

Sustainable Practices of Selected Companies in India with Respect to Employment of Differently Abled Individuals

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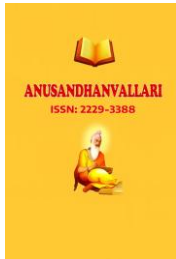
Abstract

The employment of differently abled individuals has always been a point of concern, not only in India, but in countries across the world. The sustainability development goals refer to equal opportunities and reduced inequalities for all individuals in all paths of life. The paper focuses on selected companies in India, which have taken initiatives in employing the differently abled individuals. Indian government has also promoted employment of divyangjan to provide them equal opportunities as of people without any disabilities by reserving a quota of 3% to 5% in companies from different sectors. Research has shown that the companies are promoting hiring for differently abled individuals. They are the untapped talent pool for the growth and development of the company. Other sustainable practices includes reducing barriers during the employment such as transportation, trainings, support on the job and many more. Also, training the employees without and disabilities on the challenges faced by differently abled employees can support in their inclusion in the workforce. This paper also focuses on the practices followed by the selected companies in reducing the inequalities focusing on the disability. It will also analyse the challenges faced by differently abled individuals as well as companies in employment and retention.

Key words: Employment of differently abled, Sustainable practices, reduced inequalities

Introduction

“Sustainability is the capacity to endure by balancing environmental, economic, and social needs, ensuring resources are not depleted for future generations”. As of today, Sustainability includes economic, environmental as well as social dimensions. Social sustainability emphasizes inclusion, equity and equal opportunity. Employment of differently abled individuals is a key indicator of any company’s inclusive growth.



In India, despite legislative support such as the Rights of Persons with Disabilities Act, 2016, workforce participation remains low. However, progressive companies are adopting inclusive practices as part of their ESG (Environmental, Social, Governance) and inclusion strategies.

This research paper examines sustainable and inclusive employment practices adopted by Indian companies for differently abled individuals (Persons with Disabilities – PwDs). The study analyzes different policies for accessibility measures, training systems, and organizational outcomes using secondary data. The findings indicate that inclusive employment enhances innovation, corporate social responsibility and organizational sustainability.

Objectives

- To analyze sustainable employment practices for PwDs
- To compare inclusion models across selected companies
- To evaluate benefits and challenges
- To suggest improvements

Methodology

This study adopts a descriptive and exploratory research design to examine sustainable employment practices for differently abled individuals in selected Indian companies.

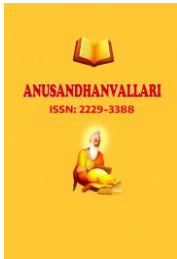
Research Design

- i.Descriptive research is used to outline existing practices and policies.
- ii.Exploratory research helps in understanding emerging trends in disability inclusion.

Data Sources

The study is based on secondary data collected from:

- i.Company sustainability reports (Infosys, TCS, Wipro, etc.)
- ii.Business Responsibility and Sustainability Reports (BRSR)
- iii.Research journals and academic publications
- iv.Industry reports and credible online sources



Key Sustainable Practices

- **Inclusive Recruitment**

- Special hiring drives
- NGO partnerships
- Skill-based job allocation

- **Accessibility**

- Physical: ramps, lifts
- Digital: screen readers

- **Training**

- Skill development
- Sensitization programs

- **Retention**

- Flexible work
- Career growth

Sustainable Practices of selected companies in India

- **Lemon Tree Hotels**

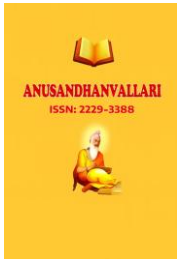
Lemon Tree Hotels is widely recognized as a forerunner in disability inclusion in India. The company employs approximately 10- 13% of its workforce from differently abled backgrounds, including individuals with hearing and speech impairments, locomotor disabilities, dwarfism, acid attack survivors and many more. The organization adopts a highly practical approach by mapping job roles to individual abilities rather than disabilities.

Critical Evaluation: Rather than viewing inclusion as a compliance task, Lemon Tree's strength is its operational integration of inclusion. Its methodology, however, is primarily focused on employment in the hospitality industry and may encounter scalability issues in a variety of businesses. In spite of this, it continues to be among India's most successful real-world instances of inclusive employment.

- **Tata Consultancy Services (TCS)**

Through its sustainability and BRSR reports, TCS has put formal diversity and inclusion strategies into practice. The organization offers flexible work schedules, assistive technology, and a focus on neurodiversity recruiting, especially for people on the autistic spectrum.

Critical Evaluation: TCS has a significant commitment to international environmental standards, including the UN Sustainable Development Goals. Its efforts to promote inclusivity are methodical and expandable. However, there is still a lack of transparency regarding the precise representation of people with disabilities in the workforce, which may limit the assessment of its effects.



- **Infosys**

Disability inclusion is incorporated into Infosys' ESG Vision 2030 framework. The company prioritizes accessibility, digital inclusion, and employee involvement, with over 1,300 workers with impairments and programs like the InfyAbility Employee Resource Group.

Critical Evaluation: Infosys is unique in that it integrates inclusiveness into long-term ESG objectives, making it quantifiable and durable. Credibility is increased by its collaborations and organized programs. However, like many IT companies, outreach to grassroots employment is limited because inclusion is more prevalent in corporate and metropolitan jobs.

- **Wipro**

Wipro uses the Disability Alliance Network (DAN) and its Inclusion & Belonging framework to implement a comprehensive inclusion plan. Additionally, it has signed international efforts including the Valuable 500.

Critical Evaluation: Strong leadership commitment is seen in Wipro's highly strategic and internationally aligned strategy. Internal support networks are strengthened by the existence of employee resource groups. However, because specific labor data is not usually published, it is difficult to translate policy into quantifiable employment consequences..

- **Accenture India**

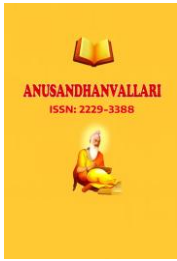
Accenture prioritizes inclusive workplace design and accessibility, backed by international standards like "Getting to Equal." Global best practices for disability inclusion are reflected in its activities in India.

Critical Evaluation: In India, Accenture sets the standard for multinational inclusion initiatives. Standardized international policies and cutting-edge accessibility solutions are its strongest points. However, because of the high implementation costs, smaller Indian businesses would find it difficult to replicate its methods.

- **Reliance Industries Limited**

In its Business Responsibility and Sustainability Report (BRSR), Reliance incorporates disability inclusion, emphasizing workplace accessibility and equal opportunity employment.

Critical Evaluation: Reliance is an example of a conventional large-scale Indian corporation where the concept of inclusion is still developing. Although policies are in place, their execution seems less organized than that of IT firms. This demonstrates the discrepancy between the intent and implementation of policies in non-service sectors.



- **HCLTech**

With an emphasis on inclusive employment and assistive technology, HCLTech incorporates disability inclusion into its larger diversity and sustainability goals.

Critical Evaluation: With a balanced approach to inclusiveness, HCLTech demonstrates moderate improvement. Although initiatives exist, they are not as well-known or deeply ingrained as they are at organizations like Infosys or Wipro. This implies the possibility of more advancement.

Findings

- Inclusion improves sustainability
- Strong link with CSR
- Training is critical factor

Suggestions

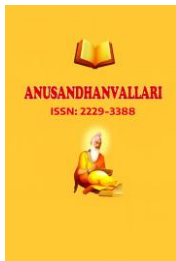
- Policy enforcement
- Awareness programs
- SME inclusion

Conclusion

The study emphasizes how disability inclusion is becoming a fundamental part of organizational strategy in sustainable employment practices. Businesses like Infosys, TCS, Wipro, and Lemon Tree Hotels show that inclusive employment is a key component of long-term organizational survival in addition to being a social responsibility.

According to the data, companies that use structured inclusion frameworks—like accessible infrastructure, targeted hiring, employee resource groups, and assistive technologies—generally outperform their competitors in terms of creativity, employee engagement, and corporate reputation. Nonetheless, there is still a disconnect between the creation of policies and their successful execution, especially in traditional and non-service industries.

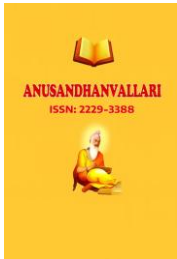
Additionally, because of a lack of understanding and limited resources, small and medium-sized businesses (SMEs) fall behind while major firms are setting the standard. This suggests that in order to grow inclusive practices across industries, there is a need for greater regulatory support, incentives, and information exchange.



To sum up, disability inclusion is an essential component of social sustainability. Businesses that actively include inclusive employment into their business plans are better positioned to accomplish long-term success and advance society. In order to bolster the evidence foundation for inclusive employment practices in India, future research can concentrate on primary data collecting and quantitative analysis.

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