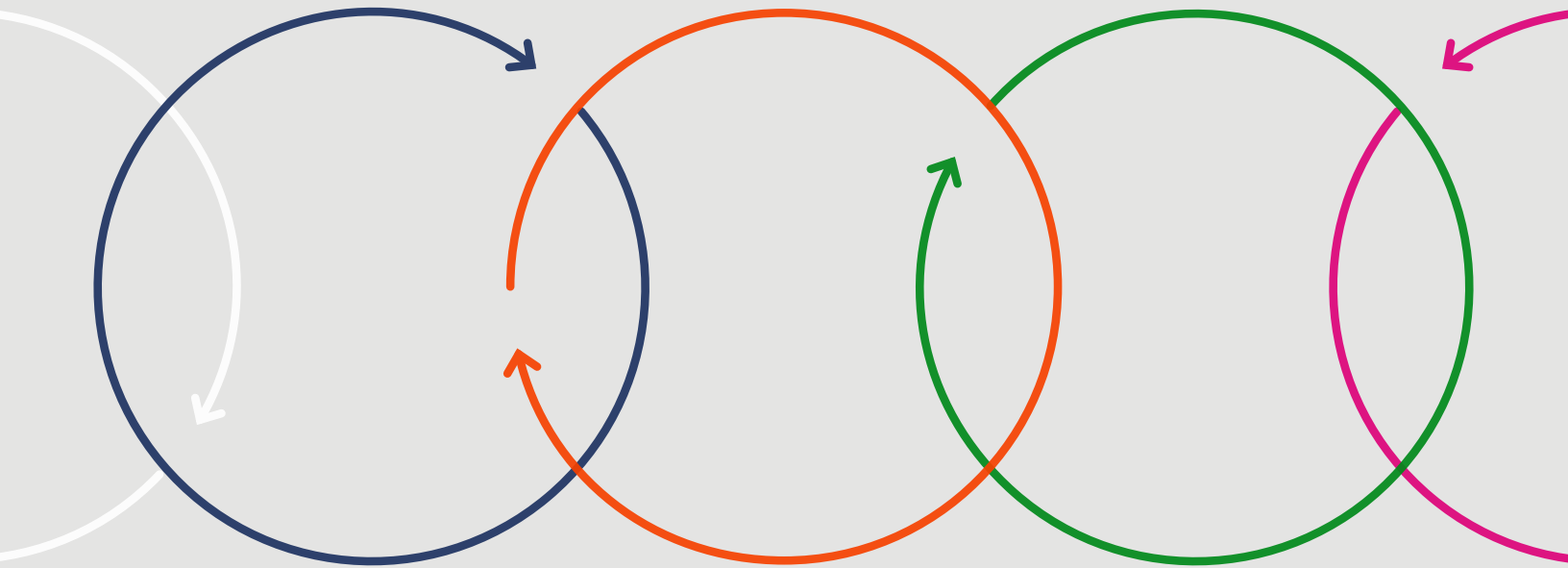


TABLE OF CONTENTS

INTRODUCTION	3
ACRONYMS	7
TECHNICAL NOTES	
INDICATOR 1 Leadership	8
INDICATOR 2 Strategic planning	14
INDICATOR 3 Disability-specific policy/strategy	20
INDICATOR 4 Institutional setup	27
INDICATOR 5 Consultation with persons with disabilities	34
INDICATOR 6 Accessibility	41
INDICATOR 6.1 Accessibility of conferences and events	49
INDICATOR 7 Reasonable accommodation	57
INDICATOR 8 Procurement	64
INDICATOR 9 Programmes and projects	73
INDICATOR 10 Evaluation	79
INDICATOR 11 Country programme documents	85
INDICATOR 12 Joint initiatives	92
INDICATOR 13 Employment	96
INDICATOR 14 Capacity development for staff	105
INDICATOR 15 Communication	111
GLOSSARY	117

INTRODUCTION

The United Nations (UN) Disability Inclusion Strategy was launched by the UN Secretary-General in June 2019 and provides the foundation for sustainable and transformative progress on disability inclusion through all pillars of the work of the United Nations.

As outlined in the Strategy, the term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and the consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally¹.

The Strategy is the result of a process which the Secretary-General launched in April 2018 to make the UN system more accessible to persons with disabilities and to mainstream their rights. It was developed through a system-wide consultation that involved close to 60 UN entities and more than 300 individuals.

The Strategy consists of a system-wide policy and an accountability framework, and covers programmes and operations in development and humanitarian contexts. The policy establishes the highest levels of commitment and a vision for the UN system on disability inclusion.

The accountability framework core areas

The accountability framework has two aligned components: an entity accountability framework, and a UN Country Team Accountability Scorecard on Disability Inclusion. It is organized around four core areas:



¹ United Nations Disability Inclusion Strategy. At: www.un.org/disabilitystrategy

Purpose and organization of the technical notes

The technical notes provide guidance on the 15 performance indicators of the entity accountability framework and will guide entities to implement and report on the Strategy. Each indicator is accompanied by a technical note that sets out:

- The components of the indicator at different levels of achievement.
- Why action on the indicator is critical to disability inclusion.
- What an entity needs to do to implement and report on the indicator.
The note explains what actions entities must take to 'approach', 'meet', and 'exceed' the requirements of the indicator. (See 'rating system' below).
- Examples of good practice across the UN system that illustrate how entities are meeting and exceeding the indicator's requirements.

These technical notes are applicable for UN entities that will implement and report on the Strategy using the entity accountability framework. UN Country Teams will implement and report on the Strategy using a separate UN Country Team accountability scorecard.

The rating system

The rating system of the Strategy's accountability framework has five levels. The ratings enable UN entities to self-assess and report on their standing with respect to each indicator, and move progressively towards excellent performance. It is best considered as an aid to promote leadership and direction and enhance coherence.

The five levels of the rating system are:

- **Exceeds the requirements.**
- **Meets the requirements.**
- **Approaches the requirements.**
- **Missing.**
- **Not applicable.**

Each UN entity should aim to meet the requirements in the accountability framework. Entities should consider this to be the starting point rather than the conclusion of their efforts to achieve disability inclusion. The UN aspires to lead by example on disability inclusion and it is therefore anticipated that entities will seek to exceed the framework's requirements.

How to use the technical notes

The technical notes can be used by entities to support both the implementation as well as reporting on the Strategy.

In terms of implementation, the technical notes may support the entity to undertake a stock-taking or assessment on where it stands in relation to the Strategy's implementation; support prioritization of actions across programmes and operations; or develop action plans.

In the course of reporting, entities are requested to provide a rating and justification/explanation for all 15 indicators of the framework. Where there are multiple components in a performance indicator at a given rating level, entities are required to fulfil and report on each of the elements.

An entity should use the rating 'missing' when the performance indicator is relevant, but the entity does not approach the requirements. The indicator should be rated 'Not applicable' when a performance indicator is not relevant to an entity's work.

Examples

A

Indicator 5 - Consultation

The entity consults organizations with persons with disabilities on disability-specific issues and broader issues (5.c.ii) and has a partnership with organizations of persons with disabilities at HQ (5.c.iii) but **does not have guidelines for consultation in place** (5.c.i).

As guidelines are a required component to approach the requirements, the recommended rating is therefore 'missing.'

B

Indicator 13 - Employment

The entity has an employment policy/strategy (or similar) that includes provisions to attract, recruit, retain and promote the career development of persons with disabilities (13.b.i). The entity also surveyed employees with disabilities, and found that their satisfaction and well-being is at a level similar to that of the general staff body (13.b.ii).

As the entity achieved both components under 'meets requirements,' this is the recommended rating.

The UN system includes a wide variety of entities that have different mandates, roles and operational contexts. Recognizing this, the entity accountability framework and the technical notes have built in a degree of flexibility. Entities may find it necessary to further contextualize elements or explanations in the technical notes and interpret them to meet the conditions in their specific context. In doing so, they should seek to reflect the spirit of the Strategy, which is to achieve transformative change on disability inclusion.

The accountability framework and the technical notes also recognize that entities are at different points in their work on disability inclusion. The technical notes therefore strike a balance between being pragmatic and encouraging ambition. While the indicators are all inter-linked and should be considered as a whole, they may also be considered separately.

The technical notes have been developed through a wide consultation process which involved UN agencies, inter-agency networks, civil society organizations and organizations of persons with disabilities. This is the second version of the technical notes. It is envisaged to be a living document, periodically updated based on experience gained through the Strategy's implementation.

If you want to know more about the Strategy:

Visit www.un.org/disabilitystrategy.

If you have questions on the technical notes:

Email: disabilitystrategy@un.org

ACRONYMS AND ABBREVIATIONS

AGD	Age, Gender and Diversity
CEB	Chief Executives Board for Coordination
CRPD	Convention on the Rights of Persons with Disabilities
DGC	Department of Global Communications
DMSPC	Department of Management Strategy, Policy and Compliance
DOS	Department of Operational Support
ESCAP	Economic and Social Commission for Asia and the Pacific
ESCWA	Economic and Social Commission for Western Asia
FAO	Food and Agriculture Organization
HLCM	High Level Committee on Management
IASC	Inter-Agency Standing Committee
IASG	Inter-Agency Support Group
IASMN	Inter-Agency Security Management Network
ICT	Information and Communications Technology
ILO	International Labour Organization
IOM	International Organization for Migration
ITU	International Telecommunications Union
JIU	Joint Inspection Unit
MPTF	Multi-Partner Trust Fund
OCHA	Office for the Coordination of Humanitarian Affairs
OHCHR	Office of the High Commissioner for Human Rights
OHR	Office of Human Resources
OICT	Office of Information and Communications Technology

OPD	Organization of Persons with Disabilities
SDGS	Sustainable Development Goals
TTCP	Task Team on Common Premises
UN WOMEN	United Nations Entity for Gender Equality and the Empowerment of Women
UNAIDS	Joint United Nations Programme on HIV/ AIDS
UNCT	United Nations Country Team
UNDESA	United Nations Department of Economic and Social Affairs
UNDIS	United Nations Disability Inclusion Strategy
UNDP	United Nations Development Programme
UNECA	United Nations Economic Commission for Africa
UNEG	United Nations Evaluation Group
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNIDO	United Nations Industrial Development Organization
UNITAR	United Nations Institute for Training and Research
UNOPS	United Nations Office for Project Services
UNPRPD	United Nations Partnership on the Rights of Persons with Disabilities
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
UNV	United Nations Volunteers
WHO	World Health Organization



TECHNICAL NOTE ON

INDICATOR

1

LEADERSHIP

1

LEADERSHIP

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
1.a.i. Senior managers internally and publicly champion disability inclusion	1.b.i. Senior managers internally and publicly champion disability inclusion and 1.b.ii. Implementation of entity disability policy/strategy is reviewed by senior management annually, with remedial action taken as needed	1.c.i. Senior managers internally and publicly champion disability inclusion and 1.c.ii. Implementation of entity disability policy/strategy is reviewed by senior management annually, with remedial action taken as needed and 1.c.iii. A specific senior-level mechanism is in place for ensuring accountability for disability inclusion

WHY LEADERSHIP IS CRITICAL TO DISABILITY INCLUSION¹

The commitment of senior leaders is a vital element of successful organizational change. Senior United Nations (UN) leaders who are personally committed to disability inclusion will drive change across the organization. When senior leaders champion disability inclusion, they transform their organization's policies, practices and programmes.

This indicator takes into account the Chief Executives Board for Coordination (CEB) United Nations System Leadership Framework,² which emphasizes the importance of principled, transformational and self-applied leadership.

The technical note sets out how senior leaders can directly promote disability inclusion and the rights of persons with disabilities, in line with the UN's determination to strengthen leadership across the UN system.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

² United Nations System Leadership Framework, 18 April 2017. At: https://www.unssc.org/sites/unssc.org/files/un_system_leadership_framework.pdf

The indicator specifically measures the commitment of senior leaders to disability inclusion. However, leadership is important at all levels and any person holding a leadership role, either internally or externally, can demonstrate commitment in this area. Commitment is shown through internal and external communications; review and revision of entity policies and strategies; and establishment of accountability mechanisms.

Senior leaders are defined differently in different entities. The starting point should be personnel of grade D1 and above (or equivalent) in headquarters, regional and country offices; particular attention should be paid to the entity's head and deputy head (or equivalent). In smaller entities that have just a few posts graded at D1 and above, 'senior leaders' may include staff in P5 positions. In larger entities that have more than 50 posts graded at D1, 'senior leaders' may be defined as staff graded at D2 or above.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address.' The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

For this particular indicator, the Technical Notes on Indicators 3 (disability-specific policy/strategy) 5 (consultation with persons with disabilities) and 15 (communication), provide further context.

How TO APPROACH the requirements



To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, senior UN leaders should, at a minimum, communicate both internally and publicly a vision of how their entity will champion and promote the rights of persons with disabilities across programmes and operations. This requires the elements listed to the right.

ELEMENTS REQUIRED	EXPLANATION
Act to make the inclusion of persons with disabilities more visible internally.	<p>Consider:</p> <ul style="list-style-type: none"> ▪ Supporting and promoting the efforts of the unit/individual/network working on disability inclusion in the entity. ▪ Holding discussions and town hall-style meetings on inclusion of persons with disabilities. ▪ Making disability inclusion a recurring or regular item on the agenda of senior management team meetings or their equivalent (for example, at the level of directors, chiefs of the entity, departments, offices, services, sections). ▪ Issuing internal memos and instructions that address disability inclusion and highlight best practice occurring within the entity. ▪ Meeting staff with disabilities and staff with dependents with disabilities.

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... / ...

<p>Act to make the inclusion of persons with disabilities more visible publicly.</p>	<p>Consider:</p> <ul style="list-style-type: none"> ▪ Delivering at least one public statement or speech per year. ▪ Meeting organizations of persons with disabilities. ▪ Participating in external events on disability inclusion. ▪ Producing high-impact statements, op-eds or social media messages on disability inclusion that reach a large audience.
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-  When considering these elements, steps should be taken to avoid negative or derogatory language³. (For example, do not speak of 'handicapped', 'suffering from disability', 'helping the disabled', etc.) Instead, use messaging that is rights-based and empowering⁴.
-  When preparing internal and public messages, consider accessibility. (For example, including captioning and sign language in a video message, producing an annual report in Easy-to-Read and ePub formats) ⁵.

³ See 'Rights-based terminology' p.17 <https://interagencystandingcommittee.org/iasc-task-team-inclusion-persons-disabilities-humanitarian-action/documents/iasc-guidelines> (2019)

⁴ See Disability-Inclusive Language Guidelines (2020). At: <https://www.ungeneva.org/sites/default/files/2021-01/Disability-Inclusive-Language-Guidelines.pdf>

⁵ Further guidance will be available in the Disability-Inclusive Communications Guidelines, to be released in 2021.

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria above, the senior management team or its equivalent should review implementation of the entity's disability policy/strategy, and take remedial action as required. The review requires the elements listed on the right.

Where disability inclusion is reflected in an entity's mainstream diversity and inclusion policy/strategy, the mainstream policy/strategy should be reviewed.

ELEMENTS REQUIRED	EXPLANATION
Annually review the entity's disability policy/strategy.	A review may be held during regular senior management team meetings or at a meeting to specifically examine the organization's disability policy or strategy.
Review implementation of the policy/strategy against the entity's action plan.	The review should determine the extent to which the action plan has been implemented, challenges and what actions need to be undertaken to further advance disability inclusion.
Undertake remedial action as required.	Such action should include measures to overcome any challenges faced while operationalizing disability inclusion and actions to overcome them.

How TO EXCEED the requirements

To exceed the requirements, in addition to fulfilling the criteria above, a mechanism must be in place to ensure accountability at senior level with regard to disability inclusion. This may be done by undertaking one or more of the actions listed on the right.

ACTIONS
<ul style="list-style-type: none"> Establish a specific accountability framework on disability inclusion for senior leaders. Incorporate disability inclusion in existing accountability mechanisms for senior leaders (for example, compacts or 360° reviews). Ensure that assessments and reviews of the performance of senior leaders measure how far they have advanced disability inclusion (for example, in policy, programming, communications, human resources and organizational culture).



TECHNICAL NOTE ON

INDICATOR

2

**STRATEGIC
PLANNING**

INDICATOR

2

STRATEGIC PLANNING

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
<p>1.a.i. Entity commitment to disability inclusion is in the overview/ preamble of the main strategic planning document</p>	<p>1.b.i. Entity commitment to disability inclusion is in the overview/ preamble of the main strategic planning document</p> <p>and</p> <p>1.b.ii. Entity commitment to targeted and mainstream disability inclusion is reflected in results statements and/or indicators of the main strategic planning document</p> <p>and</p> <p>1.b.iii. Disaggregation of data by disability and sex in the main strategic planning document, as relevant</p>	<p>1.c.i. Entity commitment to disability inclusion is in the overview/ preamble of the main strategic planning document</p> <p>and</p> <p>1.c.ii. Entity commitment to targeted and mainstream disability inclusion is reflected in results statements and/or indicators of the main strategic planning document</p> <p>and</p> <p>1.c.iii. Disaggregation of data by disability and sex in the main strategic planning document, as relevant</p> <p>and</p> <p>1.c.iv. System implemented to track resource allocation to disability inclusion across the entity</p>

WHY STRATEGIC PLANNING IS CRITICAL TO DISABILITY INCLUSION¹

Strategic planning documents are the highest-level planning and governing documents of UN entities and set out an entity's vision, objectives, and priorities. When an entity incorporates disability inclusion in these documents, it recognizes the importance of persons with disabilities and commits to strengthening their inclusion. To this end, entities must explicitly and systematically integrate disability inclusion in their strategic plans.

The strategic planning indicator captures elements that an entity's strategic plan or document must address in order to achieve disability inclusion. These elements include explicit references to disability inclusion in the introduction and in the results and indicator sections; disaggregation of data; and tracking of resource allocation.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

For this indicator, the Technical Notes on Indicators 1 (leadership), 3 (disability-specific policy/strategy), and 4 (institutional setup), provide further context.


¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.


How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should ensure that the preamble/overview of its main strategic planning document (or equivalent) includes an explicit reference to disability inclusion.

Additional elements that may be considered in the reference to disability inclusion are listed on the right.

ELEMENTS TO CONSIDER	EXPLANATION
The overview or preamble refers to an intersectional approach.	<p>Persons with disabilities are not a homogenous group and due consideration should be given to intersectionality – the intersection of disability together with other factors, for example gender, age, or ethnicity – which may heighten discrimination and increase the barriers they face to full participation and meaningful inclusion in society.</p> <p>For example, women and girls with disabilities experience heightened discrimination and exclusion as a result of multiple and intersecting forms of discrimination.</p>
The overview or preamble refers to the twin-track approach to disability inclusion.	<p>Adoption of a twin-track approach is a core element of any strategy that seeks to mainstream disability inclusion successfully.</p> <p>The approach combines (1) mainstream programmes that are inclusive of persons with disabilities and (2) targeted interventions for persons with disabilities.</p>

 In instances where the strategic planning document (or equivalent) does not have a specific preamble/overview section, the explicit reference to disability inclusion can be included in other sections, for example, on guiding principles of similar matters

 Secretariat and other entities that do not have specific strategic planning documents should ensure that an explicit reference to disability inclusion is included in its budget document.

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity's main strategic planning document (or equivalent) must include the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The results statements and/or indicators in the main strategic planning document reflect disability inclusion.	An entity must promote disability inclusion as a relevant issue in the objectives/results statements of the strategic plan. Disability inclusion should be addressed in relevant sectors and areas of work through indicators which can measure the extent of inclusion of persons with disabilities.
Indicators in the strategic planning document disaggregate data by disability and sex, where relevant.	<p>Data should be disaggregated by disability and sex whenever data are collected on individuals or populations.</p> <p>Operational and programmatic actions/interventions should be planned in response, as needed and as appropriate, following the collection the disaggregated data.</p> <p>Disability data should be collected using internationally recognized methods, such as the <u>Washington Group</u> tools.² For planning purposes, where primary data collection is not undertaken or secondary data sources on disability is not available, the World Bank/WHO 15% estimate of persons with disabilities in the population may be used.³</p> <p>Where it is not possible to disaggregate data by disability, this should be stated clearly, and measures should be proposed for disaggregating data in the future.</p>

² At: <http://www.washingtongroup-disability.com/washington-group-question-sets/>

³ World Bank and WHO, *World Report on Disability* (2011). At: https://www.who.int/disabilities/world_report/2011/report.pdf

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria necessary to meet the requirements, the entity establishes and implements a system that tracks resources allocated to disability inclusion across the entity. The system should track:

ELEMENTS REQUIRED	EXPLANATION
Resources allocated to mainstream programmes that reach or will reach persons with disabilities.	<p>The twin-track approach is a core element of any strategy seeking to mainstream disability inclusion successfully.</p> <p>With regard to resourcing, the first track monitors the resources allocated to mainstream programmes that consider inclusion and accessibility; these programmes reach (or will reach) all persons, including persons with disabilities, in accordance with planned activities/interventions.</p> <p>Examples might include: the construction of schools or health facilities built to be accessible; programmes that build the capacity of front-line responders, including their capacity to address disability inclusion; social campaigns that consider disability inclusion and accessibility.</p>
Resources allocated to disability-specific programmes.	<p>The second track monitors resources allocated to targeted programmes for persons with disabilities.</p> <p>Examples might include: projects that empower women with disabilities; projects that deliver rehabilitation services to persons with disabilities in a refugee camp; projects that specifically build the capacity of government officials to improve and promote disability inclusion.</p>



TECHNICAL NOTE ON

INDICATOR

3

**DISABILITY-SPECIFIC
POLICY/STRATEGY**

INDICATOR

3

DISABILITY-SPECIFIC POLICY/STRATEGY

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
3.a.i. Policy/strategy on mainstreaming disability inclusion is in place	3.b.i. Policy/strategy on mainstreaming disability inclusion is in place and implemented	3.c.i. Policy/strategy on mainstreaming disability inclusion is in place and implemented and 3.c.ii. Entity provides an update at least every two years to the governing body or equivalent on the implementation of policy/strategy and implements remedial action as needed

WHY DISABILITY-SPECIFIC POLICIES AND STRATEGIES ARE CRITICAL TO DISABILITY INCLUSION¹

Policies and strategies drive institutional change and through them entities commit to meet targets. An entity that has a disability-specific policy or strategy aligned to the UN Disability Inclusion Strategy will work more coherently to achieve disability inclusion, and in doing this will help the UN system to achieve disability inclusion. A disability-specific policy/strategy also enables individual entities to adapt the accountability framework of the Strategy to their own requirements.

This indicator examines whether an entity has a policy and/or strategy on disability inclusion in place, evaluates its implementation, and checks whether the entity's Governing Body is periodically provided with reports on its implementation.

Recommendations 1 and 10 of the Joint Inspection Unit (JIU) report Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations system (JIU/REP/2018/6) are relevant to this indicator.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

For this indicator, the Technical Notes on Indicators 1 (leadership), 2 (strategic planning), and 5 (consultation with persons with disabilities), provide further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should have a specific policy and/or strategy on disability inclusion in place. The policy/strategy should include the elements listed on the right.




Entities that include disability in mainstream policies/strategies that are relevant to programming and operations (on diversity and/or inclusion, for example) will also approach the requirements, as long as the elements on the right are included.

ELEMENTS REQUIRED	EXPLANATION
The policy/strategy is current.	<p>The policy/strategy has been developed or updated in the last five years, or is aligned with the entity's strategic planning cycle.</p> <p>A policy or strategy that has been in place for more than five years and meets the criteria in the elements required in this table will also qualify.</p>
The policy/strategy follows a human rights-based approach and adopts a twin-track approach to disability inclusion.	<p>The policy/strategy should follow a human rights-based approach guided by the Convention on the Rights of Persons with Disabilities (CRPD).</p> <p>The twin-track approach combines:</p> <ol style="list-style-type: none"> 1. Mainstream interventions that are inclusive of persons with disabilities 2. Targeted interventions for persons with disabilities.
The policy/strategy covers both programmes and operations, and includes references to implementation, monitoring, evaluation, and resourcing components.	<p>The UN Disability Inclusion Strategy accountability framework can be used as a guide when formulating the policy/strategy and its implementation plan.</p> <p>The policy/strategy should explain how it links to the entity's main strategic planning document.</p>

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ELEMENTS REQUIRED	EXPLANATION
The policy/strategy is developed in consultation with persons with disabilities and organizations of persons with disabilities (OPDs), as well as with other relevant stakeholders.	<p>The policy/strategy should be developed in consultation with persons with disabilities, OPDs, and staff members with disabilities, where possible.</p> <p>The policy/strategy should also be developed with other relevant stakeholders, such as staff unions, employee resource groups, and staff representatives, wherever relevant.</p> <p>For more information, see Technical Note 5 on consultation with persons with disabilities.</p>

 Achieving Recommendation 1 of the JIU Report [Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations system](#)² would contribute to approaching the requirements.

² Recommendation 1 states: 'The executive heads of United Nations system organizations should task the relevant offices with developing, by the end of 2020, a draft policy on the accessibility of conferences and meetings for persons with disabilities, as well as guidelines for policy implementation, and present them to their respective legislative bodies, should the endorsement of those bodies be required for the policy to take effect.'

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should implement the policy/strategy. Implementation should include the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The entity develops an action plan for implementing the policy/strategy.	<p>Action plans should cover both programmes and operations and be aligned with the entity's overall strategic plan. The action plan should establish timelines for implementation.</p> <p>Custodians should be identified for different components of the policy/strategy.</p>
The entity consults persons with disabilities and organizations of persons with disabilities (OPDs) in the policy/strategy implementation, monitoring, and evaluation, where possible.	<p>The policy/strategy should be implemented, monitored and evaluated in consultation with persons with disabilities, OPDs, and staff members with disabilities, where possible.</p> <p>The policy/strategy should also be implemented, monitored and evaluated with other relevant stakeholders, such as staff unions, employee resource groups, and staff representatives, wherever relevant.</p> <p>For more information, see Technical Note <u>5</u> on consultation with persons with disabilities.</p>

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria necessary to meet the requirements, it reports to its governing body (or equivalent) on implementation of the policy/strategy and undertakes necessary remedial actions. The reporting and remedial action should include the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The entity reports on implementation of the policy or strategy at least once every two years.	<p>To report to the governing body on the policy/strategy the entity should consider undertaking an assessment of its implementation. The report should focus on progress in implementation.</p> <p>Entities that have an annual programme or budget cycle may wish to update their governing body or equivalent annually. For example, UN Secretariat entities might do this in the Programme Performance Report.</p> <p>The assessment should measure progress and results against stated targets.</p>
The entity develops a remedial action plan and takes corrective steps where required, based on the recommendations of the governing body.	The action plan should include a timeline, within which corrective measures must be taken.
The entity develops an action plan to address comments and suggestions made by the governing body.	Entities need to demonstrate that they are taking, or plan to take, remedial action in response to their governing bodies' comments.



TECHNICAL NOTE ON

INDICATOR

4

**INSTITUTIONAL
SETUP**

4

INSTITUTIONAL SET-UP

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
4.a.i. Entity has a unit/individual with substantive expertise on a human rights-based approach to disability	4.b.i. Entity has a unit/individual with substantive expertise on a human rights-based approach to disability	4.c.i. Entity has a unit/individual with substantive expertise on a human rights-based approach to disability
	and	and
	4.b.ii. Entity coordinates a focal point network on disability including all relevant departments and country offices	4.c.ii. Entity coordinates a focal point network on disability including all relevant departments and country offices
		and
		4.c.iii. Entity holds a focal point network meeting at least once a year)

WHY AN ENTITY'S INSTITUTIONAL SETUP IS CRITICAL TO DISABILITY INCLUSION¹

An entity cannot successfully implement a policy or strategy on disability inclusion in the absence of a robust institutional setup. Mainstreaming the rights of persons with disabilities across an entity entails, among other actions, technical guidance, coordination, and advocacy. This requires an entity to have an institutional setup that assigns responsibility and accountability for these functions. A dedicated technical unit or staff member with substantive expertise on disability inclusion can provide valuable technical assistance to different departments, and also advocate for disability inclusion internally and externally.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

To mainstream disability inclusion in programmes and operations across the entity, focal points in relevant departments, country offices and other locations can also play an important role, both in strengthening the inclusion of persons with disabilities in their work, as well as interfacing with the entity's dedicated unit/individual on disability inclusion. A network of such focal points can support coordinated action on disability across the entity.

This indicator examines whether an entity has a unit/individual in place with substantive expertise on the human rights-based approach to disability, whether it has established a focal point network on disability inclusion, and how often the network meets.

According to an entity's size and on whether it has a field presence, either all members of a focal point network can monitor all indicators in the Strategy's accountability framework, or individual members can be responsible for specific indicators.

It should be noted that, where the requirements of this indicator are already met by an entity's unit or staff, it is not necessary to create a new unit or new posts. Recommendations 1, 2 and 3 of the Joint Inspection Unit's report Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations system (JIU/REP/2018/6) are relevant to this indicator.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

For this indicator, the Technical Notes on Indicators 3 (disability-specific policy/strategy), 5 (consultation with persons with disabilities), and 14 (capacity development for staff) provide further context.

How TO APPROACH the requirements


To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should have in place a unit or individual who possesses substantive expertise on disability, to provide technical support to the entity. The capacity and role of the unit or staff member should include the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The unit or individual has substantive expertise on the human rights-based approach to disability.	Units or staff members responsible for disability inclusion should have knowledge of the Convention on the Rights of Persons with Disabilities (CRPD) as well as the human rights-based approach to disability, and how it applies to their work in programmes or operations. They should have participated in capacity-building activities on these topics.
The size of the unit or seniority of the individual is appropriate for the size of the entity.	The size and mandate of a unit on disability inclusion should reflect the size and mandate of the entity. In determining what is appropriate, entities may wish to consider whether the individual or unit has: <ul style="list-style-type: none"> ▪ Authority to work in a cross-cutting way across the entity. ▪ Access to the entity's decision-making processes. ▪ The capacity to influence strategic-level processes and provide technical support at field level.
The role and responsibilities of the unit or individual reflect the entity's context and functions.	The roles of the unit or individual(s) responsible for disability inclusion should reflect the fact that entities work in different operational and programming contexts.

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ELEMENTS REQUIRED	EXPLANATION
The unit or individual participates in inter-agency mechanisms.	Unit heads represent their entities in inter-agency mechanisms on the rights of persons with disabilities (such as the Inter-Agency Support Group-CRPD), as well as inter-agency mechanisms relevant to disability inclusion (such as the Inter-Agency Standing Committee Results Group 2 on Accountability and Inclusion)
The unit or individual regularly consults organizations of persons with disabilities (OPDs), where relevant.	<p>Persons with disabilities provide a unique perspective and make positive contributions to the quality of programming and operations, in both development and humanitarian contexts.</p> <p>Units or staff member(s) responsible for disability inclusion should engage and consult with OPDs in the course of their work. To the greatest extent possible, when consulting OPDs, diversity of the population of persons with disabilities should be considered.</p> <p>See Technical Note on Indicator 5, consultation with persons with disabilities.</p>

 Satisfying Recommendation 3 of the Joint Inspection Unit's report Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations system would contribute to approaching requirements.²

² Recommendation 3 states: 'The executive heads of United Nations system organizations that have not yet done so should appoint, by December 2021, a focal point on accessibility within their organization under terms of reference that clearly define the focal point's role and responsibilities as regards enhancing the accessibility of conferences and meetings for persons with disabilities.'

How TO MEET the requirements

An entity will meet the requirements if, in addition to fulfilling the criteria necessary to approach the requirements, it establishes a network of focal points on disability inclusion covering all relevant departments and field offices, including at regional level if applicable. The terms of reference of its focal points and network must contain the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The job description and performance assessment of focal points includes a specific component on disability inclusion.	<p>Entities should ensure their disability inclusion focal point has adequate knowledge, expertise and coordination experience, in line with the entity's mandate.</p> <p>The job description should require the focal point to dedicate sufficient time to mainstream disability inclusion. For example, 20% of the time could be earmarked for mainstreaming disability inclusion.</p> <p>Appraisals of focal points should assess their success in mainstreaming disability inclusion.</p>
The network of focal points promotes a coordinated approach to mainstreaming disability and capacity building across the entity.	<p>The network should seek to promote and build its entity's capacity to mainstream disability inclusion across all areas of work, including by implementing the accountability framework and meeting its reporting requirements.</p> <p>An entity should ensure that its network is adequately resourced and empowered to input into decision-making processes.</p>
The network consults organizations of persons with disabilities, and staff with disabilities, where relevant.	<p>Focal points, as well as the unit or staff member(s) responsible for disability inclusion, should engage with OPDs in the course of their work, where possible.</p> <p>See also the Technical Note on Indicator 5, consultation with persons with disabilities.</p>

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ELEMENTS REQUIRED	EXPLANATION
The network is coordinated by the unit/individual responsible for mainstreaming disability inclusion in the entity.	The unit or staff responsible for disability inclusion should ensure that focal points coordinate their work, and provide technical assistance and capacity building across the entity, where required. When they report against the accountability framework, entities must show how they have coordinated their networks (for example, through network meetings and joint products).

How TO EXCEED the requirements

To exceed the requirements, in addition to fulfilling the criteria necessary to meet the requirements, an entity must organize a meeting for focal points at least once a year. The meeting should consider the elements contained in the table on the right.

ELEMENTS TO CONSIDER	EXPLANATION
Location.	While the entity is encouraged to bring together as many focal points as possible in person, a virtual meeting also qualifies.
Duration.	Meetings should allocate adequate time for substantive discussion of all relevant areas of work. The suggested duration is two days, or the online equivalent.
Meeting content.	Part of the meeting must be devoted to discussing the results of the accountability framework and sharing of good practice, as well as measures that will be undertaken to improve next year's results.



TECHNICAL NOTE ON

INDICATOR

5

**CONSULTATION
WITH PERSONS
WITH DISABILITIES**

INDICATOR

5

CONSULTATION WITH PERSONS WITH DISABILITIES

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
<p>5.a.i. Systematic close consultation with and active involvement of, organizations of persons with disabilities on all disability-specific issues</p> <p>5.b.ii. Guidelines for consultation are in place</p>	<p>5.b.i. Systematic close consultation with and active involvement of, organizations of persons with disabilities on all disability-specific issues and broader issues</p> <p>and</p> <p>5.b.ii. Guidelines for consultation are in place</p>	<p>5.c.i. Systematic close consultation with and active involvement of, organizations of persons with disabilities on all disability-specific issues and broader issues</p> <p>and</p> <p>5.c.ii. Guidelines for consultation are in place</p> <p>and</p> <p>5.c.iii. Entity has a partnership with organizations of persons with disabilities at the headquarters level and guidance on engagement with a diversity of organizations of persons with disabilities at the regional/country level</p>

WHY CONSULTATION WITH PERSONS WITH DISABILITIES IS CRITICAL TO ACHIEVE DISABILITY INCLUSION¹

The United Nations (UN) Disability Inclusion Strategy recognizes that persons with disabilities are actors of change, and possess unique knowledge and lived experience of disability that other party actors do not. The human rights-based approach to disability inclusion affirms that persons with disabilities have the right to participate fully and effectively in decisions that affect their lives. Being able to do so is critical to the removal of systemic barriers to their full inclusion and participation in society.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

Close consultation and active involvement of persons with disabilities and their representative organizations at all stages – from planning and design to implementation and monitoring – is needed to reach programmatic and operational goals and leave no one behind. Persons with disabilities are a diverse, non-homogenous population; they offer a unique perspective and make positive contributions to the quality of programming and operations, in both development and humanitarian contexts.

Persons with disabilities are often represented by organizations of persons with disabilities (OPDs) at global, regional, national and local levels. OPDs are non-governmental organizations led, directed and governed by persons with disabilities, who compose the majority of their members. OPDs may have a cross-disability focus, or represent one type of disability or one specific group (for example women with disabilities or indigenous persons with disabilities).

Entities are required to consult and actively involve a diversity of persons with disabilities, including through their representative organizations, at global, regional and national levels. This indicator assesses the extent to which entities consult, involve and partner with OPDs on both disability-specific and broader issues.

Although this indicator addresses consultation with organizations of persons with disabilities specifically, it is important to recognize that consultation is a core element of the human rights-based approach and therefore underpins the goals, the policy and all indicators of the Strategy's accountability framework.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required,' 'to consider' or 'to address.' The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The Technical Notes on Indicators 6 (accessibility), 6.1 (accessibility of conferences and events), and 7 (reasonable accommodation) provide further context.

CONSULTATION WITH PERSONS
WITH DISABILITIES**How
TO APPROACH
the requirements**

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity must systematically consult² and involve organizations of persons with disabilities on all disability-specific issues, and have guidelines for consultation in place.

The guidelines should address the elements on the right³.

ELEMENTS REQUIRED	EXPLANATION
Consultation processes take into account the diversity of persons with disabilities and consider intersectionality.	<p>Persons with disabilities are not a homogenous group and due consideration should be given to diversity and intersectionality. This implies, for example, consulting indigenous persons with disabilities, persons with intellectual or psychosocial disabilities, women and girls with disabilities, or older persons with disabilities.</p> <p>Entities should identify and bring together persons with disabilities to discuss issues of concern to them. To the greatest extent possible, when bringing together this group, diversity of the population of persons with disabilities should be achieved to ensure that their opinions are representative.</p> <p>When persons with disabilities want to be supported by their families as united networks or organizations, consultations should include family members and relatives of persons with disabilities.⁴</p> <p>With respect to internal operations (e.g. HR policies, IT systems), staff members with disabilities and staff members with dependents with disabilities can also make valuable contributions.</p>

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² Close consultation should be conducted in line with [CRPD General Comment No. 7 \(CRPD/C/GC/7\)](#)

³ Further guidance will be available in the Guidelines on Consultation with Persons with Disabilities, to be released in 2021.

⁴ CRPD/C/GC/7, para 12(d).

CONSULTATION WITH PERSONS
WITH DISABILITIES

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ELEMENTS REQUIRED	EXPLANATION
Consultation processes are accessible and inclusive.	<p>Consultation processes must be accessible, to ensure that all persons with disabilities have opportunities to participate. Actions to make a consultation process inclusive and accessible may include, for example:</p> <ul style="list-style-type: none"> ▪ Materials related to consultation are provided in accessible formats. ▪ Consultation spaces are physically accessible. ▪ Interpretation in sign language is available. ▪ Virtual and online consultation tools and documents are accessible (for example, by screen readers, image descriptions and captions are used, etc.). <p>Meaningful consultation⁵ may require entities to make provision for accessibility and offer reasonable accommodation. See the Technical Notes under <u>indicators 6 and 7</u>.</p>
Where OPDs do not exist, consultation processes seek to consult with persons with disabilities directly.	<p>In some situations (for example, humanitarian and forced displacement settings) OPDs may not be present or may not represent the populations with whom entities are working. In such cases, entities should take measures to consult directly with persons with disabilities.</p>

⁵ CRPD/C/GC/7, paras 22-23.

**CONSULTATION WITH PERSONS
WITH DISABILITIES****How
TO MEET
the requirements**

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should expand consultation with and active involvement of OPDs on issues broader than disability-specific issues.

TAKE INTO CONSIDERATION

- Entities should also include persons with disabilities in broader consultation mechanisms and processes, for example, humanitarian and forced displacement contexts, community leadership mechanisms, etc. This may include roundtable discussions, participatory dialogues, public hearings, surveys, or online consultations, for example.
- For such consultations, entities should seek out OPDs that work on a range of subjects (indigenous issues, gender, political participation, refugee or migrant rights, for example) and include representatives of a range of groups among their members, depending on the consultation's theme. With this in mind, entities should also work to support the capacity development of OPDs, reflecting the mission of the UN and the Sustainable Development Goals, in order to enable both parties to work effectively together.

CONSULTATION WITH PERSONS WITH DISABILITIES

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria necessary to meet the requirements, it has established a partnership with at least one OPD at headquarter level, and guidance exists on partnership with OPDs at regional and country level. The following elements should be considered when establishing partnerships.

ELEMENTS TO CONSIDER	EXPLANATION
Nature of partnership.	Entities may enter informal partnerships with OPDs, for example, by developing a regular ongoing working relationship; or make formal agreements, for example by establishing compacts or memoranda of understanding that commit both parties to allocate resources to achieve agreed objectives.
Scope.	Partnerships may be limited to certain areas, such as strategic planning, or be more comprehensive (for example, by creating joint programming between the parties).
Representation.	As with consultation, partnerships with OPDs should take into account the diversity of the population of persons with disabilities, where relevant.



TECHNICAL NOTE ON

INDICATOR

6

ACCESSIBILITY

INDICATOR

6

ACCESSIBILITY

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
6.a.i. Baseline assessment on accessibility is complete	6.b.i. Accessibility policy/strategy is in place and has been implemented	6.c.i. Accessibility policy/strategy is in place and has been implemented and 6.c.ii. Review/assessment of the policy/strategy is undertaken at least every five years

WHY ACCESSIBILITY IS CRITICAL TO DISABILITY INCLUSION¹

Accessibility is a prerequisite for the inclusion of persons with disabilities in society. If buildings, goods and services are not accessible, persons with disabilities cannot live independently or participate fully and equally in society. Accessibility is relevant in numerous contexts, from the physical environment to public goods, transport, facilities, services, and information and communication (including information and communications technologies and systems). It is relevant both to beneficiaries of UN programmes and all users of UN goods, services and premises, including UN staff. Accessibility is equally relevant in development and humanitarian contexts.

Universal design aims to ensure that products, environments, and programmes and services, to the greatest extent possible, can be used by all people without adaptation or reconfiguration. Accessibility is the practical implementation of such a design perspective.

Technical parameters and standards for accessibility exist in a range of domains, including building and construction, and information and communication. Entities should evaluate available standards and actively involve persons with disabilities in all phases from design onwards.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

Areas that usually require improved accessibility include the built environment; products and services; ICT; communications; and conferences, events and meetings. To make the built environment accessible, entities may need to introduce ramps, automatic doors, and appropriately designed toilets and door handles, etc.

In communications, they may need to add visual and tactile guidance, audio announcements in elevators, publications and advocacy materials in multiple accessible formats, accessible websites and online platforms, including recruitment forms and learning courses and platforms, and other measures. To make products and services accessible, they may need to draft policies on office furniture, equipment, tools, dispensers, kiosks, and vehicles, etc. In most instances, products are purchased: procurement services should also be accessible, as should documentation, transport, security, and conference services.

The indicator on accessibility includes three key components. (1) Entities should complete a baseline assessment to determine their current level of accessibility. (2) They should establish and implement a policy on accessibility. (3) They should periodically review that policy.

Although this indicator addresses accessibility specifically, it is important to recognize that accessibility is a cross-cutting concept. It underpins the goals, the policy and all indicators of the Strategy's accountability framework.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.


The Technical Notes on Indicators 3 (disability-specific policy/strategy), 5 (consultation with persons with disabilities), 6.1 (accessibility of conferences and events), 7 (reasonable accommodation), and 8 (procurement) provide further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should have completed a baseline assessment on accessibility.

The scope of the assessment (or assessments) in terms of which functional areas are covered, for example - facilities, communications, web platform and applications, procurement etc. - should be defined. The elements listed on the right should be considered while undertaking the assessments.

ELEMENTS TO CONSIDER	EXPLANATION
The entity identifies accessibility challenges and assigns priority levels to address them.	<p>Persons with disabilities should participate where possible in identifying accessibility challenges and setting priority levels. Safety should be one priority.</p> <p>The cost complexity of addressing accessibility challenges can be classified as 'no cost', 'low cost', 'high cost', or 'structural'.</p>
The assessment is conducted by the entity, or by an agency external to the entity.	<p>Entities can successfully approach the requirements via self-assessment, but external assessments are recommended.</p> <p>The entity or agency assigned this task should be familiar with accessibility standards.</p>

 Given the composition of an entity, it may be acceptable to carry out multiple, topic-specific assessments instead of a single, comprehensive, entity-level assessment.

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should have an accessibility policy and/or strategy which is being implemented. The accessibility policy/strategy may be stand-alone or part of the entity's overall disability inclusion policy/strategy. The accessibility policy/strategy and its implementation should address the elements listed on the right.

ELEMENTS TO ADDRESS	EXPLANATION
The entity's policy/strategy clearly explains its approach to enhancing and maintaining accessibility.	<p>Examples of enhancing an entity's approach to accessibility might include, for example:</p> <ul style="list-style-type: none"> ▪ Inserting a stipulation that all new construction and alteration of facilities will consider accessibility. ▪ Making accessibility a criterion when proposals or tenders are issued for development of websites or platforms.
The entity consults and involves persons with disabilities and their representative organizations where possible.	<p>This requirement underlines that persons with disabilities and organizations of persons with disabilities (OPDs) can participate meaningfully and play a central role in work related to accessibility.</p> <p>See the Technical Note on Indicator 5 for requirements on consultation.</p>
The entity's policy/strategy includes steps to enhance coordination.	<p>Because the UN's many entities allocate responsibility for accessibility in different ways, the goods and services an entity obtains may involve several of their offices and departments.</p> <p>To improve coordination, entities should establish a focal point in each area which has authority to track activities and work with different departments. This implies focal points² to cover communications, information technology, facilities' management, procurement, human resources, etc.</p>

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² The focal points may be the same as the focal points referred to in 'meets the requirements' of the Technical Note on Indicator 4 (institutional setup).

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ELEMENTS TO ADDRESS	EXPLANATION
The entity's policy/strategy includes an accountability mechanism.	<p>Each entity should establish an accountability mechanism that considers relevant information on the quality of implementation and its results. The mechanism should provide the senior leadership with an overview of the effectiveness of the policy/strategy and action plan.</p> <p>It should also provide an overview of the end-user's satisfaction, for example via satisfaction surveys.</p>
The entity's policy/strategy references accessibility in relation to procurement.	<p>Accessible procurement ensures that persons with disabilities have the same access as others to goods, facilities, equipment, technology and services.</p> <p>See the Technical Note on Indicator 8 on procurement for more detail.</p>
The entity's policy/strategy is followed up by an action plan with targets.	<p>The entity must develop an action plan to implement its accessibility objectives. The plan should include:</p> <ul style="list-style-type: none"> ▪ Provision for raising awareness and building capacity. ▪ Knowledge management. ▪ An effective mechanism for managing and responding to feedback, comments and complaints about accessibility. <p>Plans should set deadlines for reaching targets in different areas. Recognizing that accessibility is achieved progressively, targets should be raised incrementally, balancing ambition and feasibility. Entities should set realistic but ambitious targets and act strategically to achieve them.</p>

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ELEMENTS TO ADDRESS	EXPLANATION
The entity has measures in place for funding accessibility.	<p>Funding for accessibility can be managed in different ways. First, it may be factored into regular improvement and maintenance.</p> <p>For example, an entity can choose replacement doors that have appropriate specifications; or adopt a universal design approach before constructing or repairing buildings, developing websites or communication materials.</p> <p>When accessibility is planned in advance, it usually has less impact on budgets. Dedicated funding, on the other hand, can advance accessibility quickly. When budgeting for accessibility, focus on a combination of short- and long-term interventions that meet the needs of most users; allocate funds for reasonable accommodation³ to meet gaps in the accessibility plan.</p> <p>See also the Technical Note on Indicator 7, reasonable accommodation.</p>
The entity makes provision for monitoring and evaluation.	<p>The entity must monitor and evaluate its performance, both the progress it has made towards implementing the plan and the quality of its implementation. Entities should continue to improve accessibility based on the results of evaluation.</p> <p>In general, independent evaluations are more effective than self-evaluations. Persons with disabilities and OPDs should be involved in the entity's efforts to monitor and evaluate accessibility where possible.</p>

³ 'Reasonable accommodation' means "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" (CRPD, Article 2).

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria necessary to meet the requirements, it reviews or assesses its accessibility policy or strategy at least once every five years.

REVIEWS SHOULD:

1. Examine the actions that have been taken to implement the policy/strategy.
2. Make recommendations on how to make further improvements in accessibility.



TECHNICAL NOTE ON

INDICATOR

6.1

**ACCESSIBILITY
OF CONFERENCES
AND EVENTS**

INDICATOR

6.1

ACCESSIBILITY OF CONFERENCES AND EVENTS

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENT
<p>6.1.a.i. Baseline assessment of accessibility and reasonable accommodation for conferences and events has been completed</p>	<p>6.1.b.i. Baseline assessment of accessibility and reasonable accommodation for conferences and events has been completed</p> <p>and</p> <p>6.1.b.ii. Policies and guidelines on accessibility of conference services and facilities are in place and accessibility targets are established and met</p>	<p>6.1.c.i. Baseline assessment of accessibility and reasonable accommodation for conferences and events has been completed</p> <p>and</p> <p>6.1.c.ii. Policies and guidelines on accessibility of conference services and facilities are in place and accessibility targets are established and met</p> <p>and</p> <p>6.1.c.iii. Accessibility action plan for conference services and events is assessed every year and revised, as appropriate</p>

WHY THE ACCESSIBILITY OF CONFERENCES AND EVENTS IS VITAL TO DISABILITY INCLUSION¹

The United Nations (UN) runs numerous conferences, events and meetings. More and more persons with disabilities attend these or follow them online via webcasts, websites or online documentation. How UN events are managed establishes highly visible standards of disability inclusion and accessibility.

Events and conferences can be made accessible to as many people as possible in a variety of ways. Services that increase access include closed captioning or subtitling, Braille printing on demand, hearing loops, sign language (including via webcasting), easy-to-read documents, plain language documents, etc.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

Online services to support meetings (platforms, web seminars, conference calls) also offer participants a variety of ways to communicate (written, audio, video), so that all persons with disabilities can take part.

The premises in which events occur must be accessible too. Entrances and pathways, seating, navigation within the venue, restrooms, catering facilities and other elements need to conform to best standards and practices and should ideally observe universal design standards and provide reasonable accommodation for persons with disabilities.

In 2018 the Joint Inspection Unit (JIU, an independent external oversight body of the United Nations system) produced a report on Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations System (JIU/REP/2018/6). It reviewed the degree to which UN system conferences and meetings were accessible to persons with disabilities. It made ten recommendations, of which recommendations 1 to 7 are relevant to this indicator.

Smaller entities that do not hold large conferences or events may report on conferences and events under Indicator 6 on accessibility.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The technical notes on Indicators 5 (consultation with persons with disabilities), 6 (accessibility), 7 (reasonable accommodation), 8 (procurement) and 15 (communication) provide further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should conduct a baseline assessment of the accessibility of its conferences and events and the reasonable accommodation it offers. The scope of the assessment should be defined and it should address the issues listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The entity has determined the current status of accessibility and provision of reasonable accommodation and identified priority actions to address gaps and challenges.	<p>Persons with disabilities can play an important role in identifying gaps and challenges to accessibility and reasonable accommodation and in setting priority actions. Safety and dignity should be two priorities.</p> <p>The entity may categorize accessibility challenges by cost. The cost of addressing accessibility challenges can be classified as 'no cost', 'low cost', 'high cost', or 'structural'.</p> <p>See also the Technical Note on Indicator 7 on reasonable accommodation.</p>
The entity invites external agencies to conduct its assessments, if possible.	Entities may succeed in approaching the requirements via self-assessment, but external assessments are recommended.
The entity consults and involves persons with disabilities and their representative organizations, where possible.	<p>This action underlines that persons with disabilities and organizations of persons with disabilities (OPDs) should play a central role in all work related to accessibility of facilities and services for conferences and meetings, including periodic assessments of accessibility.</p> <p>Recommendation 7 of the JIU report² is relevant to this action.</p>

² Recommendation 7 states: 'The executive heads of United Nations system organizations should issue instructions to information and communications technology and facilities management offices to undertake periodic accessibility assessments of organizational facilities and services for conferences and meetings, and to ensure that organizations of persons with disabilities are adequately consulted at all stages of the process.'

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria required to approach the requirements, an entity must have established policies and guidelines on the accessibility of its conference services and facilities. It should also establish accessibility targets, which are met. Its policies and guidelines must address the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The entity incorporates policies and guidelines on the accessibility of conferences and events in its rules and procedures for conferences and meetings.	<p>These policies and guidelines should apply to all conferences, meetings and events held at UN premises or under the auspices of the UN, whether they are organized internally or by external entities, and should specifically ensure that:³</p> <ol style="list-style-type: none"> 1. Registration processes facilitate the participation of persons with disabilities. 2. Registration forms are accessible and ask about accessibility and reasonable accommodation requirements. 3. All potential participants have access to information on accessible facilities and services. The websites and information notes that present this information are also accessible. 4. Feedback surveys issued after conferences and events are accessible to the participants; and invite participants to comment on the accessibility of the facilities and services offered. <p>Meeting and conference budgets should allocate resources to meet accessibility requirements.</p>

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³ Recommendation 5 of JIU, *Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations system* (JIU/REP/2018/6).

.../...

ELEMENTS REQUIRED	EXPLANATION
Accessibility is a criterion when the entity selects conference venues and services.	The entity should consider accessibility (alongside cost, size, etc.) when it selects locations for its conferences and events. UN entities should ensure that accessibility requirements are clearly stipulated in all agreements they make with organizations that host or support conferences and meetings outside the premises of UN system organizations, ⁴ as well as with service providers in areas such as transport, catering, audiovisual equipment, etc.
Consultation and involvement of persons with disabilities and their representative organizations.	This requirement underlines that persons with disabilities and organizations of persons with disabilities (OPDs) play a central role in any work related to accessibility. See the Technical Note on Indicator 5 for further requirements with respect to consultation.
Provision for reasonable accommodation.	Reasonable accommodation bridges the gap between general accessibility measures (such as universal design) and accessibility requirements of individuals. Entities can draw on their experience of reasonable accommodation to improve their accessibility policies, procedures and processes, and become more inclusive. See Indicator 7 for requirements with respect to reasonable accommodation.

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⁴ See Recommendation 2 of JIU, op. cit.

6.1

ACCESSIBILITY OF CONFERENCES
AND EVENTS

.../...

ELEMENTS REQUIRED	EXPLANATION
The entity permits and supports remote participation where relevant.	To the greatest extent possible, meetings and conferences should provide inclusive and accessible options for remote participation. Organizers should make every effort to ensure that persons with disabilities can attend on an equal basis with others. ⁵
The entity encourages the promotion of, and investment in, knowledge management and communities of practice.	<p>This element underlines the importance of sharing experience and developing centralized technical guidelines and resources to address accessibility challenges in servicing conferences and events.</p> <p>Entities should document successful initiatives to improve accessibility and provide reasonable accommodations during conferences and events. Accessibility focal points should meet regularly to discuss their successes and challenges. (See the Technical Note on Indicator 6 on accessibility).</p> <p>When international standards are incomplete or absent, communities of practice can improve or develop standards.</p>
The entity establishes targets on accessibility that are met.	Recognizing that accessibility is implemented progressively, an entity should set targets that are raised incrementally, balancing ambition and feasibility. The entity should set realistic but ambitious targets and act strategically to achieve them.

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⁵ See Recommendation 6 of JIU, op. cit.

6.1

ACCESSIBILITY OF CONFERENCES AND EVENTS

.../...

ELEMENTS REQUIRED	EXPLANATION
The entity has measures in place for funding accessibility and reasonable accommodation.	<p>An entity should reflect the costs of improving accessibility in its conference and event budgets.</p> <p>Accessibility should be considered when budgets are prepared. Budgets should allow for extra-budgetary meetings, and voluntary contributions in cash, in kind and in expertise should be solicited to supplement existing resources and encourage best practices.</p>

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria necessary to meet the requirements, it implements an accessibility action plan for conference services and events that is assessed every year and revised as appropriate. When an entity reviews its action plan, receiving feedback from organizations of persons with disabilities is critical.



TECHNICAL NOTE ON

INDICATOR

7

**REASONABLE
ACCOMMODATION**

INDICATOR

7

REASONABLE ACCOMMODATION

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENT
7.a.i. Reasonable accommodation policy/strategy is under development	7.b.i. Reasonable accommodation policy/strategy has been implemented, including adequately funded mechanism	7.c.i. Reasonable accommodation policy/strategy has been implemented, including adequately funded mechanism and 7.c.ii. Entity keeps a record of reasonable accommodations requested and provided and of the level of satisfaction with the provision of reasonable accommodation

WHY REASONABLE ACCOMMODATION IS CRITICAL TO DISABILITY INCLUSION¹

In the context of disability inclusion, reasonable accommodation² is an anti-discrimination measure that enables persons with disabilities to exercise their rights on an equal basis with others. A reasonable accommodation is a measure that benefits a specific individual, may modify or complement standard policies and services, may be provided in specific circumstances, and may be offered immediately. It may (or may not) have cost implications. It is relevant to all contexts, for example capacity building, travel, meetings and events, office workspaces, camp management, and transportation, among others.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

² 'Reasonable accommodation' means "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" (CRPD, Article 2).

While a reasonable accommodation measure targets one person, it can bring wider benefits. For instance, a path that is made accessible for one person can subsequently be used by many. Reasonable accommodation could include flexible working hours, additional time in recruitment assessment, adjustments or modifications to a particular workspace or area, or provisioning of personal assistants. At the same time, the more accessible and inclusive an entity is, the less reasonable accommodation is required.

For example, procurement considers a standardized design for desks that is flexible to the different ways that people may use them, including persons with disabilities.

This indicator highlights the three measures that are necessary to ensure that reasonable accommodation is available to persons with disabilities. (1) A policy or strategy addressing reasonable accommodation must be in place; (2) funding must be available; and (3) the provision of reasonable accommodation must be tracked and monitored. Policies and strategies on reasonable accommodation should be guided by General Comment No. 6 on equality and non-discrimination of the Committee on the Rights of Persons with Disabilities.³

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address.' The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The technical notes on Indicators 5 (consultation with persons with disabilities), 6 (accessibility), 6.1 (accessibility of conferences and events), 8 (procurement), 13 (employment), and 14 (capacity development of staff) provide further context.

³ General Comment No. 6 on equality and non-discrimination, CRPD/C/GC/6, 26 April 2018. At: <https://digitallibrary.un.org/record/1626976?ln=en>

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity must have initiated the development of a policy/strategy on reasonable accommodation. The policy/strategy should consider the elements listed on the right.

ELEMENTS TO CONSIDER	EXPLANATION
Provisions for reasonable accommodation are available to all employees, applicants for recruitment and participants to events.	<p>Reasonable accommodation should be available to employees with disabilities, including staff, consultants, interns and volunteers, as well as persons with disabilities who are participating in meetings and events.</p> <p>Regardless of their contractual relationship, employees should be eligible to request reasonable accommodation measures.</p> <p>Reasonable accommodation must be integrated into recruitment processes, so that applicants have a way to flag any specific requirements during recruitment phases, for example support to fill out a form, sign language interpretation during interviews, extra time on tests, etc.</p>
Clear guidance and procedures set out how to request reasonable accommodation.	Guidance and procedures on how to apply for reasonable accommodation should be publicly available.
The criteria that determine approval and denial of requests for reasonable accommodation are explicit and stated clearly.	A clear set of instructions, in association with an appeals process, will enable the entity to apply its reasonable accommodation arrangements coherently.
Respect for individual privacy is protected, and personal data are protected.	<p>Issues of privacy and confidentiality arise, for example, when a person decides not to disclose his or her impairment or when an entity selects an inappropriate location in which to discuss a person's request for reasonable accommodation.</p> <p>A privacy clause should prevent personal data from being shared unnecessarily.</p>

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ELEMENTS TO CONSIDER	EXPLANATION
A monitoring mechanism is included.	The mechanism should be overseen by senior managers in human resources. Implementation of the policy/strategy should be monitored.
A capacity building component is included.	For all those involved in reasonable accommodation processes, training and capacity building can deepen their understanding and improve standards of practice.
A reasonable accommodation funding mechanism is considered.	The policy should establish a reasonable accommodation funding mechanism. The section on meeting the requirements sets out how the funding mechanism should be established.
A registration mechanism is recommended.	<p>A registration mechanism will enable the entity to record requests for reasonable accommodation that have been granted and declined.</p> <p>The section on exceeding the requirements sets out how a registration mechanism should be established.</p>
A clear accountability framework for responding to requests for reasonable accommodation is recommended.	The framework should state clearly the various roles and responsibilities of the requestor and the officials who respond to requests (such as immediate supervisors, general managers, occupational health, safety and medical officers, procurement staff, managers of facilities, IT officers etc.).

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity must (1) have and implement a policy/strategy on reasonable accommodation that includes the elements listed in 'Approaching Requirements'; and must (2) establish a reasonable accommodation fund. The elements on the right should be addressed when setting up the fund.

ELEMENTS TO ADDRESS	EXPLANATION
Adequate funding is allocated.	The adequacy of funding should be determined progressively. Start with current practice, and periodically assess whether the amounts are adequate. Adjust the budget as required.
A centralized funding mechanism is considered.	Establishment of a centralized funding mechanism that all units of the entity can access using a simple process will avoid certain disincentives to disability inclusion. For instance, a section may hesitate to hire a person with a disability if it is expected to bear the costs of his or her reasonable accommodation from its own budget.

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria necessary to meet the requirements, the entity establishes a mechanism that documents requests for reasonable accommodation and responses to those requests, and measures the degree to which those who request reasonable accommodation are satisfied by the reasonable accommodation provided. The following elements should be documented and measured.

ELEMENTS REQUIRED	EXPLANATION
The entity records essential information on requests for reasonable accommodation.	<p>Key information that may be collected might include:</p> <ul style="list-style-type: none"> ▪ What was requested? ▪ In whose area of responsibility did the request fall (for example, the IT department, or procurement)? ▪ What costs (if any) are associated with a decision to approve (or not approve) the request?
The entity ascertains the quality of the reasonable accommodation offered.	<p>Assessments of the quality of the reasonable accommodation provided should focus on specific areas. For example:</p> <ul style="list-style-type: none"> ▪ Was the person who made the request offered a safe space in which to present their case, and reassured appropriately that no negative consequences would follow from making the request and that their privacy would be respected? ▪ Was the request considered fairly and appropriately, particularly if it was rejected? ▪ Was the decision to reject or to accept the accommodation based on objective criteria? ▪ Did the person who made the request express satisfaction? Did they accept the decision and consider that the accommodation offered was appropriate?
The entity documents practices.	<p>Entities that document practices of reasonable accommodation (including requests that were accepted and refused, and that incurred costs and did not) will find it easier to identify good practices and challenges.</p>



TECHNICAL NOTE ON

INDICATOR

8

PROCUREMENT

INDICATOR

8

PROCUREMENT

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENT
<p>8.a.i. Procurement policies ensure that relevant goods and services acquired are accessible or do not create new barriers</p> <p>and</p> <p>8.a.ii. Procurement policies ensure that the procurement process is accessible</p>	<p>8.b.i. Procurement policies ensure that relevant goods and services acquired are accessible or do not create new barriers</p> <p>and</p> <p>8.b.ii. Procurement policies ensure that the procurement process is accessible</p> <p>and</p> <p>8.b.iii. Target is established and met for number/percentage of relevant procurement documents that have accessibility as a mandatory requirement</p>	<p>8.c.i. Procurement policies ensure that relevant goods and services acquired are accessible or do not create new barriers</p> <p>and</p> <p>8.c.ii. Procurement policies ensure that the procurement process is accessible</p> <p>and</p> <p>8.c.iii. Target is established and met for number/percentage of relevant procurement documents that have accessibility as a mandatory requirement</p> <p>and</p> <p>8.c.iv. Procurement policy promotes purchasing from disability-inclusive suppliers, and guidelines have been developed for this purpose</p>

WHY PROCUREMENT IS CRITICAL TO DISABILITY INCLUSION¹


Procurement can contribute in important ways to disability inclusion and can have transformational effects for persons with disabilities. Accessible procurement ensures that persons with disabilities have the same access as others to goods, facilities, equipment, technology and services. Establishing the mandate, structure and skills required to deliver disability-inclusive procurement is vital to achieving practical improvements across the UN's programmes and operations. The scale and scope of procurement undertaken by UN also places it in a position to shape and influence markets we procure from to be more disability-inclusive.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally

The principles of universal design should guide procurement processes. The aim of universal design is to ensure that products, environments, programmes and services can be used by all people, to the greatest extent possible, without adaptation or reconfiguration. Assessments of the accessibility of goods, facilities, equipment, technology and services should consider how usable and safe they are in practice.

This indicator covers four key elements that together enable a procurement process to address disability inclusion. (1) Procurement policies consider accessibility and do not create new barriers for persons with disabilities. (2) The procurement process is accessible to everyone, including persons with disabilities. (3) Accessibility targets for procurement are set and met. (4) The entity's procurement policy promotes purchasing from disability-inclusive suppliers, and guidelines have been developed.

Recommendation 8 of the Joint Inspection Unit report Enhancing accessibility for persons with disabilities to conferences and meetings of the United Nations system (JIU/REP/2018/6)² is relevant to this indicator.

 The High-Level Committee on Management (HLCM) Procurement Network has developed guidelines which support the implementation of this Indicator. The guidelines are available on the United Nations Global Marketplace and should be read in conjunction with these Technical Notes.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The elements' corresponding explanation may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator

The Technical Notes on Indicators 5 (consultation with persons with disabilities), 6 (accessibility), 6.1 (accessibility of conferences and events), 7 (reasonable accommodation) and 14 (capacity development of staff) provide further context.

² Recommendation 8 states: 'The executive heads of United Nations system organizations should task procurement offices with drafting, by December 2021, provisions for incorporating accessibility checks and/or requirements into procurement policies and guidelines for consideration and adoption by the relevant decision-making authority'

How TO APPROACH the requirements

An entity will approach the requirements of the UN Disability Inclusion Strategy's accountability framework if its procurement policies state that relevant goods and services that it acquires must be accessible or must not create new barriers for persons with disabilities, and that its procurement process is accessible for persons with disabilities. Its policies must address the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
Procurement policies include that accessibility needs to be considered for relevant categories.	<p>Mentioning accessibility explicitly in procurement and related policies will enable entities to become more disability-inclusive and accessible.</p> <p>Consultation with persons with disabilities as end users can help to identify the relevant categories of goods and services which need to be reviewed for accessibility.</p>
Procurement policies make clear when accessibility is to be considered.	<p>An entity's procurement policy should lay out what determines the 'relevance' of a category.</p> <p>The definition of relevance is grounded in the inherent importance of a category to be accessible which may be weighted with the specific spend profile of an entity ("relevance-spend matrix"). The relevance-spend matrix can further help to prioritize the review of goods and services.</p> <p>In general terms, all items or services to be used by the populations the UN serves and UN staff is to be considered.</p>

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ELEMENTS REQUIRED	EXPLANATION
<p>Procurement guidance makes clear how accessibility can be considered in the procurement process.</p>	<p>Procurement guidance should provide practical advice for procurement practitioners on how to consider disability inclusion and accessibility during the procurement process.</p> <p>UN entities may consider adopting the <u>HLCM Procurement Network Guidelines on Indicator 8</u>, which contain practical advice on disability-inclusive procurement, for integration into their procurement frameworks as appropriate.</p> <p>To complement the guidance, training and learning resources on universal design, accessibility, and reasonable accommodation, will enable procurement offices to acquire a good understanding of inclusive and accessible procurement that complies with the human rights-based approach to disability.</p>

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ELEMENTS REQUIRED	EXPLANATION
<p>Procurement policies require that solicitation documents are issued in an accessible format.</p>	<p>Being able to access a solicitation document is a key step in being able to participate in a procurement process. Persons with disabilities may be vendors or work in procurement offices as staff, consultants etc.</p> <p>Beyond solicitation documents, further procurement-related documents should be made accessible. These may include the procurement manual, the general terms and conditions, supplier code of conducts and any other document which suppliers require to be able to participate in a procurement process.</p> <p>See the <u>HLCM Procurement Network Guidelines on Indicator 8</u> for practical advice on how to make solicitation documents accessible.</p>

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ELEMENTS REQUIRED	EXPLANATION
<p>The entity undertakes an assessment of the accessibility of its supplier-facing procurement systems.</p>	<p>Assessments can make clear whether the procurement IT systems are accessible and where there are gaps which need to be remedied. A clear mapping and inventory of supplier-facing procurement IT systems is a prerequisite for applying any remedies to accessibility issues. Supplier-facing procurement systems will typically include an entity's website and any e-Procurement system such as systems for registering vendors, for accepting offers, and reception of invoices.</p> <p>Several internationally recognized accessibility standards can be used to guide assessment of IT systems and websites.</p> <p>Persons with disabilities as end users can also help to identify whether particular systems are accessible or not.</p>

How TO MEET the requirements

An entity will meet the requirements if, in addition to fulfilling the criteria above, it sets targets for the number of relevant procurement documents that make accessibility a mandatory requirement, and meets those targets. The target may be expressed in terms of a number or a proportion of the entity's procurement documents.

When establishing the targets, the elements on the right should be considered.

ELEMENTS TO CONSIDER	EXPLANATION
Requirement specifications set out criteria for accessibility and require relevant products and services to include accessible features or be universally designed.	<p>The following may be considered while developing requirements specifications for solicitation documents such as Invitations to Bid and Request for Proposals:</p> <ul style="list-style-type: none"> ▪ Include accessibility specifications/universal design principles to meet evaluation criteria. ▪ Ensure that supply contracts specify whether products and services have (or do not have) accessible features or are universally designed. <p>The <u>HLCM Procurement Network Guidelines on Indicator 8</u> contain further practical examples and ways to review requirements for accessibility</p>
A target is established and met for number/percentage of relevant procurement documents that have accessibility as a mandatory requirement.	<p>Because the mandates of UN entities vary, it is not appropriate to set a single target across the UN system and the Strategy's accountability framework does not propose one. Entities are encouraged to establish a target in line with their mandate and their operational context.</p> <p>Entities may consider different levels of targets depending on the determined priority of a category in the category-spend matrix. Further, it may be useful to set targets at a lower level first and raise them progressively over time. Entities should address high priority/impact items first.</p> <p>Entities should develop a consistent way to track achievement of their targets, e.g. through the United Nations Global Marketplace.</p>

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria above, its procurement policies promote purchasing from disability-inclusive suppliers, and it develops guidelines for this purpose. Its procurement policy and guidelines should include the elements on the right.

ELEMENTS REQUIRED	EXPLANATION
The procurement policy defines what a disability-inclusive supplier is.	<p>The HLCM Procurement Network Guidelines on Indicator 8 provides further guidance on how to define a disability-inclusive supplier.</p> <p>For example, suppliers can demonstrate that they are disability-inclusive through a variety of means, such as having an organizational policy on disability inclusion, recruiting and hiring persons with disabilities, offering reasonable accommodation to candidates and personnel with disabilities, providing accessible premises, ensuring that their supply chains are disability-inclusive, manufacturing accessible products following Universal Design principles, or others.</p>
The procurement policy contains provisions which promote purchasing from disability-inclusive suppliers.	<p>Including a clause in the entity's procurement policy will incentivize suppliers to become disability-inclusive.</p> <p>This may, for example, be achieved by assigning additional points for disability-inclusive suppliers during the technical evaluation. Certain suppliers such as small and medium-sized enterprises or certain procurements such as smaller value transactions may be exempt as defined by the entity's procurement policy.</p>
The procurement policy contains guidance on how to promote purchasing from disability-inclusive suppliers in practice.	<p>Guidance may propose specific provisions or criteria to be inserted in solicitation documents.</p> <p>See the HLCM Procurement Network Guidelines on Indicator 8 for specific examples and suggestions.</p>



TECHNICAL NOTE ON

INDICATOR

9

**PROGRAMMES
AND PROJECTS**

INDICATOR

9

PROGRAMMES AND PROJECTS

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
9.a.i. Guidance note or equivalent adopted on mainstreaming disability inclusion at all stages of the programme/project cycle	9.b.i. Guidance note or equivalent adopted on mainstreaming disability inclusion at all stages of the programme/project cycle and 9.b.ii. Entity establishes and meets the minimum level of programmes and projects that mainstream disability inclusion	9.c.i. Guidance note or equivalent adopted on mainstreaming disability inclusion at all stages of the programme/project cycle and 9.c.ii. Entity establishes and exceeds the minimum level of programmes and projects that mainstream disability inclusion

WHY PROGRAMMES AND PROJECTS ARE CRITICAL TO DISABILITY INCLUSION¹

A large part of the work of the United Nations (UN) system involves programmes, projects and technical cooperation in support of governments. To meaningfully address the rights of persons with disabilities in development and humanitarian contexts, the UN needs to mainstream disability inclusion throughout its programme and project cycles. Mainstreaming disability inclusion also ensures that the UN plays an effective and appropriate role in supporting governments and other stakeholders to implement the Convention on the Rights of Persons with Disabilities (CRPD) and achieve the Sustainable Development Goals (SDGs).

The programme/project cycle includes design, planning, implementation, monitoring, reporting and evaluation. Disability inclusion needs to be mainstreamed in all these phases. Programmes and projects should budget to ensure that persons with disabilities are included, for example, with respect to accessibility and reasonable accommodation. Persons with disabilities and their representative organizations can play a valuable role in all phases of programmes and projects.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

Entities should recognize the links between their programmes and projects and their broader strategic priorities. Entities that do not implement programmes and projects should rate this Indicator 'Not applicable'.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the Indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.


While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The Strategic Planning indicator (Indicator 2) and efforts to track the resources spent on disability inclusion are particularly relevant here. The Technical Note on Indicator 5 (consultation with persons with disabilities) also provides further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should have adopted a guidance note (or equivalent) on mainstreaming disability inclusion at all stages of the programme/project cycle.² This can be done by means of a specific guidance note on disability inclusion, or through mainstreaming disability in general handbooks, guidelines and manuals on programmes/projects. Guidance should address the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The entity's guidance contains technical and practical information on disability inclusion.	The entity's guidance should demonstrate how to practically mainstream disability inclusion effectively in different types of programmes and projects and in different thematic areas.
The entity applies a twin-track approach to disability inclusion.	<p>A twin-track approach is required to mainstream disability inclusion.</p> <p>The twin-track approach combines mainstream programmes and projects that are inclusive of persons with disabilities as well as programmes and projects that are targeted towards persons with disabilities. It is an essential element of any strategy that seeks to mainstream disability inclusion successfully.</p> <p>Guidance should also follow a human rights-based approach to disability inclusion.</p>

 Many entities that run programmes/projects have a quality control mechanism, such as a programme/project review body, that applies agreed criteria to measure the quality of their performance and delivery. An entity will also approach the requirements if its quality control mechanism addresses disability inclusion through these required elements.

² Including design, planning, implementation, monitoring and evaluation, and reporting.

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should establish a minimum level of programmes/projects that mainstream disability inclusion and achieve that level.³ When setting the level, an entity should consider the elements listed on the right.

ELEMENTS TO CONSIDER	EXPLANATION
Establish the minimum level of the entity.	<p>The minimum level may be expressed in terms of a number or a proportion of the entity's programmes/projects.</p> <p>Because the mandates of UN entities vary, their engagement on disability inclusion varies too. For this reason, it is not appropriate to set a single minimum level across the UN system and the Strategy's accountability framework does not propose one.</p>
The level reflects the commitments set out in the entity's strategic plan.	<p>The level set should reflect and comply with the commitments on disability inclusion that are contained in the entity's main strategic plan and disability inclusion policy/strategy.</p> <p>The entity should agree the level in consultation with programme, evaluation, planning and other relevant staff.</p>
The level includes a combination of mainstream programmes/projects and targeted programmes/projects.	<p>Entities should ensure that programmes and projects focus on both mainstream interventions and targeted interventions. When they report against this framework, entities should demonstrate that they have achieved the agreed minimum level.</p>

³ The minimum level may be expressed in terms of a number or a proportion of the entity's programmes/projects.

How TO EXCEED the requirements

In addition to fulfilling the criteria necessary to meet the requirements, an entity should exceed the minimum level of programmes and projects that mainstream disability inclusion.

While it is not a requirement, an entity may also wish to apply a mechanism that tracks the resources it allocates to disability inclusion at programme/project level. The mechanism can track financial allocations to:

TRACK:

1. Mainstream programmes/projects that reach or will reach persons with disabilities.
2. Programmes/projects that are specifically for persons with disabilities.

Tracking can be based on a disability marker or equivalent. Disability markers can be similar to or adapted from gender markers, which are widely applied across the UN system.



TECHNICAL NOTE ON

INDICATOR

10

EVALUATION

10

EVALUATION

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
<p>10.a.i. Evaluation guidelines contain guidance on how to address disability inclusion</p>	<p>10.b.i. Evaluation guidelines contain guidance on how to address disability inclusion</p> <p>and</p> <p>10.b.ii. Disability inclusion is mainstreamed effectively throughout the evaluation process and reflected in the terms of reference, inception and evaluation report(s)</p>	<p>10.c.i. Evaluation guidelines contain guidance on how to address disability inclusion</p> <p>and</p> <p>10.c.ii. Disability inclusion is mainstreamed effectively throughout evaluation process and reflected in the terms of reference, inception and evaluation report(s)</p> <p>and</p> <p>10.c.iii. Meta-analysis of evaluation findings, conclusions and recommendations relating to disability inclusion is performed at least every five years</p>

WHY EVALUATION IS CRITICAL TO DISABILITY INCLUSION¹

Evaluation is an important tool to capture the extent of disability inclusion across the work of the United Nations (UN). Strengthening disability inclusion in evaluations will help the UN system to promote institutional accountability and learning, contributing to implementation of the Convention on the Rights of Persons with Disabilities (CRPD) and the achievement of the Sustainable Development Goals (SDGs), including the core commitment to leave no one behind.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

Disability inclusion can be mainstreamed through all evaluations, or addressed through disability-specific evaluations. The evaluation indicator assesses the extent to which an entity considers disability inclusion in all phases of the evaluation process and in every type of evaluation that it does. If an entity does not undertake evaluations, it should rate this indicator 'not applicable'.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required,' 'to consider' or 'to address.' The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The technical notes on Indicators 2 (strategic planning), 3 (disability-specific policy/strategy), 5 (consultation with persons with disabilities), and 9 (programmes and projects) provide further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity's evaluation guidelines must contain guidance on how to address disability inclusion.² When doing so, an entity should address the elements listed on the right.

ELEMENTS TO ADDRESS	EXPLANATION
The terms of reference of evaluations pay adequate attention to disability inclusion.	Disability inclusion should be considered in the terms of reference of evaluations, including for those that do not have a specific focus on disability inclusion. The Evaluation Office should use scoping exercises to assess how each evaluation can best cover disability inclusion.
Evaluation teams have knowledge and/or experience of disability inclusion, where relevant.	Consider having at least one evaluation team member or reference group member who has knowledge and/or experience of disability inclusion. Such knowledge will assist the evaluation team to frame appropriate questions on disability inclusion and prepare sound analysis and findings.
Evaluation questions cover different aspects of disability inclusion.	Evaluation questions, mainstreamed across the different evaluation criteria or under a specific criterion, can throw light on both the extent and the quality of disability inclusion. For example: <ul style="list-style-type: none"> ▪ Were persons with disabilities consulted and meaningfully involved in programme planning and implementation? ▪ What proportion of the beneficiaries of a programme were persons with disabilities? ▪ What barriers did persons with disabilities face? ▪ Was a twin-track approach adopted? See the Technical Note on Indicator 9, programmes and projects.

² Guidelines should draw on UN Evaluation Group (UNEG), [Integrating Human Rights and Gender Equality in Evaluations](#). Entities mainstreaming disability inclusion should follow this guidance, which recognizes the disability requirements listed above, affirms the human rights principles of non-discrimination and equality, and aligns with UNEG norms and standards on human rights and gender (particularly norm 8 and standard 4.7).

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ELEMENTS TO ADDRESS	EXPLANATION
Evaluation stakeholder mapping and data collection methods involve persons with disabilities and their representative organizations.	<p>Persons with disabilities and organizations of persons with disabilities (OPDs) can enrich an evaluation by providing first-hand information on their situation and experience.</p> <p>See the Technical Note on Indicator 5, consultation with persons with disabilities.</p>
Evaluation findings and analysis provide data and evidence on disability inclusion.	<p>Evaluations should collect information and evidence on inclusion of persons with disabilities; disaggregate data by disability wherever possible; and identify the impact of programmes on persons with disabilities.</p> <p>See the Technical Note on Indicator 9, programmes and projects.</p>
The conclusions and/or recommendations of evaluations reflect their findings on disability inclusion.	<p>The conclusions and/or recommendations of evaluations should reflect fully the data and evidence they have collected on disability inclusion.</p> <p>The management response should address all recommendations, including those on disability inclusion.</p>

How **TO MEET** **the requirements**

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, entities must comply with the disability inclusion components of their evaluation guidelines when they draft terms of reference for evaluations, implement them, and produce evaluation reports. To assess its performance in these areas, the entity will evaluate the quality of evaluation reports it produced during the year in question.

How **TO EXCEED** **the requirements**

An entity will exceed the requirements if, in addition to addressing the criteria above, it completes at least once every five years a meta-review of the findings, conclusions and recommendations of evaluations to examine to what extent they have addressed disability inclusion. This will enable the entity to assess the extent to which it has achieved disability inclusion and take any remedial action that is required.



TECHNICAL NOTE ON

INDICATOR

11

**COUNTRY
PROGRAMME
DOCUMENTS**

11

COUNTRY PROGRAMME DOCUMENTS

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
11.a.i. Guidance on country programme documents mainstreams disability inclusion	11.b.i. Guidance on country programme documents mainstreams disability inclusion and 11.b.ii. All country programme documents include analysis and corresponding programming on disability inclusion	11.c.i. Guidance on country programme documents mainstreams disability inclusion and 11.c.ii. All country programme documents include analysis and corresponding programming on disability inclusion and 11.c.iii. Knowledge management practices and processes promote improved mainstreaming of disability inclusion into country programme documents

WHY COUNTRY PROGRAMME DOCUMENTS ARE CRITICAL TO DISABILITY INCLUSION¹

Country programme documents are one of the most important strategic planning tools for entities operating at country level. They define entity objectives through country-level analysis and priority setting, and are therefore important vehicles for ensuring that disability inclusion is mainstreamed into programming at country level, in both development and humanitarian contexts. Mainstreaming disability inclusion embeds the rights of persons with disabilities in an entity's work, ensures their meaningful participation and inclusion, and enables the entity to assess the implications for persons with disabilities of any policies or programmes. It also contributes to implementation of the Convention on the Rights of Persons with Disabilities (CRPD) and the achievement of the Sustainable Development Goals (SDGs), including the core commitment to leave no one behind.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

This indicator covers three critical aspects to support entities with a presence in-country to make country programme documents inclusive of persons with disabilities. It examines whether the entity's guidance for preparation of country programme documents mainstreams disability inclusion; the extent to which country programme documents themselves mainstream disability inclusion; and whether the entity's knowledge management promotes disability inclusion in country programme documents.

Entities that do not have a presence in-country or that do not produce country programme documents should rate this indicator 'Not applicable.'

This indicator is for use by the country offices of entities. UN Country Teams will report using a UN Country Team Accountability Scorecard on Disability Inclusion.²

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required,' 'to consider' or 'to address.' The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The technical notes on Indicators 2 (strategic planning), 3 (disability-specific policy/strategy), 5 (consultation with persons with disabilities), and 9 (programmes and projects) provide further context.

² To be finalized in March 2020.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should ensure that its manual/guidance on country programme documents mainstreams disability inclusion in accordance with its mandate. The manual/guidance should contain information on disability inclusion in the following areas.

ELEMENTS REQUIRED	EXPLANATION
Country and operational context.	<p>The guidance should make clear that, when describing the country and operational context, country programme documents should set out the situation of persons with disabilities. For example:</p> <ul style="list-style-type: none"> ▪ What is the situation of persons with disabilities, especially with regard to their rights? ▪ What are the trends over time in relation to persons with disabilities and disability inclusion? ▪ How will disability-inclusive programming support implementation of the SDGs, and human rights and humanitarian frameworks? ▪ What quantitative and qualitative data might be used to deepen understanding of the situation?
Identifying and addressing barriers faced by persons with disabilities.	<p>Removal of barriers is a critical element of disability-inclusive programming. The entity's guidance should show how country programme documents can identify the main and systemic barriers that persons with disabilities experience, how barriers hinder their participation, and how barriers can be mitigated and removed.</p> <p>For example, barriers may exist in national laws, policies, programmes and services.</p>

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ELEMENTS REQUIRED	EXPLANATION
Treaty body reporting and reviews.	When country programme documents refer to treaty body reports and recommendations, they should take account of the CRPD. State Party reports to the CRPD Committee should be considered, as well as any Concluding Observations of the Committee.
Government capacity.	When assessing a government's capacity, country programme documents should consider its capacity to mainstream disability inclusion, and measures that might be taken to enhance its capacity in this area.
Data sources.	Data sources on persons with disabilities and accessibility and how to analyze them, including through data disaggregation is a key area that should be included in the country programme document guidance.
Inter-agency collaboration on disability inclusion.	Disability is a cross-cutting issue and efforts to advance disability inclusion therefore require inter-agency collaboration. The entity's guidance should encourage inter-agency collaboration.

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should demonstrate that its country programme documents are disability-inclusive. This implies analysing the extent of disability inclusion in its country programme documents. The analysis should include the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
Whether the country programme document identifies barriers that persons with disabilities face and sets out measures to address them.	To remove the main and systemic barriers to disability inclusion, it is first necessary to identify them.
Whether data are systematically disaggregated by disability, sex and age.	<p>Systematic disaggregation of data means disaggregation by disability of any data related to population groups. This includes baseline data, target/milestone values, and monitoring data.</p> <p>When it is not possible to disaggregate data by disability, this should be stated clearly and measures should be proposed for disaggregating data in the future.</p>
How the country programme document has strengthened inter-agency collaboration on disability inclusion.	<p>Disability is a cross-cutting issue and inter-agency collaboration is critical to advance disability inclusion.</p> <p>Country programme documents should identify areas in which inter-agency collaboration can be fostered and would advance disability inclusion.</p>
How the country programme document applies its contextual analysis to develop disability-inclusive programming.	Country programme documents should apply their contextual analyses to develop programming that promotes the rights of persons with disabilities, removes barriers to disability inclusion, and secures direct service provision (where relevant). Disability inclusion should be reflected in country-level result statements and indicators.

Analysis and reporting for this indicator should take into account all country programme documents developed or updated in the previous year. Entities are encouraged to carry out an annual quality assurance check of country programme documents, applying the criteria in this indicator. An entity that updates or produces 20 or fewer than 20 country programme documents on average per year should review all documents. An entity that updates or produces more than 20 country programme documents per year should review 20 plus 20 per cent of the remainder. (In other words, an entity that produces or updates 40 documents annually should review 24.)

The documents reviewed should be a representative sample.

How TO EXCEED the requirements

To exceed the requirements, in addition to meeting the criteria necessary to meet the requirements, an entity's knowledge management³ practices and processes should promote the mainstreaming of disability inclusion in country programme documents. This may include documenting and sharing good practices and examples where disability inclusion has been effectively mainstreamed in country programme documents, or where efforts have been made to this end.

The entity should demonstrate in reporting against this framework that its knowledge management approach is coordinated, active, and has promoted disability inclusion.

³ In *Knowledge Management in the United Nations System* (2016), the Joint Inspection Unit (JIU) defines knowledge management as "The deliberate and systematic coordination of the people, technology, processes and structure of an organization in order to add value through reuse and innovation. This is achieved through promoting the creation, sharing and application of knowledge as well as through the feeding of valuable lessons learned and best practices into corporate memory." The review also states that "knowledge management remains a challenge for the United Nations system organizations in their attempt to systematically and efficiently develop, organize, share and integrate knowledge to achieve their cross-cutting goals".



TECHNICAL NOTE ON

INDICATOR

12

JOINT INITIATIVES

INDICATOR

12

JOINT INITIATIVES

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
12.a.i. Entity participates actively in inter agency coordination mechanism(s) on disability inclusion	12.b.i. Entity participates actively in inter agency coordination mechanism(s) on disability inclusion and 12.b.ii. One joint programme/ initiative is in place	12.c.i. Entity participates actively in inter agency coordination mechanism(s) on disability inclusion and 12.c.ii. More than one joint programme/initiative is in place

WHY JOINT INITIATIVES ARE CRITICAL TO DISABILITY INCLUSION¹

Two central objectives of the UN Disability Inclusion Strategy are to promote coherence and synergies across the UN system's work, and reduce duplication and overlaps. Because policies and programmes that promote disability inclusion are multi-sectoral, transformative change depends on strong joint programming platforms and ability to leverage the comparative advantage of different UN entities. Inter-agency coordination and joint programming² across programmes and operations, are therefore vital to the achievement of disability inclusion.

To demonstrate an entity's involvement in joint programming and initiatives, this indicator assesses the participation of the entity in inter-agency coordination networks on disability, and the number of joint initiatives in which the entity participates.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

² A joint programme is a set of activities set out in a joint work plan, with a budgetary framework, that involves two or more UN organizations.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The Technical Note on Indicator 5 (consultation with persons with disabilities) provides further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should actively participate in one or more of the inter-agency coordination mechanisms that work to mainstream disability inclusion. An entity 'participates actively' if it contributes regularly to coordination mechanism meetings and attends annual meetings.

Mechanisms may be disability-specific (such as the Inter-Agency Support Group-Convention on the Rights of Persons with Disabilities) or have a broader focus (such as the Inter-Agency Standing Committee Results Group 2 on Accountability and Inclusion) but regularly consider disability as a topic. They should be regional or global.

Entities who participate in the UNDIS Focal Point Network can consider that they approach the requirements of this indicator.

How TO MEET the requirements

To meet the requirements, in addition to participating in inter-agency coordination mechanisms, an entity must be involved in at least one joint programme or initiative on disability inclusion.

A joint programme or initiative is an activity or activities that at least two entities undertake on the basis of a detailed partnership. The UN entities involved may run a joint programme or initiative in association with actors from government, civil society or the private sector.

How TO EXCEED the requirements

An entity will exceed the requirements if it participates in more than one joint programme or initiative, in addition to participating in inter-agency coordination mechanisms



TECHNICAL NOTE ON

INDICATOR

13

EMPLOYMENT

INDICATOR

13

EMPLOYMENT

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
<p>13.a.i. Employment policy/strategy and other human resources-related policies/strategies include provisions to attract, recruit, retain and promote the career development of employees with disabilities</p>	<p>13.b.i. Employment policy/strategy and other human resources-related policies/strategies include provisions to attract, recruit, retain and promote the career development of employees with disabilities</p> <p>and</p> <p>13.b.ii. Employees with disabilities report satisfaction and well-being at a level similar to that of the general staff body</p>	<p>13.c.i. Employment policy/strategy and other human resources-related policies/strategies include provisions to attract, recruit, retain and promote the career development of employees with disabilities</p> <p>and</p> <p>13.c.ii. Employees with disabilities report satisfaction and well-being at a level similar to that of the general staff body</p> <p>and</p> <p>13.c.iii. Number of persons with disabilities entering the organization through targeted or mainstream recruitment practices has increased</p>

WHY EMPLOYING PERSONS WITH DISABILITIES IS VITAL TO DISABILITY INCLUSION¹

Where a workforce is more diverse, organizations' operational effectiveness and efficiency improve. The more than one billion persons with disabilities are part of human diversity. When launching the United Nations (UN) Disability Inclusion Strategy in June 2019, the UN Secretary-General reiterated how important it is for the UN to lead by example on disability inclusion, including by becoming the employer of choice for persons with disabilities.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

Employment policies should define 'persons with disabilities' comprehensively, in line with the Convention on the Rights of Persons with Disabilities (CRPD), which states that persons with disabilities include "those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others" (Article 1).

The employment indicator applies three key elements to measure the extent of disability inclusion in the area of human resources: (1) the extent to which employment policies/strategies, and other human resources-related policies/strategies, are disability-inclusive; (2) the level of satisfaction of employees with disabilities compared to the general staff body; and (3) the increase in the number of persons with disabilities who enter the Organization's workforce. The indicator covers all persons who undertake work for the entity, including staff, interns, consultants, and volunteers.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required,' 'to consider' or 'to address.' The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The Technical Notes on Indicators 1 (leadership), 5 (consultation with persons with disabilities), 7 (reasonable accommodation), and 14 (capacity development of staff) provide further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity's employment policy/strategy, and its other human resource-related policies/strategies, should include provisions to attract, recruit, retain, and promote the career development of employees with disabilities across the entity's offices, departments and locations.

The employment policy/strategy or equivalent can be:

1. Disability-specific (only addressing persons with disabilities).
2. Integrated in diversity and inclusion policies/strategies (including persons with disabilities together with other groups).
3. Mainstreamed in general human resource policies and strategies.

The entity's employment policy/strategy must address the elements listed on the right. The entity may cover these elements through an array of policies, strategies and practices, and not just in a single "policy/strategy" document.

ELEMENTS TO ADDRESS	EXPLANATION
The policy/strategy states clearly that persons with disabilities are protected from discrimination during all stages of employment, including the recruitment phase.	<p>This requirement underlines that the entity will promote the inclusion of persons with disabilities and will not contribute to their segregation and isolation or impose requirements or conditions that are more difficult for persons with disabilities to meet.</p> <p>Staff with dependents with disabilities may also face discrimination, for example lack of flexibility in human resource policies and practices; limited choice of duty stations due to lack of services such as inclusive education or rehabilitation.</p>
The policy/strategy includes arrangements for reasonable accommodation during all stages of employment, including the recruitment phase.	<p>Provision of reasonable accommodation is crucial to ensure that persons with disabilities are given equal opportunity during the selection and recruitment process and can work on an equal basis with others. Statements on on-line applications/e-recruitment software, written assessments, interviews, and conditions of employment must say clearly that reasonable accommodation is available to all eligible applicants and employees (staff, consultants, interns, etc.) on an equal basis with others, as well as for applicants and employees with dependents with disabilities.</p> <p>The policy must guarantee the confidentiality of requests for reasonable accommodation; and to this end should comply with the Chief Executives Board for Coordination (CEB) Principles on Personal Data Protection and Privacy.²</p> <p>See Technical Note 7 on reasonable accommodation for further information.</p>

² At: <https://www.unsystem.org/content/ceb>

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ELEMENTS TO ADDRESS	EXPLANATION
The policy/strategy includes outreach measures to attract and retain candidates with disabilities to apply for vacancies.	<p>Vacancy announcements should state that posts are open to persons with disabilities.</p> <p>To support this requirement, the entity may conduct specific outreach activities and also indicate that reasonable accommodation is provided. These may be implemented in collaboration with organizations of persons with disabilities (OPDs) and their networks.</p> <p>Outreach measures should also reflect gender and geographical representation.</p>
The policy/strategy ensures that staff who acquire an impairment in the course of their service are provided with sufficient support to enable them to continue to work and perform in the entity.	<p>This may include provision of reasonable accommodation, flexible working arrangements, or initiatives to identify appropriate staff positions or roles.</p> <p>The policy/strategy should be easy to find and communicated widely within the entity.</p>
The policy/strategy includes measures to support staff who have dependents with disabilities.	<p>Measures to support this element may include, among others:</p> <ul style="list-style-type: none"> ▪ Raising staff awareness of the support and allowances available to dependents with disabilities. ▪ Establishing peer support groups. ▪ Provision of flexible working hours. ▪ Provision of adequate parental leave and benefits.

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ELEMENTS TO ADDRESS	EXPLANATION
The policy/strategy ensures that the entity's mobility and travel policies consider disability inclusion.	<p>An entity's mobility policy should take into account the situation of staff with disabilities and staff who have dependents with disabilities.</p> <p>This requires that mobility exercises consider the accessibility of duty stations (both the entity's office and the surrounding city) and the availability of medical and rehabilitation support. The aim should be to provide equal opportunity to staff with disabilities and staff who have dependents with disabilities. Staff with disabilities as well as staff who have dependents with disabilities should be actively consulted before decisions on mobility are taken.</p> <p>An entity's travel policy should ensure that persons with disabilities can exercise choice, control, and autonomy. Reasonable accommodation should be provided upon request when staff members with disabilities travel.</p>
The policy/strategy includes measures to build the capacity of human resources staff on disability inclusion.	To fulfil this action, entities might provide training opportunities and access to learning resources on disability inclusion with a specific focus on human resources staff and senior leaders; and develop guidelines on disability inclusion for hiring managers and staff members.

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ELEMENTS TO ADDRESS	EXPLANATION
The policy/strategy ensures that the entity's staff union, staff with disabilities, and staff who have dependents with disabilities, are actively involved in implementing and updating it.	Staff unions, staff with disabilities, and staff who have dependents with disabilities can make essential contributions to entities' efforts to monitor and successfully implement disability inclusion policies/strategies. The entity should establish annual meetings (or meet regularly) to receive feedback and suggestions on improvements to monitoring and implementation.



If no policy or strategy is in place, entities should develop one after a review of human resource issues relevant to disability inclusion. Staff with disabilities and staff who have dependents with disabilities should be consulted when the policy or strategy is drafted.

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should be able to show that employees with disabilities report levels of satisfaction and well-being similar to those reported by the staff body as a whole. It can do so by including self-identification questions on disability in staff surveys.

To measure the level of satisfaction of employees with disabilities, an entity should address the elements on the right.

ELEMENTS TO ADDRESS	EXPLANATION
The entity uses self-identification questions in staff surveys.	Many methods of self-identification exist; some are more accurate than others. Entities should try to agree on a common methodology so that they can compare performance. ³
The entity uses an adequate sample size of persons with disabilities to measure satisfaction level.	<p>The sample size should be sufficiently representative of staff with disabilities to enable appropriate and legitimate comparisons to be made between the satisfaction levels and well-being of staff with disabilities and the satisfaction level and well-being of the general staff body.</p> <p>Confidential interviews and focus group discussions could also be considered.</p>
The entity ensures the privacy and confidentiality of data in staff surveys and other tools.	<p>Data collection of persons with disabilities should be considered a fair and legitimate process, as it operates in the best interest of the data subject, consistent with the mandates of the United Nations System Organization concerned and based on the policy governing this monitoring framework.</p> <p>Nevertheless, UN entities should:</p> <ul style="list-style-type: none"> (i) Obtain the consent of the data subject to collect and use their personal data wherever possible; (ii) Comply with the Chief Executives Board on Coordination's Principles on Personal Data Protection and Privacy,⁴ including the proportionality and necessity of the use of data, the specific purpose of the data collection; and (ii) Manage the data with confidentiality, among others.

³ ILO and UNICEF currently ask the self-identification question 'Do you consider yourself to be a person with a disability?' ILO combines this question with the Short-Set of Questions developed by the Washington Group on Disability Statistics. Smaller organizations are encouraged to use the first question only, because the Short-Set of Questions might permit respondents to be identified, given that a limited number of employees have disabilities. Large organizations may use one or both or combine both methodologies; the last approach is the most accurate.

⁴ The Chief Executives Board on Coordination, *Principles on Personal Data Protection and Privacy*.
At: <https://www.unsceb.org/principles-personal-data-protection-and-privacy>

How TO EXCEED the requirements

Entities will exceed the requirements if, in addition to addressing the criteria necessary to meet the requirements, they demonstrate that the number of persons with disabilities who join the organization (through targeted or mainstream recruitment practices) has increased during the previous year.

To ascertain this, an entity can undertake one of the two survey options below, using the initial survey to establish a baseline, and subsequent surveys to measure progress.

OPTIONS

1. Include self-identification questions on disability in regular staff surveys. Staff surveys usually include a question on length of stay in the organization.
2. Include self-identification questions on disability in a specific survey of staff recruited in the previous twelve months.

It is not mandatory to do so, but entities may also decide to establish a target for recruitment of persons with disabilities. Such a target may be expressed in terms of an absolute number, or a percentage, of new recruits.

It might be based on recent experience. Targets are aspirational and voluntary, unlike quotas, which are mandatory floors.



TECHNICAL NOTE ON

INDICATOR

14

**CAPACITY
DEVELOPMENT
FOR STAFF**

14

CAPACITY DEVELOPMENT FOR STAFF

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
<p>14.a.i. Entity-wide learning and/or training opportunities are available to increase the capacity of staff at all levels in disability inclusion</p>	<p>14.b.i. Entity-wide learning and/or training opportunities are available to increase the capacity of staff at all levels in disability inclusion</p> <p>and</p> <p>14.b.ii. Successful completion of learning activities and use of available learning resources on disability inclusion are mandatory, and completion and use are tracked</p>	<p>14.c.i. Entity-wide learning and/or training opportunities are available to increase the capacity of staff at all levels in disability inclusion</p> <p>and</p> <p>14.c.ii. Successful completion of learning activities and use of available learning resources on disability inclusion are mandatory, and completion and use are tracked</p> <p>and</p> <p>14.c.iii. Tailored learning activities and learning resources on disability inclusion are available, in particular for senior managers and staff union representatives</p>

WHY DEVELOPING CAPACITY IS CRITICAL TO ACHIEVING DISABILITY INCLUSION¹

To realize the United Nations (UN) Disability Inclusion Strategy, staff at all levels need to know about and understand disability inclusion and be able to apply it to their area of work. For this reason, entities should target capacity development as a lever of progress. Capacity building measures enable staff at all levels to develop and implement policies and strategies for programmes and operations that are inclusive of persons with disabilities.

The 2018 institutional review 'Strengthening the System: Foundations for a Disability-Inclusive United Nations,' conducted by the Special Rapporteur on the Rights of Persons with Disabilities established that, to be fit for purpose on disability inclusion, the UN needs to significantly improve staff capacity in this area.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

The same view was reflected in the Joint Inspection Unit's report Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations system (JIU/REP/2018/6), which calls on the Executive Heads of the UN system to establish a mandatory training module on disability inclusion and accessibility, in line with the Convention on the Rights of Persons with Disabilities (CRPD), for all UN personnel who are directly or indirectly involved in servicing conferences and meetings, including staff working in conference management, facilities and services management, human resources management, and procurement, legal, ICT, medical, public information and safety and security services.

Key components measured by this indicator include the availability of training opportunities and learning activities and resources for staff at all levels. It is recommended that entities should periodically assess the degree to which their staff are aware of and familiar with the human rights-based approach to disability and apply this to their work, as well as the need for tailored learning resources and opportunities, particularly for senior managers and staff union representatives.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.


While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The Technical Notes on Indicators 1 (leadership), 3 (disability-inclusive policy/strategy), 5 (consultation with persons with disabilities), 7 (reasonable accommodation), and 8 (procurement) provide further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity must make learning and/or training opportunities on disability inclusion available to all staff, in both programmes and operations. This requires undertaking at least one of the elements listed on the right.

ELEMENTS REQUIRED	EXPLANATION
The entity develops or provides learning and/or training resources on disability inclusion.	Entities can develop their own learning/ training resources or make resources from other entities/ agencies available to their staff. Learning resources should cover the human rights-based approach to disability, and how it is applied to programmes and operations.
The entity makes training opportunities on disability inclusion available to staff at all levels.	Staff engaged in both programmes and operations at all levels should have the opportunity to access training opportunities to build their awareness and knowledge on disability inclusion. Such training may be conducted by the entity itself or in collaboration with other entities or nominating staff to participate in training organized by other entities/ agencies. Training opportunities should cover the human rights-based approach to disability, and how it is applied in programmes and operations.

 For entities that conduct conferences and events, satisfying Recommendation 9 of Enhancing Accessibility for Persons with Disabilities to Conferences and Meetings of the United Nations system (JIU/REP/2018/6) would contribute to approaching the requirements.

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should make completion of learning activities on disability inclusion mandatory for its staff and should track and monitor the completion of those activities. Entities should determine themselves which staff are trained, what constitutes adequate and appropriate training, and how the results of training will be measured. Learning activities/resources should address the elements on the right.

ELEMENTS TO ADDRESS	EXPLANATION
Learning activities cover the human rights-based approach to disability inclusion, as well as relevant issues specific to the mandate and work of the entity.	<p>Learning activities must cover the following five elements:</p> <ul style="list-style-type: none"> • The UN Convention on the Rights of Persons with Disabilities. • Disability inclusion in the context of the 2030 Agenda for Sustainable Development. • The UN Disability Inclusion Strategy. • Agreed disability terminology; disability data and statistics; accessibility; and reasonable accommodation. • The relevance of disability inclusion to different departments of the entity.
Online and face-to-face learning activities are accessible.	For example, documents are provided in accessible formats; staff with disabilities have access to screen readers or telecommunications devices at online trainings; training events provide sign language interpreters or captioning; online courses are accessible to staff using assistive technology.
Organizations of persons with disabilities (OPDs) participate in the development and delivery of trainings, where relevant.	<p>The content of online trainings may be developed in consultation with OPDs.</p> <p>Representatives of OPDs participate as presenters and experts in trainings and webinars.</p>
A system is in place to monitor training completions.	The entity should have a mechanism to monitor completion of training by staff.

How
TO EXCEED
the requirements

An entity will exceed the requirements if, in addition to fulfilling the criteria above, it provides tailored learning activities and resources on disability inclusion, in particular for senior managers and staff union representatives.



TECHNICAL NOTE ON

INDICATOR

15

COMMUNICATION

INDICATOR

15

COMMUNICATION

APPROACHES REQUIREMENTS	MEETS REQUIREMENTS	EXCEEDS REQUIREMENTS
<p>15.a.i. Guideline(s)/procedures are in place to ensure that internal and external communication are respectful of persons with disabilities</p>	<p>15.b.i. Guideline(s)/procedures are in place to ensure that internal and external communication are respectful of persons with disabilities</p> <p>and</p> <p>15.b.ii. Persons with disabilities are reflected in mainstream communications</p>	<p>15.c.i. Guideline(s)/procedures are in place to ensure that internal and external communication are respectful of persons with disabilities</p> <p>and</p> <p>15.c.ii. Persons with disabilities are reflected in mainstream communications</p> <p>and</p> <p>15.c.iii. Communication campaign on disability inclusion is undertaken at least every two years</p>

WHY COMMUNICATION ABOUT PERSONS WITH DISABILITIES IS CRITICAL TO DISABILITY INCLUSION¹

Persons with disabilities experience stigma and discrimination² on a daily basis. Communication can play a positive role to significantly reduce that stigma and discrimination. At the same time, communication that is not sensitive to persons with disabilities can reinforce negative stereotypes and exacerbate the existing stigma and discrimination they experience.

Both internal and external communications are important for entities that are committed to and want to mainstream disability inclusion. An entity's internal communications help to establish its organizational norms, while its external communications present the entity's public face and affirm its commitments.

¹ The term 'disability inclusion' refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally.

² CRPD Committee, General Comment No. 6 on Equality and Non-Discrimination.

At: https://tbinternet.ohchr.org/_layouts/15/treatybodyexternal/Download.aspx?symbolNo=CRPD/C/GC/6&Lang=en

Via its communications, the United Nations (UN) system can demonstrate its commitment to disability inclusion. Communication can promote the use of accurate and respectful terminology when referring to persons with disabilities as well as a human rights-based approach to disability inclusion.

HOW TO IMPLEMENT AND REPORT ON THE INDICATOR

The following sections elaborate on the indicator and how to interpret the requirements at different levels of achievement. In most instances, tables have been used to expand upon elements related to the indicator. Based on the nature of the indicator, the elements have been classified as 'required', 'to consider' or 'to address'. The corresponding explanation of each element may include recommendations, suggested activities, or examples. The explanation is illustrative and not intended to be exhaustive. Where an element is self-explanatory, tables have not been used.

While the indicators are all inter-linked, there are some technical notes in particular which will provide further information to support the interpretation of requirements related to this indicator.

The Technical Note on Indicators 1 (leadership), 3 (disability-specific policy/strategy), 6 (accessibility), 6.1 (accessibility of conferences and events) and 14 (capacity development for staff) provide further context.

How TO APPROACH the requirements

To approach the requirements of the UN Disability Inclusion Strategy's accountability framework, an entity should have guidelines/procedures in place which ensure that its internal³ and external⁴ communications are respectful⁵ of persons with disabilities.

Guidelines/procedures may be specific to disability or mainstreamed in the entity's general communications guidelines or procedures, and will normally be developed by communications departments and staff, who should also have responsibility for their implementation. The guidelines and procedures should include the elements listed on the right.

Note: This indicator focuses on the substantive content of communications that relate to persons with disabilities; **Indicator 6** considers the accessibility of communication.

ELEMENTS REQUIRED	EXPLANATION
How communications should be respectful of persons with disabilities.	Use rights-based terminology ⁶ and avoid using derogatory terms such as 'handicap' or 'suffering from a disability' ⁷ Portray persons with disabilities in real-life roles, for example in a workplace, community gathering, school.
How to reflect the diversity of the population of persons with disabilities.	It is important to recognize and portray persons with disabilities as a diverse group. In communications documents, for example, do not over-represent one group of persons with disabilities.
Consider intersectionality issues.	Persons with disabilities face multiple and intersecting forms of discrimination, based on gender, age, ethnicity, etc. It is important to reflect factors of intersectionality in communications, for example: women with disabilities, children with disabilities, indigenous persons with disabilities and the stories of their intersectional identities highlighted.

... / ...

³ Examples of 'internal' communications include but are not limited to: messages from senior leaders, including briefings and written updates; internal reports, notices, circulars and memos; intranet content; internal forums and discussion boards; safety and security information and broadcasts.

⁴ Examples of 'external' communications include: press releases; reports and publications; speeches and panel discussions; website content; social media content; campaign materials; signage and guidance materials for facilities and services, including logistics notes for visitors.

⁵ 'Respectful' communication is communication that supports the rights of persons with disabilities, and in particular follows the general principles of the Convention on the Rights of Persons with Disabilities (CRPD): respect for inherent dignity; independence of persons and individual autonomy, including the freedom to make one's own choices; non-discrimination; full and effective participation and inclusion in society; respect for difference, and acceptance of persons with disabilities, as part of human diversity and humanity; equality of opportunity; accessibility; equality between men and women; respect for the evolving capacities of children with disabilities; respect of the right of children with disabilities to preserve their identities.

⁶ See Disability-Inclusive Language Guidelines (2020). At: <https://www.ungeneva.org/sites/default/files/2021-01/Disability-Inclusive-Language-Guidelines.pdf>

⁷ See 'Rights-based terminology' p.17 Inter-Agency Standing Committee (IASC) Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action (2019)

.../...

ELEMENTS REQUIRED	EXPLANATION
Persons with disabilities are represented in mainstream as well as disability-specific communications.	When considering the diversity of the overall population in communications, persons with disabilities should be represented.
When the entity communicates, it adopts a twin-track approach and considers intersectionality.	<p>All communications should employ a twin-track approach to disability inclusion; and should consider intersectionality.</p> <p>Mainstream communications should cover and include persons with disabilities and promote positive attitudes towards them. When reporting their experiences, mainstream communications should report the intersection of disability with gender, age and other factors.</p> <p>Targeted communications on disability inclusion should also consider intersectionality, address diversity, use positive language, etc.</p>

How TO MEET the requirements

To meet the requirements, in addition to fulfilling the criteria necessary to approach the requirements, an entity should demonstrate that persons with disabilities are represented in its mainstream internal and external communications.⁷

It should do this by undertaking an assessment that:

ASSESSMENT

1. Assesses both internal and external general communications (by reviewing a representative sample of communications) to ensure they comply with the entity's communications guidelines/procedures on disability inclusion.
2. Evaluates its communications in terms of both quality and quantity.
For example, how many references were made to persons with disabilities? And were those references positive or negative?
For example, the language is empowering rather than derogatory⁸; images of persons with disabilities are presented in a positive way, etc.

How TO EXCEED the requirements

An entity will exceed the requirements if, in addition to addressing the criteria above, it undertakes a substantive communication campaign (physical, digital, or both) at least once every two years which has a focus on disability inclusion.⁹

⁷ contrast to disability-specific communications, mainstream communications focus on the whole population, including persons with disabilities. Because disability is a cross-cutting issue experienced by people in all contexts and in all demographic groups, disability should be reflected regularly in communications that address topics of general concern (such as gender, age, poverty, inequality, human interaction with climate change and the environment, etc.).

⁸ 'Rights-based terminology' p.17 Inter-Agency Standing Committee (IASC) Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action (2019)

¹⁰ A 'substantive' campaign should run for at least several weeks and communicate consistent messages on disability inclusion and the importance of mainstreaming it. Communication campaigns may be open-ended.

GLOSSARY

Accessibility

Accessibility is a precondition for the inclusion of persons with disabilities to live independently and participate fully and equally in society. Without access to the physical environment, to transportation, to information and communication, including ICTs, and to other facilities and services open or provided to the public, persons with disabilities would not have equal opportunities for participation in their respective societies¹⁰. Accessibility implies that persons with disabilities have access to, for example, a facility, to public transportation systems, to a website or information, as well as the opportunity to use it, on an equal basis with others.

Disability inclusion

The term ‘disability inclusion’ refers to the meaningful participation of persons with disabilities in all their diversity, the promotion and mainstreaming of their rights into the work of the Organization, the development of disability-specific programmes and the consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities (CRPD). This requires the development and implementation of a consistent and systematic approach to disability inclusion in all areas of operations and programming, internally and externally¹¹.

Intersectionality

Persons with disabilities are not a homogenous group and due consideration should be given to intersectionality—the intersection of disability together with other factors, for example gender, age, or ethnicity, which may heighten discrimination and increase the barriers to full participation and meaningful inclusion in society.

Organizations of persons with disabilities

Persons with disabilities are often represented by organizations of persons with disabilities (OPDs) at global, regional, national and local levels. OPDs are non-governmental organizations led, directed and governed by persons with disabilities, who compose the majority of their members. OPDs may have a cross-disability focus, or represent one type of disability or one specific group (for example women with disabilities or indigenous persons with disabilities).

Persons with disabilities

According to the CRPD, persons with disabilities include “those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others” (Article 1)¹².

Reasonable accommodation

In the context of disability inclusion, “reasonable accommodation” is defined as an anti-discrimination measure that enables persons with disabilities to exercise their rights on an equal basis with others. A reasonable accommodation is a measure that benefits a specific individual, may modify or complement standard policies and services, may be provided in specific circumstances, and may be offered immediately. It is relevant to all contexts, and may (or may not) have cost implications. While a reasonable accommodation measure targets one person, it can bring wider benefits. For instance, a path that is made accessible for one person can subsequently be used by many.

¹⁰ See CRPD General Comment No. 2 on Accessibility (CRPD/C/GC/2)

¹² United Nations Disability Inclusion Strategy. At: www.un.org/disabilitystrategy

¹³ Convention on the Rights of Persons with Disabilities. At: <https://www.un.org/disabilities/documents/convention/convoptprot-e.pdf>

Twin-track approach

Adoption of a twin-track approach is a core element of any strategy that seeks to mainstream disability inclusion successfully. The approach combines (1) the inclusion of persons with disabilities in an entity's general work, for example in policies, programmes, communications, etc; with (2) targeted interventions specifically for persons with disabilities.

Universal design

"Universal design" means the design of products, environments, programmes and services to be useable by all people, to the greatest extent possible, without the need for adaptation, reconfiguration or specialized design.

