

UNDIS Reporting Form

General Information

Status

Return to Initiator

Entity

ITC

Reporting year

2021

* Report Prepared by (Required)

[Redacted]

Report prepared by Email

[Redacted]

* Designation (Position/Unit) (Required)

[Redacted]

United Nations (UN) entities (funds and programmes, specialized agencies, offices and departments of the UN Secretariat, related organizations and peacekeeping and political missions in the field) are requested to report on their implementation of the UN Disability Inclusion Strategy. This reporting form will be used by UN entities to report performance on the Strategy's Entity Accountability Framework.

The Strategy was launched by the Secretary-General in June 2019 to raise the UN's performance on disability inclusion across the UN system. Reporting on its implementation will enable an assessment of the extent to which disability inclusion is mainstreamed within the Organization's work, spotlight good practice and identify key areas which may require development of staff knowledge and capacity, technical resources, and assistance.

Entity reports inform the Secretary-General's report on system-wide implementation of the Strategy, which is prepared by the Disability Inclusion Team in the Executive Office of the Secretary-General. The system-wide report is submitted annually to the General Assembly in its regular session.

The Entity Progress Report on the implementation of the UN Disability Inclusion Strategy must be submitted to the Executive Office of the Secretary-General (EOSG) via the online reporting platform. Entities may wish to use the excel form (available below), which follows the reporting platform structure, to undertake their self-assessment and upload the information to the platform once the information is collated.

Individual entity reports will not be published.

[UNDIS Entity Reporting Template \(Downloadable Excel Document\)](#)

Indicator 1: Leadership

Approaches Requirements

1.a.i. Senior managers internally and publicly champion disability inclusion

Meets Requirements

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

Exceeds Requirements

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

* **Q1 Provide rating of the entity for the indicator** (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

* **Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

Throughout 2021, ITC leaders remained committed to championing disability inclusion. On the International Day of Persons with Disabilities, ITC's Executive Director (ED), Ms. Pamela Coke-Hamilton, addressed all ITC in an email communication. She highlighted ITC's collective responsibility to dismantle the economic, social and

political barriers persons with disabilities continue to face across the world through a two-track approach: By ensuring that ITC's programmatic approach delivers on the Agenda 2030 and the promise to Leave No One Behind, and by promoting an inclusive organizational culture with zero tolerance for any form of discrimination. As part of her general call for action, she also disseminated the call for a new Disability and Accessibility Focal Point, with the term of the previous focal point coming to an end in December 2021. Other occasions on which the ED, along with other senior leaders, emphasized the importance of an enabling and inclusive work environment at ITC, to include disability inclusion, entailed:

- A day of activities for World Mental Health Day, actively promoted by the ED, and with one activity led by the Director of Country Programmes (DCP);
- An HR talk for all employees on Addressing Discrimination in the Workplace, organized and facilitated by the Chief of HR;
- ITC's annual Innovation Heroes Awards, an internal, peer-to-peer recognition system for employees organized by ITC's Innovation Lab, which designated a permanent award category for the promotion of diversity, equity and inclusion: the "Inclusive Innovator of the Year" award. Similar to 2020, the award was presented to the winners by ITC's ED and Deputy ED in an official ceremony, with opening remarks by ED and DCP highlighting ITC's commitment to an inclusive organizational culture for all.


In addition, ITC's Diversity and Inclusion (D&I) Group, continued its in-house advocacy for an inclusive and enabling working environment at ITC. The group, which was created in early 2020, consists of the various D&I focal points and, as representative from Senior Management, the Chief of Special Projects. It seeks to promote an intersectional approach to diversity and inclusion, and effective messaging and awareness raising around this topic.

Disability inclusion was also a focus area of ITC's 2021 Mentoring Programme for Women, in which a number of section chief and division directors participated. Mentors and mentees could indicate their interest in the topic as part of the matching process. Further, one of monthly D&I challenges that were sent out to all programme participants, and later made available to all ITC via a dedicated intranet page, offered actionable suggestions on how to build capacity around disability inclusion and actively shape a more inclusive workplace for persons with disabilities.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&?)






 Attach Document or Link



Name ↑

Date Modified

Modified By

| | | | |
|---|--|-------------------|----------------|
|  | Mentoring Programme Challenge Disability Pride Mont... | 30/03/2022, 14... | Hannah Reinl [|
|  | All ITC email on International Day of Persons with Disa... | 30/03/2022, 11... | Hannah Reinl [|
|  | E-commerce inclusive entrepreneurship.png | 31/03/2022, 01... | Cintia De Lima |
|  | ITC Gambia-International Day of Persons with Disabiliti... | 31/03/2022, 01... | Cintia De Lima |
|  | 2021 Mentoring Model.pdf | 30/03/2022, 14... | Hannah Reinl [|

*** Q4 Actions planned and timeline to maintain/enhance progress** (Required)

Disability inclusion will be continued in both the internal and external communications plan. The Diversity and Inclusion group will, in collaboration with internal stakeholders, organize events and campaigns.

*** Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Office of the Executive Director, Diversity and Inclusion Group

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 2: Strategic Planning and Management

Approaches Requirements

2.a.i. Entity commitment to disability inclusion is in the overview/preamble of the main strategic planning document

Meets Requirements

2.b.i. Entity commitment to disability inclusion is in the overview/preamble of the main strategic planning document

and

2.b.ii. Entity commitment to targeted and mainstream disability inclusion is reflected in results statements and/or indicators of the main strategic planning document

and

2.b.iii. Disaggregation of data by disability and sex in the main strategic planning document, as relevant

Exceeds Requirements

2.c.i. Entity commitment to disability inclusion is in the overview/preamble of the main strategic planning document

and

2.c.ii. Entity commitment to targeted and mainstream disability inclusion is reflected in results statements and/or indicators of the main strategic planning document

and

2.c.iii. Disaggregation of data by disability and sex in the main strategic planning document, as relevant

and

2.c.iv. System implemented to track resource allocation to disability inclusion across the entity

* Q1 Provide rating of the entity for the indicator ^(Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

(Required)

* Q2 Justification for Rating

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

ITC's main strategic planning document, the Strategic Plan 2018-2021 "Trade Routes to Sustainable and Inclusive Development", put inclusiveness at the core of organizational strategy. Nonetheless, the focus is on integrating businesses of poor communities, women and youth entrepreneurs into international trade. Disability inclusion is not explicitly mentioned in the document.

Throughout 2021, ITC developed its new Strategic Plan "Building Inclusive, Sustainable and Prosperous Economies" which features, which will inform ITC's activities from 2022-2025. The new Strategic Plan makes specific reference to ITC's commitment towards disability inclusion at both programmatic and corporate level. At impact level, ITC will contribute to the five critical dimensions that are at the heart of the 2030 Agenda: People, Prosperity, Planet, supported by Partnership and Peace. For People, the focus will be on women, youth and other people in vulnerable situations (the poor, refugees, internally displaced persons, people with disabilities and other marginalized groups).





Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&?)



Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|--|-------------------|----------------|
|  ITC Strategic Plan 2022-2025.url | 30/03/2022, 14... | Hannah Reinl [|
|  2021 ITC Operational Plan.url | 30/03/2022, 17... | Hannah Reinl [|
|  ITC Strategic Plan 2018-2021.pdf | 30/03/2022, 14... | Hannah Reinl [|

* Q4 Actions planned and timeline to maintain/enhance progress ^(Required)

Implementation and monitoring of ITC's new Strategic Plan.

* Q5 Unit responsible ^(Required)

Please note the name of the unit responsible for implementing the actions listed above.

Strategic Planning, Programming and Governance (SPPG)

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 3: Disability-Specific Policy/Strategy

Approaches Requirements

3.a.i. Policy/strategy on mainstreaming disability inclusion is in place

Meets Requirements

3.b.i. Policy/strategy on mainstreaming disability inclusion is in place and implemented

Exceeds Requirements

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 Governing Body or equivalent on implementation of policy/strategy, and implements remedial action as needed

* Q1 Provide rating of the entity for the indicator ^(Required)

Approaches Requirements

—

- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

*** Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.


In 2017, ITC's Executive Director promulgated the Executive Director's Bulletin ITC/EDB/2017/01 "Employment and Accessibility for Persons with Disabilities at ITC. In alignment with the UN Convention on the Rights of Persons with Disabilities (UN CRPD), the policy reaffirms ITC's commitment towards the creation of a non-discriminatory and inclusive working environment and the equality of access to employment, advancement and retention for persons with disabilities at ITC. It has been in place since its promulgation in January 2017, and is fully accessible to all personnel via the policy repository on the ITC intranet.


While not extending to programmatic mainstreaming, the policy covers all areas of HR operations. It aims to protect the rights of persons with disabilities and ensure non-discrimination in the following areas: selection and recruitment, career development and learning opportunities, performance appraisal as well as retention in employment and return to work. It further spells out ITC's commitment to provide reasonable accommodation, ensure accessibility of facilities and information, and offer flexible working arrangement for staff members with disabilities. The policy also includes strengthening in-house advocacy and institutional set-up through the appointment of a Focal Point on Disability and Accessibility. Further, it supports organizational accountability through enhanced monitoring and implementation mechanisms.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).




Please ensure that file names do not include symbols(e.g. #,!,&?)

 Attach Document or Link

 Name ↑

Date Modified

Modified By

| | | | |
|---|---|-------------------|----------------|
|  | ITC Policy on Employment and accessibility for persons... | 30/03/2022, 17... | Hannah Reinl [|
|  | Information Circular on Disability and Accessibility Foc... | 30/03/2022, 17... | Hannah Reinl [|
|  | Employee Engagement Survey 2021.pdf | 30/03/2022, 17... | Hannah Reinl [|

*** Q4 Actions planned and timeline to maintain/enhance progress** (Required)

In 2022, ITC will assess the feasibility of conducting a policy review of ITC/EDB/2017/01 in 2023. The Disability and Accessibility Focal Point will create an action plan to supplement the policy and present it to the Senior Management Committee for endorsement in 2022.

*** Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Disability and Accessibility Focal Point; Human Resources; Associate Programme Officer for Gender Equalit...

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 4: Institutional Set-Up

Approaches Requirements

4.a.i. Entity has a unit/individual with substantive expertise on a human rights-based approach to disability

Meets Requirements

4.b.i. Entity has a unit/individual with substantive expertise on a human rights-based approach to disability

and

4.b.ii. Entity coordinates a focal point network on disability including all relevant departments and country offices

Exceeds Requirements

4.c.i. Entity has a unit/individual with substantive expertise on a human rights-based approach to disability

and

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

*** Q1 Provide rating of the entity for the indicator** (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

*** Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

With the promulgation of ITC's policy ITC/EDB/2017/01 "Employment and Accessibility for Persons with Disabilities", the appointment of a Disability and Accessibility Focal Point (DAFP) at ITC, to be appointed by the Executive Director, was institutionalized. The policy outlines the Focal Point's mandate as:

- Establishing monitoring and compliance mechanisms to ensure the implementation of the policy in consultation with the key stakeholders listed, to include Human Resources, Central Support Services, Information Technology and Systems, and Communications and Events;
- Collecting information and statistics pertaining to the employees who have made their disabilities known;
- Advising on implementing mechanisms to address incidents of discrimination;
- Raising awareness on the rights of persons with disabilities at ITC and beyond;
- Engaging in inter-agency collaboration activities to expand the pool of available sources of recruitment;

and

- Mainstreaming disability inclusion across ITC's activities.

To enable the Focal Point to carry out these activities, the policy emphasizes the need for adequate resourcing of the Focal Point. While substantive expertise on disability inclusion is not a requirement for appointment, the focal point is expected to seek out capacity development opportunities as part of their mandate.


The DAFP also serves as a member of ITC's Diversity and Inclusion Group. The group, created in early 2020, consists, next to the DAFP of two Gender Focal Points and the Gender Unit support staff, the Chief of Special Projects, the LGBTQI+ Inclusion and the Racial and Geographical diversity Focal Points. The group's, serving as an in-house advocacy body, promotes an intersectional approach towards organizational culture that does justice to the complex nature of social inequity.





In 2021, Senior Management also allocated \$192,000 to operate Project B962, known as 'UN-SWAP 2.0', which allowed for the creation of ITC's first-ever staff position fully dedicated to promoting gender equality, diversity and inclusion. Disability inclusion forms part of the mandate of this new role, Associate Programme Officer on Gender Equality, Diversity and Inclusion (P1).

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|--|-------------------|----------------|
|  Information Circular on ITC Disability and Accessibilty F... | 30/03/2022, 17... | Hannah Reinl [|
|  Vacancy Announcement P-2 Associate Programme Offi... | 30/03/2022, 17... | Hannah Reinl [|
|  ITC Diversity and Inclusion Group Terms of References... | 30/03/2022, 17... | Hannah Reinl [|

* Q4 Actions planned and timeline to maintain/enhance progress (Required)

With the term of the last focal point ending with the end of 2021, a new DAFP and a support DAFP have been appointed in early 2022. The new DAFPs will work closely with the Associate Programme Officer on Gender Equality, Diversity and Inclusion, to institutionalize disability inclusion at ITC by setting up a working group / business owner model.

* Q5 Unit responsible (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Disability and Accessibility Focal Points

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Thank you for the very detailed information provided on this indicator. Based on the establishment of the Disability and Accessibility Focal Point, and the role that person plays in supporting the advancement of disability inclusion across both programmes and operations, we would recommend a rating of "approaches requirements" for this indicator.

INCLUSIVENESS

Indicator 5: Consultation with Persons with Disabilities

Approaches Requirements

5.a.i. Systematic close consultation with, and active involvement of, organizations of persons with disabilities on all disability-specific issues

and

5.a.ii. Guidelines for consultation are in place

Meets Requirements

5.b.i. Systematic close consultation with, and active involvement of, organizations of persons with disabilities on all disability-specific issues and broader issues

and

5.b.ii. Guidelines for consultation are in place

Exceeds Requirements

5.c.i. Systematic close consultation with, and active involvement of, organizations of persons with disabilities on all disability-specific issues and broader issues

and

5.c.ii. Guidelines for consultation are in place

and

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

* Q1 Provide rating of the entity for the indicator (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

* Q2 Justification for Rating (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

Throughout 2021, ITC representatives continued to informally liaise with individuals and group representatives to build a better understanding of best practices related to disability inclusion and workplace accessibility. However, ITC did not engage in formal consultations with organizations of persons with disabilities or put guidelines for consultation in place.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&?)



Attach Document or Link

* Q4 Actions planned and timeline to maintain/enhance progress (Required)

In 2022, the newly appointed Disability and Accessibility Focal Points (DAFP) will, with support from ITC's Diversity and Inclusion Group and the Associate Programme Officer for Gender Equality, Diversity and Inclusion, engage in consultations with other entities to explore best practices around systematic consultation with organizations of persons with disabilities on all disability-specific issues.

* Q5 Unit responsible (Required)

Please note the name of the unit responsible for implementing the actions listed above.

DAFPs; Diversity and Inclusion Group; Associate Programme Officer for Gender Equality, Diversity and Inclu...

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 6: Accessibility

Approaches Requirements

6.a.i. Baseline assessment on accessibility is complete

Meets Requirements

6.b.i. Accessibility policy/strategy is in place and has been implemented

Exceeds Requirements

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

* **Q1 Provide rating of the entity for the indicator** (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

* **Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

ITC has completed a baseline assessment to determine the current level of accessibility and its compliance with the Swiss local regulations. ITC has a strategy in place for accessibility and it has been duly implemented in conjunction with the building owner (i.e. "FIPOI" (Fondation des Immeubles pour les Organisations Internationales), the Swiss (Geneva) cantonal entity in support of International Organizations' real estate/ property management). The strategy/ policy is under periodical review to ensure its full and systematic compliance with local regulations. All new construction and alteration of facilities systematically (legally mandatory) consider accessibility (Ex: Ramp at the entrance of the ITC building). In terms of safety (physical integrity of disabled persons), especially fire safety, a dedicated workstation was established on ground floor next to the fire evacuation/ exit path to enable the proper evacuation from ITC premises. Finally, ITC regularly earmarks funding (from its regular budget) to carry-out regular maintenance, improvements or purchase of equipment/furniture for reasonable accommodation. In 2021, ITC's website met many of the accessibility requirements, as set by the UN accessibility guidelines for websites concerning: content, navigation, design

and development. When redesigning ITC's new corporate website for its relaunch in March 2022, full compliance with the UN accessibility guidelines was a key concern.


For examples, the following features are in place:



- Text alternatives are provided for images, infographics, logos, and other visuals (non-text content are read by screen readers)
- Subtitles are added to all videos
- Enough color contrast is provided between foreground and background
- Text is organized on pages following styles and content hierarchy.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|---|-------------------|----------------|
|  ITC Corporate Webpage.url | 30/03/2022, 11... | Hannah Reinl [|

* Q4 Actions planned and timeline to maintain/enhance progress (Required)

* A quality check will be regularly applied to verify that the accessibility recommendations are constantly applied on any new web pages created on the new ITC corporate website. The Communications and Events team will assess the feasibility of capturing take-aways of key events in form of subtitled video summaries and/or furnishing recordings of virtual events with subtitles in post-production. Additional resources might be required to consistently offer sub-titled recordings.

* Q5 Unit responsible (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Central Support Services (CSS); Communications and Events (CE)

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 6.1: Accessibility of Conferences and Events

Approaches Requirements

6.1.a.i. Baseline assessment of accessibility and reasonable accommodation for conferences and events has been completed

Meets Requirements

6.1.b.i. Baseline assessment of accessibility and reasonable accommodation for conferences and events has been completed

and

6.1.b.ii. Policies and guidelines on accessibility of conference services and facilities are in place and accessibility targets are established and met

Exceeds Requirements

6.1.c.i. Baseline assessment of accessibility and reasonable accommodation for conferences and events has been completed

and

6.1.c.ii. Policies and guidelines on accessibility of conference services and facilities are in place and accessibility targets are established and met

and

6.1.c.iii. Accessibility action plan for conference services and events is assessed every year and revised, as appropriate

* Q1 Provide rating of the entity for the indicator ^(Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

*** Q2 Justification for Rating** (Required)


Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

As per the Entity Accountability Framework, page 48: "Smaller entities that do not hold large conferences or events may report on conferences and events under Indicator 6 on accessibility". This is applicable to ITC.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&?)

 Attach Document or Link

*** Q4 Actions planned and timeline to maintain/enhance progress** (Required)

N/A

*** Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

N/A

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 7: Reasonable Accommodation

Approaches Requirements

7.a.i. Reasonable accommodation policy/strategy is under development

Meets Requirements

7.b.i. Reasonable accommodation policy/strategy has been implemented, including adequately funded mechanism

Exceeds Requirements

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 the level of satisfaction with the provision of reasonable accommodation

* Q1 Provide rating of the entity for the indicator ^(Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

Missing

Not Applicable

*** Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.


Section 5 of the ITC policy "Employment and accessibility for persons with disabilities at ITC" (ITC/EDB/2017/01) reiterates that ITC endeavors "to make every effort to provide the reasonable accommodations necessary for them to overcome barriers to entry into employment, work effectively for and remain within the ITC for as long as is appropriate". It outlines provisions for reasonable accommodation- from flexible working hours to adjustments or modifications to a particular workspace or area- as they are available to ITC employees. The policy further provides ITC staff with guidance on how to request reasonable accommodation and elaborates on the criteria determining approval and denial of requests. It also specifies that Information Technology and Systems and Central Support Services are, among others, key sections for monitoring and implementation of the policy.

The sections involved are normally CSS/ Facilities, who keeps tracks on requests.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&?)

 Attach Document or Link

*** Q4 Actions planned and timeline to maintain/enhance progress** (Required)

In 2022, the newly appointed DAFPs will establish a working group with key organizational stakeholders to ensure implementation of ITC's objectives relating to disability inclusion. The group will meet regularly to monitor the implementation of the ITC's policy based on analysis of data collected, and advise on resource allocation based on identified needs.

*** Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Central Support Services (CSS); Information Technology and Service (IT&S)

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 8: Procurement

Approaches Requirements

8.a.i. Procurement policies ensure that relevant goods and services acquired are accessible or do not create new barriers

and

8.a.ii. Procurement policies ensure that the procurement process is accessible

Meets Requirements

8.b.i. Procurement policies ensure that relevant goods and services acquired are accessible or do not create new barriers

and

8.b.ii. Procurement policies ensure that the procurement process is accessible

and

8.b.iii. Target is established and met for number/percentage of relevant procurement documents that have accessibility as a mandatory requirement

Exceeds Requirements

8.c.i. Procurement policies ensure that relevant goods and services acquired are accessible or do not create new barriers

and

8.c.ii. Procurement policies ensure that the procurement process is accessible

and

8.c.iii. Target is established and met for number/percentage of relevant procurement documents that have accessibility as a mandatory requirement

and

8.c.iv. Procurement policy promotes purchasing from disability-inclusive suppliers, and guidelines have been developed for this purpose

* Q1 Provide rating of the entity for the indicator (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

* Q2 Justification for Rating (Required)


Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.



ITC participated in the JIU/REP/2018/6 "Enhancing Accessibility for persons with Disabilities to Conferences and meetings of the United Nations System. ITC is compliant with the UN procurement manual, guidelines, and procurement process. In light of the UN Procurement Network's release of new guidelines on disability-inclusive procurement and the changes made to the UNGM, ITC's rating has been upgraded to an "approaches requirements" in 2021.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|---|-------------------|----------------|
|  JIU Report 2018.pdf | 30/03/2022, 17... | Hannah Reinl [|

* Q4 Actions planned and timeline to maintain/enhance progress (Required)

ITC will perform a review of the Procurement Policies if recommended by the High-level Committee on Management - Procurement Network based on Recommendation 8 of the JIU/REP/2018/6 if needed.

* Q5 Unit responsible (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Central Support Services (CSS)

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Thank you for the information provided on this indicator. Kindly note that the UN Procurement Network has released guidelines on disability-inclusive procurement and changes have been made to the UNGM. As ITC follows UNPM guidance, then their products and guidelines are applicable to your entity, and therefore we would recommend a rating of 'approaches requirements'.

PROGRAMMING

Indicator 9: Programmes and Projects

Approaches Requirements

9.a.i. Guidance note or equivalent adopted on mainstreaming disability inclusion at all stages of the programme/project cycle

Meets Requirements

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

Exceeds Requirements

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

* Q1 Provide rating of the entity for the indicator (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

*** Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

Reference is made in the ITC "Mainstreaming guide on sustainable and inclusive trade" setting the baseline on how ITC integrates four distinct areas (gender equality, youth engagement, green growth and social responsibility) into all projects.


The latter refers to the promotion of the principles of the ILO Declaration on Fundamental Principles and Rights at Work. The principles in the ILO declaration are an expression of commitment by governments, employers' and workers' organizations to uphold basic human values that are vital to social and economic lives.



Beyond these four areas, the guide also encourages project developers to go beyond these minimum requirement (see for instance p. 7 of the guide: "While this guide focuses on four specific mainstreaming areas, it is important for project managers to reflect on the needs and challenges of all impacted vulnerable population groups in project design and management."

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|--|-------------------|----------------|
|  ITC Mainstreaming Guidelines.pdf | 30/03/2022, 17... | Hannah Reinl [|

*** Q4 Actions planned and timeline to maintain/enhance progress** (Required)

More explicit mention of disability inclusion in the next version of ITC Mainstreaming Guidelines publication that will be updated based on alignment with ITC's new Strategic Plan 2022-2025.

ITC will evaluate the feasibility of

- adding the mainstreaming of disability inclusion into project or programme design guidelines;
- adding a question to the quality review of new projects, asking the project designer to confirm whether disability inclusion was considered, and
- adding "disability inclusion" as a 5th mainstreaming area in ITC's development markers (next to gender, youth, sustainability and social responsibility) on the new projects portal.

*** Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Division of Country Programmes, Office of the Director (DCP/OD)

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 10: Evaluation

Approaches Requirements

10.a.i. Evaluation guidelines contain guidance on how to address disability inclusion

Meets Requirements

10.b.i. Evaluation guidelines contain guidance on how to address disability inclusion

and

10.b.ii. Disability inclusion is mainstreamed effectively throughout the evaluation process and reflected in the terms of reference, inception and evaluation report(s)

Exceeds Requirements

10.c.i. Evaluation guidelines contain guidance on how to address disability inclusion

and

10.c.ii. Disability inclusion is mainstreamed effectively throughout the evaluation process and reflected in the terms of reference, inception and evaluation report(s)

and

10.c.iii. Meta-analysis of evaluation findings, conclusions and recommendations relating to disability inclusion is performed at least every five years

* Q1 Provide rating of the entity for the indicator (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

* Q2 Justification for Rating (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

Reference to ITC's adherence to the UNEG Norms and Standards can be found in paragraphs 4 and 21 of the ITC Evaluation Policy. In particular, paragraph 21 states "The evaluation function at ITC operates in line with UNEG norms and standards and other internationally accepted principles."


Reference to ITC's alignment with the UNEG Norms and Standards is also found in the ITC Evaluation Guidelines in footnote 37. The ITC Evaluation Guidelines also include evaluation questions related to human




rights (pages 28 to 29), and specific reference is made to the Committee on the Rights of Persons with Disabilities [CRPD] (table 5 on p. 28).

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|---|-------------------|----------------|
|  ITC Evaluation Policy.pdf | 18/05/2022, 11... | Hannah Reinl [|
|  ITC Evaluation Guidelines for WEB.pdf | 30/03/2022, 17... | Hannah Reinl [|

* Q4 Actions planned and timeline to maintain/enhance progress (Required)

The ITC Independent Evaluation Unit plans to update the ITC Evaluation Guidelines in 2022. The ITC Evaluation Guidelines will further elaborate disability inclusion in order to assess it is effectively mainstreamed throughout the evaluation process and reflected in the terms of reference, inception and evaluation report(s).

* Q5 Unit responsible (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Independent Evaluation Unit (IEU)

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

ITC will need to ensure disability inclusion is mainstreamed into projects and programme at the design phase.

Reviewer Feedback

Additional comments on Indicator

Thank you for the information provided on this indicator. A rating of 'approaches requirements' may be considered if the entity follows the UN Evaluation Group's norms and standards. Please see the technical notes for further details.

Indicator 11: Country Programme Documents

Approaches Requirements

11.a.i. Guidance on country programme documents mainstreams disability inclusion

Meets Requirements

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

Exceeds Requirements

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

* Q1 Provide rating of the entity for the indicator (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing

Not Applicable

* **Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources.
Please include information and examples from both HQ and the field.

ITC is a non-resident UN agency and does not compile country programme documents for each country of operation. Planning documents are project or programme specific, rather than having one broad country programme document. Additionally, while ITC has elected to participate in the UNDAF/UNSDF development process, the agency has not been involved in a specific component on disability inclusion.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)



Attach Document or Link

* **Q4 Actions planned and timeline to maintain/enhance progress** (Required)

ITC's approach is programmatic rather than country.

* **Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

DCP/OD

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 12: Joint Initiatives

Approaches Requirements

12.a.i. Entity participates actively in inter-agency coordination mechanism(s) on disability inclusion

Meets Requirements

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

Exceeds Requirements

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

* Q1 Provide rating of the entity for the indicator ^(Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

* Q2 Justification for Rating ^(Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.


ITC's Disability and Accessibility Focal Point has actively taken part in the UNDIS focal point network and regularly participated in meetings, webinars, and clinics organized around the UNDIS report.



Further, ITC included disability inclusion as one of the four focus areas of its 2021 Mentoring Programme for Women, which is geared towards Diversity and Inclusion, thereby encouraging intra- and inter-agency exchange and networking around the subject.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|---|-------------------|----------------|
|  ITC Mentoring Programme Bio Template for Mentees.d... | 30/03/2022, 18... | Hannah Reinl [|

* Q4 Actions planned and timeline to maintain/enhance progress (Required)

ITC will engage in consultations with the United Nations Partnership on the Rights of Persons with Disabilities (UNPRPD) to explore coalition-building and capacity-development opportunities on UN joint initiatives and joint programmes.

* Q5 Unit responsible (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Disability and Accessibility Focal Point

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

ORGANIZATIONAL CULTURE

Indicator 13: Employment

Approaches Requirements

13.a.i. Employment policy/strategy and other human resources-related policies/strategies include provisions to attract, recruit, retain, and promote career development of employees with disabilities

Meets Requirements

13.b.i. Employment policy/strategy and other human resources-related policies/strategies include provisions to attract, recruit, retain, and promote career development of employees with disabilities

and

13.b.ii. Employees with disabilities report satisfaction and well-being at a level similar to that of the general staff body

Exceeds Requirements

13.c.i. Employment policy/strategy and other human resources-related policies/strategies include provisions to attract, recruit, retain, and promote career development of employees with disabilities

and

13.c.ii. Employees with disabilities report satisfaction and well-being at a level similar to that of the general staff body

and

13.c.iii. Number of persons with disabilities entering the organization through targeted or mainstream recruitment practices has increased

* Q1 Provide rating of the entity for the indicator (Required)

Approaches Requirements

Meets Requirements

Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

Missing

Not Applicable

*** Q2 Justification for Rating** (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

ITC has a specific policy ("Employment and Accessibility for Persons with Disabilities at ITC," ITC/EDB/2017/01) on employment of persons with disabilities. The policy reaffirms ITC's commitment towards the creation of a non-discriminatory and inclusive working environment and the equality of access to employment, advancement and retention for persons with disabilities at ITC.


It covers all areas of HR operations to ensure equal opportunity and zero discrimination across selection and recruitment, career development and learning opportunities, performance appraisal as well as retention in employment and return to work. In addition, it spells out ITC's commitment to provide reasonable accommodation, ensure accessibility of facilities and information, and offer flexible working arrangements for staff members with disabilities.



Further, ITC vacancy announcements include a provision to attract employees with disabilities: "ITC champions workforce diversity, inclusion and gender parity and considers all qualified persons equally, including those with disabilities, without discrimination or prejudice of any kind. ITC also offers attractive flexible work arrangements to help promote a healthy work/life balance and to allow all staff members to express and develop their talents fully."

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|---|-------------------|----------------|
|  Sample Vacancy Announcement.pdf | 30/03/2022, 18... | Hannah Reinl [|



*** Q4 Actions planned and timeline to maintain/enhance progress** (Required)

Starting from 2022, a self-identification question on disability will be included in the annual employee engagement survey to create a foundation for measuring the satisfaction of employees with disabilities and detecting any possible areas for improvement. As part of its diversity outreach strategy, ITC will also seek out partnerships with specialized organizations promoting the employment of persons with disabilities to expand its candidate pools, lay out its commitment to disability inclusion on a new Diversity and Inclusion at ITC webpage on the ITC website, and showcase its initiatives relating to an enabling work environment on ITC's social media channels.

*** Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Human Resources (HR); Disability and Accessibility Focal Point (DAFP); Associate Programme Officer Gende...

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Indicator 14: Capacity Development

Approaches Requirements

14.a.i. Entity-wide learning and/or training opportunities are available to increase the capacity of staff at all levels in disability inclusion

Meets Requirements

14.b.i. Entity-wide learning and/or training opportunities are available to increase the capacity of staff at all levels in disability inclusion

and

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

Exceeds Requirements

14.c.i. Entity-wide learning and/or training opportunities are available to increase the capacity of staff at all levels in disability inclusion

and

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

and

14.c.iii. Tailored learning activities and learning resources on disability inclusion are available, in particular for senior managers and staff union representatives

* Q1 Provide rating of the entity for the indicator (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

* Q2 Justification for Rating (Required)

Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.

While no training specifically geared towards disability inclusion, ITC has strengthened its effort to mainstream disability inclusion across its various capacity building initiatives. The Gender Unit team, as part of its two induction sessions for new personnel, introduced UNDIS to the training participants, ensured they were familiar with the Disability and Accessibility Focal Point (DAFP) and walked them through the process of accessing related policies, resources and system-wide strategies.

Additionally, the Gender Unit continued to curate its resource repository on diversity and inclusion related topics on the ITC intranet, with a specific section designated to disability inclusion. It offers a number of learning materials, reaching from videos to guidelines to a presentation compiled by the DAFP. The resource repository can be found on the intranet page on Gender Equality, Diversity and Inclusion, which includes a part dedicated to introducing UNDIS.


ITC's Diversity and Inclusion (D&I) Group, continued its in-house advocacy for an inclusive and enabling working environment at ITC. The group, which was created in early 2020, consists of the various D&I focal points and, as representative from Senior Management, the Chief of Special Projects. It seeks to promote an intersectional approach to diversity and inclusion, and effective messaging and awareness raising around this topic. As such, it mainstreams disability inclusion across its learning activities.




Disability inclusion was also one of the focus area of ITC's 2021 Mentoring Programme for Women, with the possibility for mentors and mentees to indicate their interest in the topic as part of the matching process. Further, one of the monthly D&I challenges that were sent out to all programme participants, and later made available to all ITC via a dedicated intranet page, offered actionable suggestions on how to build capacity around disability inclusion and actively shape a more inclusive workplace for persons with disabilities.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|---|-------------------|----------------|
|  Resources on ITC Intranet.pdf | 30/03/2022, 18... | Hannah Reinl [|
|  Intranet Page on ITC Infrastructure for Gender Equality ... | 30/03/2022, 18... | Hannah Reinl [|

* Q4 Actions planned and timeline to maintain/enhance progress ^(Required)

In 2022, the DAFP, in collaboration with ITC's Learning and Development (L&D) section, will explore available trainings to disseminate among ITC employees. The Diversity and Inclusion Group/ HR will hold dedicated events to raise awareness and support capacity building around different dimensions of disability inclusion.

* Q5 Unit responsible ^(Required)

Please note the name of the unit responsible for implementing the actions listed above.

DAFP, Diversity and Inclusion Group, HR/ L&D

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Thank you for the information provided on this indicator. As resources and materials have actively been made available to ITC staff, ITC may wish to consider a rating of “approaches requirements” for the 2021 programme year. Kindly note that an all staff online training module on UNDIS and disability inclusion will also be made available on the Blue Line Platform during 2022.

Indicator 15: Communications

Approaches Requirements

15.a.i. Guideline(s)/procedures are in place to ensure that internal and external communication are respectful of persons with disabilities

Meets Requirements

15.b.i. Guideline(s)/procedures are in place to ensure that internal and external communication are respectful of persons with disabilities

and

15.b.ii. Persons with disabilities are reflected in mainstream communications

Exceeds Requirements

15.c.i. Guideline(s)/procedures are in place to ensure that internal and external communication are respectful of persons with disabilities

and

15.c.ii. Persons with disabilities are reflected in mainstream communications

and

15.c.iii. Communication campaign on disability inclusion is undertaken at least every two years

*** Q1 Provide rating of the entity for the indicator** (Required)

- Approaches Requirements
- Meets Requirements
- Exceeds Requirements

If your entity has not approached requirements for an indicator, please select 'missing'. If the indicator is not applicable to your entity, please select 'not applicable'.

- Missing
- Not Applicable

*** Q2 Justification for Rating** (Required)


Provide explanation for each of the components including actions taken and data sources. Please include information and examples from both HQ and the field.



ITC publishes "The ITC Style Guide" to ensure consistency in the presentation, spelling, punctuation, and terminology used in the daily communications or in ITC-published materials. The guidelines currently do not include a feature on rights-based terminology or disability-inclusive communications.

Q3 Supporting documentation

Please provide supporting documentation where relevant (e.g. Word, PowerPoint, Excel, images and website links).

Please ensure that file names do not include symbols(e.g. #,!,&,?)

 Attach Document or Link

|  Name ↑ | Date Modified | Modified By |
|---|-------------------|----------------|
|  ITC Style Guide.pdf | 30/03/2022, 18... | Hannah Reinl [|

*** Q4 Actions planned and timeline to maintain/enhance progress** (Required)

In the next review of the ITC Style Guide the "Rights-based terminology" approach will be considered and key concepts and terminology on "persons with disabilities" will be reflected, in line with the IASC Guidelines on the Inclusion of Persons with Disabilities in Humanitarian Action, 2019 (pg. 19). Further, the Associate Programme Officer Gender Equality, Diversity and Inclusion, will work closely with the CE focal point to

ensure that the new ITC Communications Plan 2022-2025 contains guidelines relating to key dimensions of gender, diversity and inclusion.

*** Q5 Unit responsible** (Required)

Please note the name of the unit responsible for implementing the actions listed above.

Communications and Events (CE), Associate Programme Officer Gender Equality, Diversity and Inclusion

Q6 Additional Information

Please provide additional information on the following elements:

1. Additional information (i.e. opportunities and challenges in implementing the indicator) not included above.
2. Main reasons why your entity has been able to progress on disability inclusion or the main factors that have stalled progress for this indicator

Reviewer Feedback

Additional comments on Indicator

Thank you for the information provided on this indicator. We agree with the proposed rating for 2021. For future consideration, kindly note that this indicator focuses on the substantive content of communications that relate to persons with disabilities; while Indicator 6 considers the accessibility of communication. System-wide Disability-Inclusive Communication Guidelines were developed in 2021 by DGC and EOSG Disability Inclusion Team, and are available on the UNDIS website:
<https://www.un.org/en/disabilitystrategy/resources>

SUMMARY

Summary

PART A: OVERALL SUMMARY OF ACHIEVEMENTS, OPPORTUNITIES AND CHALLENGES

Please use this space to provide any additional information on overall achievements, as well as any opportunities and/or challenges your entity has faced in relation to the implementation of the UN Disability Inclusion Strategy.

*** Please share overall achievements here:** (Required)

Throughout 2021, ITC further institutionalized its commitment to disability inclusion as one important dimension of its diversity and inclusion efforts. The development and dissemination of Terms of Reference for ITC's Diversity and Inclusion Group, which includes the Disability and Accessibility Focal Point, was key to that. ITC Leaders continued to champion disability inclusion, with all-ITC communications, organizing or contributing to events, or by participating in ITC's Mentoring Programme for Women which puts diversity and inclusion issues at the core of its activities. The creation of ITC's first ever professional post (P1) dedicated fully to gender equality, diversity and inclusion, significantly strengthened ITC's institutional architecture and was an important step towards professionalizing diversity-related work at ITC. Another key achievement of 2021 was the development of ITC's new corporate website, which gave full consideration to the UN guidelines relating to ensuring maximum accessibility for persons with disabilities.

*** Please share opportunities/challenges here:** (Required)

With the launch of ITC's new 3-year Strategic Plan (2022-2025) in early 2022, disability inclusion takes a much more central place in among organizational activities. Herein lies a chance to mainstream disability inclusion across project design and management, while also promoting it at the corporate level. However, successfully mainstreaming disability inclusion across all institutional areas and functions will hinge on the review and update of key strategic and operational documents, such as the Mainstreaming Guidelines, the ITC development markers, the extension of ITC's corporate policy towards a policy reflecting a twin-track approach and the availability of trainings/ capacity development opportunities. This will require the allocation of additional human and financial resources.

PART B: SUMMARY OF DISABILITY-INCLUSIVE ACTIONS UNDERTAKEN AND PLANNED RELATED TO COVID-19 IN 2021

Please use this space to provide information on disability-inclusive actions related to COVID-19, as well as any actions planned.

*** Please share actions already undertaken here:** (Required)

N/A

*** Please share planned actions here:** (Required)

N/A

Reviewer Feedback

Additional comments on Indicator

Overall Ratings

STATUS

✔ Completed ⚠ Incomplete ⚠ Review Requested

LEADERSHIP, STRATEGIC PLANNING & MANAGEMENT



| INDICATOR NO. | TITLE | RATING |
|----------------------|-------------------------------------|-------------------------|
| ✔ Indicator 1 | Leadership | Approaches Requirements |
| ✔ Indicator 2 | Strategic Planning and Management | Missing |
| ✔ Indicator 3 | Disability-Specific Policy/Strategy | Missing |
| ⚠ Indicator 4 | Institutional Set-Up | Approaches Requirements |

INCLUSIVENESS




| INDICATOR NO. | TITLE | RATING |
|------------------------|---|-------------------------|
| ✔ Indicator 5 | Consultation with Persons with Disabilities | Missing |
| ✔ Indicator 6 | Accessibility | Exceeds Requirements |
| ✔ Indicator 6.1 | Accessibility of Conferences and Events | Not Applicable |
| ✔ Indicator 7 | Reasonable Accommodation | Approaches Requirements |
| ⚠ Indicator 8 | Procurement | Approaches Requirements |

PROGRAMMING

| INDICATOR NO. | TITLE | RATING |
|-----------------------|-------------------------|-------------------------|
| ⚠ Indicator 9 | Programmes and Projects | Missing |
| ⚠ Indicator 10 | Evaluation | Approaches Requirements |

| | | |
|---|-----------------------------|-------------------------|
|  Indicator 11 | Country Programme Documents | Not Applicable |
|  Indicator 12 | Joint Initiatives | Approaches Requirements |

ORGANIZATIONAL CULTURE

| INDICATOR NO. | TITLE | RATING |
|---|----------------------|-------------------------|
|  Indicator 13 | Employment | Approaches Requirements |
|  Indicator 14 | Capacity Development | Approaches Requirements |
|  Indicator 15 | Communications | Missing |

Once the report is submitted, it will be reviewed by the EOSG Disability Team and if there are any questions, the entity will be notified.

 Print Report

 Close