

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

01.	Objective / Purpose
	<ul style="list-style-type: none"> ❖ To regulate the employment rights of persons with disabilities. ❖ To have concerns related to the employment rights of persons with disabilities, emphasizing the following: <ul style="list-style-type: none"> • Non-discrimination • Promotion of employment in the private sector. • Ensuring of reasonable accommodation. <p><i>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”.</i></p> <ul style="list-style-type: none"> ❖ To promote: <ul style="list-style-type: none"> • Equal opportunity between disabled workers and workers generally. • Equal treatment in respect of access to, retention of, and advancement in employment
02.	Advantages / Benefits of Hiring or Having Disabled Workers
	<p>Business cases indicate that workers with disabilities make productive employees and often perform better than non-disabled workers with regard to attendance, work safety and job retention.</p> <p>The Business cases indicate that:</p> <ul style="list-style-type: none"> • People with disabilities make good, dependable employees. Many cases document comparable productivity, lower accident rates and higher job retention rates between employees with disabilities and company’s general workforce. • People with disabilities represent an untapped source of skills and talent, including technical skills if they have access to training, and transferable problem-solving skills developed in daily life. • Disabled people, their families and friends are often an overlooked market segment. • Hiring people with disabilities can contribute to the overall diversity, creativity and workplace morale and enhance a company’s image among its staff, in the community and among customers.

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

03.	Guidelines at AGV / Managing Workers with Disabilities
3.1	No Discrimination in implementation of the company's Policies
3.2	Disability issues if any to be covered in meetings or any other Platforms including general department meeting
3.3	Occasional consultation with all stakeholders working in and with the factory (Works Committee, HR Manager, General managers, and existing disabled employees), people with disabilities themselves.
3.4	Disability awareness raising training / Interaction for/with both workers and employers. <i>(Raising awareness of all workers and managers is crucial for proper orientation of a workers with disabilities.)</i>
3.5	<p>Job Analysis * :</p> <p>In order to assure effectiveness and productivity of workers with disabilities, it is important that the Co. / HOD conducts a job analysis. This will give valuable information to the person with disability and ensure him/her that he/she will perform the tasks in the best way.</p> <p>Precision while conducting a job analysis is crucial. Without precision in the process of task identification will result in the difficulties to identify :</p> <ul style="list-style-type: none"> • Which tasks might be eliminated or modified from the initial job description to potentially make it more suitable for a person with a disability. • What adaptations to the work environment, tools and equipment would make it more suitable for a disabled employee? <p><i>When conducting a job analysis, always consider that a person with disability is able and has the skills to do the job. The purpose of this job analysis is not to discriminate and eliminate persons with disabilities from performing certain tasks. Job analysis is an assessment that can be done for any applicant, disabled or not.</i></p>
3.6	<p>Establish Contact and Consult with Disabled People so that they can have a better understanding of the issues, concerns and needs regarding the working environment and implemented policy of the factory</p> <p>Concerned HOD, HR & GM-Works act as a pivotal resource point in understanding and advising all concerned on the right accommodation for workers with disabilities at the workplace.</p>

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

4.0	What is Disability : Definition, Explanation & Thoughts
	<p>As the 2011 WHO - World Bank report on disability declares: “Disability is part of the human condition. Almost everyone will be temporarily or permanently impaired at some point in life, and those who survive to old age will experience increasing difficulties in functioning. Most extended families have a disabled member, and many non-disabled people take responsibility for supporting and caring for their relatives and friends with disabilities.”</p> <p>The UN Convention on the Rights of Persons with Disabilities (UNCRPD) does not define “disability” or “persons with disabilities” as such, but states that disability is “an evolving concept that results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others”. Furthermore, the Convention 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”.</p> <p>It is important to recognise that disability is not considered as a medical condition – it is a result of people’s interactions. Therefore, negative attitudes or a discriminatory environment is to be eliminated, and persons with disabilities should not be thought as “persons to be fixed” due to their disabilities. People with disabilities do not require special treatment in adapted facilities. They deserve like everyone to be fully part of our society. Being impaired does not mean being ill or affected by one particular disease.</p> <p>Moreover, it is also important to recognize that people with disabilities do not represent a homogenous group. Some people have disabilities that are permanent, others are only temporarily disabled. Some people may have a disability from birth, while others acquire a disability later in life. Some disabilities are visible; others are not. Each person is different.</p> <p>Persons with disabilities are wrongly considered as being shy or having a lack of confidence. This comes from basic misunderstandings on disabilities as well as environmental barriers.</p> <p>Using appropriate vocabulary is a first and easy step to respect persons with disabilities. For this reason, many use the terms ‘persons with disabilities’ or ‘disabled persons’. The term ‘handicapped’ is not to be used when referring to persons with disabilities. Now we even use the term “differently abled”</p>

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
---	--	---

4.1 Categories

There are different categories of impairments:

- Physical : limited mobility, strength, dexterity.
 - Sensory / Communication : hearing, vision, speaking problems.
 - Intellectual : brain injuries that results in cognitive difficulties.
 - Learning : for example dyslexia, attention deficit disorder.
- ❖ These categories are not classifications of persons with disabilities.
 - ❖ The distinction between the categories does not imply that individuals with different impairments are unequal in their capacity to fulfil a job. The categories simply portray the diversity included by the term “disability”.
 - ❖ Thinking that one kind of disability is only suitable to one particular job is a stigma against persons with disabilities. Disability should not be a barrier as long as the person has the required abilities and skills to do the job.

SOME USEFUL TIPS / REFERENCE POINTS

(For Use & Practice by HODs, General Workforce, Differently Abled Persons, HR & Mgmt.)

(A)

Job analysis is a systematic process involving 5 (five) main elements:

1. Purpose: What is the general nature of a particular job? Why is it important?
2. Tasks: What are the major tasks of the job? How complex are they? How do they relate to other jobs in the section or department?
3. Environment: What is the working environment in which the tasks are performed?
4. Working conditions: What working conditions apply to this job?
5. Qualifications: What education, knowledge, skills and attributes are required for the performance of this job?

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

(B)	<p><u>Interacting with Persons with Disabilities</u></p> <p>Three important points when interacting with people with disabilities :</p> <ol style="list-style-type: none"> 1. Ask before you help. Ask first before you help someone. In some situations, people with disabilities might seem to be in difficulty in conducting tasks, yet the person is capable and prefers to do it without someone's assistance. If the person needs help, wait for the person's lead and ask if you are not sure how to provide the help. Don't get offended if the person declines your assistance. 2. Be sensitive about physical contact. Some people use a tool or a mobility aid such as cane, wheelchair, or walker. Consider these aids as their personal space. Be mindful not to move or lean on their mobility aids. 3. Make no assumptions. Never assume on what a person desires, needs, or what is best for the person. If you are not sure, asking questions about what to do, what to say, what type of assistance you should offer and how to do it, will avoid misunderstanding. That person should be your first and best resource.
(C)	<p><u>Integrating Workers with Disabilities in the Working Environment</u></p> <p>For an improved productivity and a pleasant work environment good communication and friendly relationships among staff are necessary. It is good to keep in mind that communication includes "languages, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology".</p> <p>It is important to make sure that persons with disabilities are well integrated in their new working environment. Raising awareness of managers and workers prior to the recruitment of persons with disabilities is useful. Given below are some advice for a smooth integration of disabled workers among company staff.</p> <p>At first, know about the disability etiquette and make sure that everybody in the company is aware about it. This etiquette is understandable by everyone and easy to remember.</p> <ol style="list-style-type: none"> 1. Take time to introduce workers with disabilities to all. This will establish a first eye contact with everyone and avoid surprised reaction from staff members. Do everything to make disabled workers feel comfortable.

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

	<ol style="list-style-type: none"> 2. Give workers with disabilities time to accommodate with the workplace. Make sure that their workplaces are appropriate to an effective and productive work. 3. Make sure to avoid any discrimination from either supervisors or workers towards workers with disabilities. If any case of discrimination is reported, take immediately appropriate measures to stop discriminatory behaviour. 4. Some disabilities may require special attention. Persons with hearing impairments may need an interpreter. Learning basics of sign language will ease the integration of persons with hearing impairments. Always remember that if you make a first step toward persons with disabilities, they will be grateful, and it will in many cases be rewarded. 5. Provide real tasks that leads to real work achievements. Help out of Pity or a charitybased recruitment is not what any worker would appreciate.
(D)	<p><u>Adapting the Workplace</u></p> <p>Many times, it is thought that making the workplace suitable for persons with disabilities requires a big financial investment. However, accommodation does not necessarily require high expenses. Accommodating some types of disabilities does not always mean physical changes, but perhaps changes in working hours or in the way information is communicated.</p> <p>Here are some examples:</p> <ul style="list-style-type: none"> ➤ Physical reasonable accommodations □ Keep the workplace clean and tidy. <ul style="list-style-type: none"> • Arrange large corridors free from any obstacles. • Make signs easy to read. • Ensure that washrooms facilities are accessible for persons with disabilities. • Build ramps or handrails where necessary. ➤ Non-physical reasonable accommodations. (<i>Accommodating the workplace does not mean only physical changes.</i>) <ul style="list-style-type: none"> • Arrange flexible working hours. • The use of sign language in order to communicate or “work from home” opportunities can be used. This will enable a person with disability to perform his tasks satisfactorily.

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

	<p>Always remember that those simple adaptations will benefit not only a person with a disability, but all employees. Moreover, it will enhance the company's image and as a result improve workers satisfaction and performance.</p> <p>□ Notes on specific considerations for workers who are deaf or hearing-impairments.</p> <ul style="list-style-type: none"> ✓ Be sure the room is well-lit. ✓ Get her/his attention before starting a conversation. ✓ Speak slowly and clearly. ✓ Take turns talking. ✓ Be clear that if an interpreter is available, she/he will only be repeating what you just say without adding opinion. ✓ Be prepared to offer written communication. <p>• Notes on specific considerations for workers who have physical impairments.</p> <ul style="list-style-type: none"> ✓ Allow enough space for a wheelchair. ✓ Height adjustable desk or table for a person who cannot work comfortably at an existing desk. ✓ Accessible filing system for a person who cannot reach upper and lower file drawers in a vertical file cabinet. ✓ Office supplies and frequently used materials on most accessible shelves or drawers for a person who cannot reach upper & lower shelves and drawers. ✓ Page turners and book holders for a person who cannot manipulate paper. ✓ Accessible office machines, such as copiers and faxes, so a person using a wheelchair can access them from a seated position. ✓ On the way to the workplace make sure of an accessible route of travel from parking lot into the building. ✓ Make sure restrooms, lunchrooms, canteens, break rooms, etc. are accessible. ✓ Consider giving the option of working from home if the person cannot get to the worksite. ✓ When talking with a person using wheelchair for more than a few minutes, use a chair, whenever possible. This can facilitate conversation.
--	--

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

	<ul style="list-style-type: none"> • Notes on specific considerations for workers who are blind or visually impaired <ul style="list-style-type: none"> ✓ Check that the working space is clear of things that could block his/her moving space. ✓ Don't move anything without asking first. ✓ Provide documents in the person's preferred format. ✓ Provide a screen reader or other tools to accommodate her/him to work on tasks ✓ When explaining a location, use clock-based directions, example: the pen is on the table at your 2 o'clock. • Notes on specific considerations for workers who have learning disability ✓ <ul style="list-style-type: none"> ✓ Provide continuous support and acknowledgement for her/his work. ✓ Provide with reasonable adjustments when necessary.
(E)	<u>Raise Awareness of Staff Members</u> Educating staff members on disabilities is an important step towards a more understanding, diverse and motivating working environment, and promoting non-discrimination at the workplace better employment of persons with disabilities. This will not only lend benefits within the company but the whole society by transforming people's mindsets and removing stigma and discriminatory behaviour.
E.1	<u>Provide Disability Awareness Training for All Staff</u> Conducting meetings for both managers and workers is necessary. A presentation, videos, testimonies from persons with disabilities and some practical exercises are good ways to raise awareness. Inviting staff members to try getting around in a wheelchair or wearing glasses that hinders visual sense are simple exercises that shows in a concrete way what people with disabilities live every day.

AG Ventures Limited (formerly Oriental Carbon & Chemicals Ltd)	POLICY ON MANAGING DIFFERENTLY ABLED (DISABLED) PERSONS	Policy No. : AGVL/DP/1.0 Date of issue : 01-Apr-2020 Date of review: 12-Nov-2025 Effective Date: 01-Apr-2020
--	--	---

E.2	<p>Disability Sensitivity Training</p> <p>Orientation sessions for new staff and other ongoing trainings for employees should include a disability sensitivity training. This training can serve as a tool to introduce people with disabilities to non-disabled people with a purpose of creating awareness and acceptance of people with disabilities.</p> <p>In relation to working environment, disability sensitivity training is generally provided to:</p> <ul style="list-style-type: none"> (a) Provide specific guidelines on interacting with people with disabilities in the workplace to minimize gaps in information about issues related to disability, and most importantly, eliminate discrimination. (b) Provide access to workers with disabilities to tell their stories and express their opinions to improve the quality of the working environment, especially for people with disabilities.
E.3	<p>Establish a Disability Support Network</p> <p>All employees need to fully participate in providing services and assistance for workers with disabilities to contribute to the success of creating a non-discriminatory environment within the company or factory.</p>
(F)	<p>On-The-Job Training</p> <p>Trainings relating to the job's position need to be conducted for all employees, regardless of their skills and disabilities. The goal should be to prepare the workers in conducting their tasks so that they can fully participate in the productivity of the company or factory.</p> <p>Different training methods might be used or invented to fit the workers' particular needs. For a successful training achievement expected from workers with disabilities, it is suggested that the company/factory contacts an external agency that can help with training the workers.</p>