



Ability reveals itself: PwC's journey toward disability inclusion

The PwC Purpose is to build trust in society and solve important problems. To accomplish this, we need a diverse team of professionals who bring their unique abilities to our firm and our clients. Our diversity efforts evolve to meet the needs of our people, our business and the external environment, but the core of our strategy is always the same: inclusion is about leveraging our differences to create high-performing teams.

People who have a disability comprise the largest diversity group in the United States, making this an important demographic group for businesses like PwC to connect with in order to attract, retain and develop talented professionals.

The definition of disability is broader than many think. It doesn't just refer to individuals who use wheelchairs, who are blind or have a hearing impairment. Throughout our lives, we all may have varying physical and cognitive abilities. And unlike other dimensions of diversity, a new disability could impact any one of us at any point in our lives.

By focusing on inclusion and talent strategies, we are building personal connections with all our people and strengthening our brand in the marketplace. Our professionals with disabilities are not a number—they are team members and valuable contributors to the growth of our firm.





Our recognition

PwC's efforts to support professionals with disabilities have received external recognition. We have been:

**Selected as
a 2015 Disability
Matters honoree
in the Workplace
category**

**Named one
of the "Top
50 Employers"
by CAREERS &
the disABLED
magazine**



Our diversity journey

PwC's disability inclusion journey started a decade ago as a grassroots effort when parents of children with disabilities had a discussion with the firm's Chief Diversity Officer. The grassroots effort encouraged the firm to look more closely at increasing disability inclusion in the workplace and led to the formation of an employee resource group now known as the Disability Caregivers Network to support both caregivers and professionals with disabilities.

Over time, PwC's disabilities programs and resources have become more formalized and integrated into the firm's overall talent management strategy.

At the heart of those efforts is the Disability Strategy Council, which was formed in 2012 to increase coordination between various departments operating in this space, including the Office of Diversity, Recruiting, Talent Management and Ethics & Compliance.

Today, PwC has initiatives designed to reach college students who are interested in learning more about accounting as a career, recruit campus and experienced hires, provide assistance to professionals with disabilities, and raise awareness among all our people about the contributions they make to the firm.

Ability reveals itself

PwC's **Ability reveals itself** initiative is a multi-year approach to enhance our disability-related policies, programs and processes—while raising awareness of disability inclusion topics among our partners and staff. It is designed to help attract, retain and develop talented individuals who have disabilities—as a business imperative to spur innovation, drive growth and sustain competitive advantage in the marketplace.

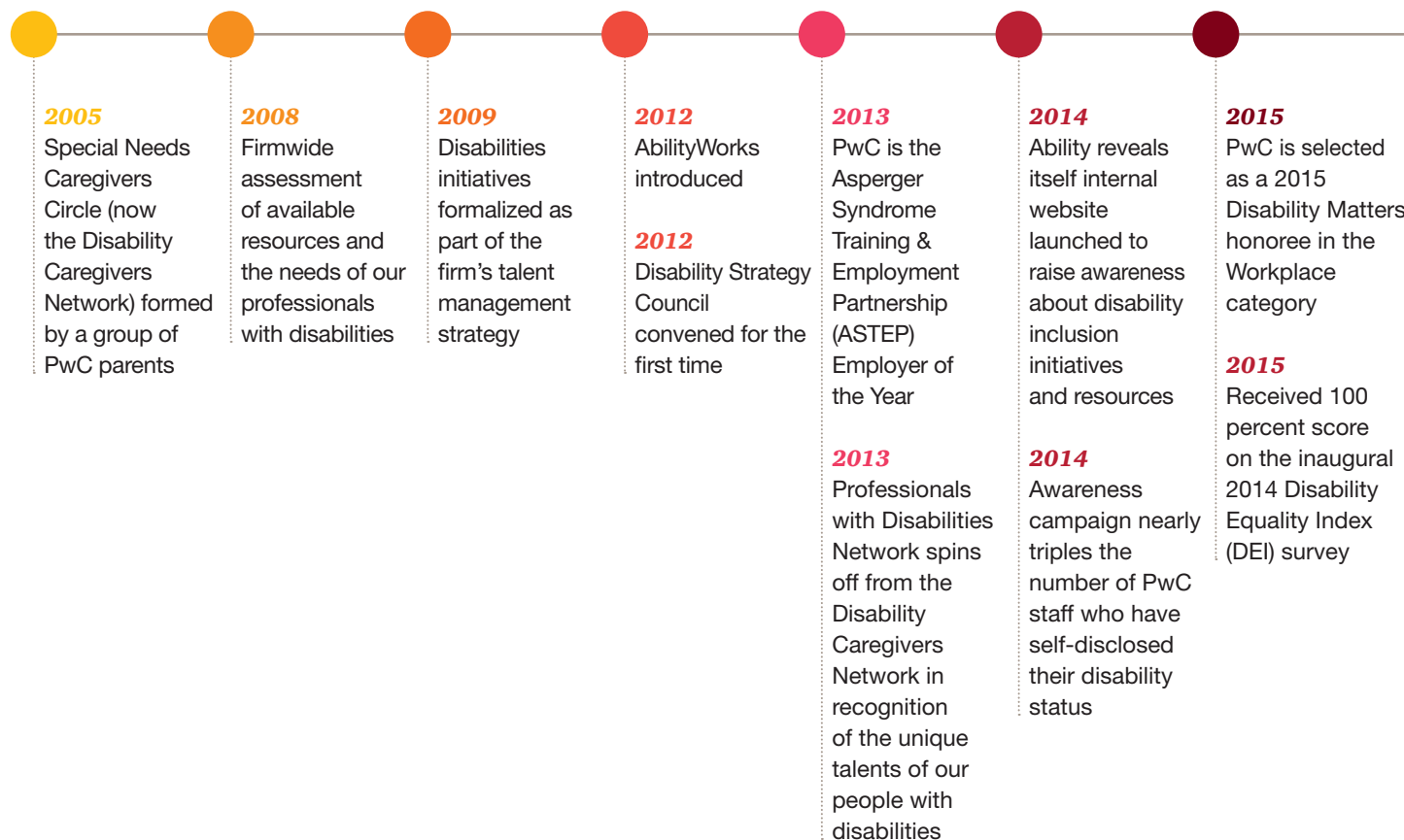
We have emphasized disability as a dimension of PwC's overall diversity strategy and educated our partners and staff on ways they can continue to support an inclusive environment. We are also providing our people with tools they can use to facilitate conversations about disabilities in the workplace and highlighting the unique talents and career paths of some of our professionals with disabilities.

Our Ability reveals itself internal website serves as a repository for the resources we have developed for colleagues and coaches of professionals with disabilities. These resources include etiquette guides, a podcast for managers and coaches, and information about the firm's accommodation request process.



We want to be known as a destination firm for professionals with disabilities. We accomplish this by offering an inclusive environment in which people of all abilities can contribute their unique perspectives, talents and skills in a way that brings value to our people, the firm and our clients.

Ability reveals itself—milestones





Diverse teams are innovative. Each member has a different background and point of view, so they bring a broad range of ideas to the table. When we value everyone's unique perspective, we see higher performance and better results. It's imperative to attract, retain and develop diverse professionals, including those who have a disability, to spur innovation, drive growth and sustain competitive advantage in the marketplace.

—Mike Dillon,
Chief Diversity and Inclusion Officer

Support for caregivers and professionals with disabilities

PwC is creating an environment where our partners and staff who have, or care for someone with, a disability can bring their whole selves to work and contribute every day. Some of the programs and resources we offer include:

- **AbilityWorks:** A streamlined process to provide our people with the tools and resources they need to work at their best. It marshals the resources of our firm to support the needs and requests of professionals with disabilities. Potential accommodations may include ergonomic furniture and equipment, audio-related equipment, software or assistive hardware, facility adjustments, leaves of absence, flexible work arrangements, re-assignment to vacant positions and qualified interpreters, and more. AbilityWorks specialists evaluate accommodation requests on a case-by-case basis to determine reasonable solutions.
- **Professionals with Disabilities Network (PwDN):** An internal resource group that seeks to strengthen the PwC experience for all partners and staff by leveraging the unique talents of people with disabilities and fostering a culture of awareness, inclusion, leadership and trust.
- **Disability etiquette and awareness course:** An educational course that covers disability terminology and topics such as person-first language, etiquette, and confidentiality, as well as discussions on a wide variety of disability-specific considerations.
- **Disability Caregivers Network:** An employee resource group founded to empower members to integrate work and life while fostering a culture of awareness, inclusion and leadership.
- **Connect: Ability:** A mentorship program for interns and seasonal staff who have disclosed their disability status and “opt in” to be connected with resources—including a network of PwC’s disability champions.

Strategic affiliations

PwC has established strategic affiliations with external organizations that support the personal and professional growth of our caregivers and individuals who have disabilities.

Our activities in this area include:

- Engaging with the National Business and Disability Council to facilitate the integration of individuals with disabilities into our workplace and to help support their personal and professional success.
- Serving as a national sponsor of the US Business Leadership Network (USBLN), a national business-to-business non-profit organization that helps drive performance by leveraging disability inclusion in the workplace.
- Supporting YAI, a network of agencies working together to offer people with intellectual and developmental disabilities a comprehensive range of services across their lifespan.