



Hong Kong Disability Resource Guide

Presented by



Sponsored by



In Partnership with



Media Partner



PROGRAMME RUNDOWN

12:30pm	Disability Fair Opens
1:00pm	Welcome Speech by Shalini Mahtani, Founder and CEO, Community business
1:05pm	Welcome Speech by Subha Barry, Managing Director & Head of Global Diversity, Merrill Lynch
1:10pm	Welcome Speech by Stephen Sui, Commissioner for Rehabilitation, Labour and Welfare Bureau
3:00pm	Disability Fair Closes

About Community Business

Community Business is a unique membership based non-profit organisation whose mission is to lead, inspire and support businesses to continually improve their positive impact on people and communities. Community Business provides training, facilitation and advice to some of the world's largest companies in Corporate Social Responsibility (CSR) and its major areas of focus include CSR strategy and policy, corporate community investment and diversity in the workplace. Founded in 2003 and based in Hong Kong, Community Business currently works with a number of organisations, small, medium and large, committed to CSR. For more information, visit www.communitybusiness.org.hk

Contact Us

Email: info@communitybusiness.org.hk

Telephone: +852 2152 1889

Website: www.communitybusiness.org.hk

Disclaimer

All information in this document is provided for general information only and is not in the nature of advice. Community Business Limited (CBL) reserves the right to make alterations to any of its documents without prior notice. Reproduction and dissemination of this document is permitted provided that the document is unaltered and ownership is acknowledged. Express permission is required from the Board of Directors of CBL for use of this document (in whole or part) if such use will generate income for the licensee. This publication does not necessarily reflect the views of the member companies of CBL, the member companies of the Community Business Leadership Team or the sponsors of this report.



CONTENTS

Foreword

- Community Business 2
- Merrill Lynch 3
- Hong Kong Joint Council for People with Disabilities 4

Profile of Supporting Organisations

- Hong Chi Pinehill Integrated Vocational Training Centre 6
- Hong Kong PHAB Association 7
- Marketing Consultancy Office (Rehabilitation), Social Welfare Department, Hong Kong Special Administrative Region Government 8
- New Life Psychiatric Rehabilitation Association 9
- SAHK 10
- Selective Placement Division, Labour Department, Hong Kong Special Administrative Region Government 11
- The Centre of Development and Resources for Students, The University of Hong Kong 12
- The Hong Kong Society for the Blind 13
- The Hong Kong Society for the Deaf 14
- The Neighbourhood Advice-Action Council 15

Guidelines on Employing People with Disabilities

- Hiring People with Disabilities 16
- Company Disability Policy Guidelines and Self Assessment Checklist 18
- Language 19
- Overcoming Fears and Concerns 20

Case Studies

- Hong Kong Economic Times Holdings Limited:
An Open Page on Employment and Disabilities 22
- Merrill Lynch: Setting the Benchmark on Diversity 24
- Pointer Courier Company: Delivering Fair and Equal Opportunities for All 26

An Interview with Allan Man: An Inspiration to All 28

Key Disability Contacts in Hong Kong 30

Acknowledgements 31

For Your Notes 32

Floor Plan Inside Back Cover

FOREWORD

Community Business



Community Business is delighted to present the first ever Disability Fair in Hong Kong. Our aim at this Fair is to provide employers with access to agencies which can help them to recruit people with disabilities.

Employers in Hong Kong can do much more to recruit from this group. At least 5% of Hong Kong's total population are people with disabilities - yet many employers have told us that they struggle to employ such individuals because they are not able to source the talent. This is precisely the reason we have sought to bring employers and disability agencies together.

Research conducted around the world has repeatedly demonstrated that people with disabilities prove to be hard working and loyal employees. Most of them want employers to focus on their abilities, as you would with other employees - and not on their disabilities. They also bring different perspectives and insights to the workplace.

I encourage you today to be as opened minded as possible in your dialogue with the different groups represented. As you make your way around the room, I suggest that you ask yourself one simple question: "Do these agencies have access to talent pools which may be beneficial to my business?". I think you will find that the answer is 'yes'.

Please also consider that many of these agencies are able to fulfill your companies outsourcing requirements. Many have, as their membership, people with disabilities who can provide services such as data entry, website design and courier services.

Today's Disability Fair has been made possible by Merrill Lynch and I thank them for their generous support. Thank you also to Hong Kong Joint Council for People with Disabilities as well as to all the supporting organisations. A special thank you to Joseph Kwok, Associate Professor, City University of Hong Kong and Chong Chan Yau, Director of Student Development, The Centre of Development and Resources for Students, The University of Hong Kong - both of whom have been personal friends of Community Business and have been our sounding board on this subject.

I hope very much that today marks a significant turning point in Hong Kong's history and from this day will come many more successful stories of how employers have successfully employed people with disabilities.

I thank you for your support.

With warm regards



Shalini Mahtani, MBE

*Founder & Chief Executive Officer
Community Business*

Merrill Lynch



At Merrill Lynch, respecting all aspects of diversity and sustaining an inclusive environment are valued above all as business opportunities. Our diversity and inclusion efforts enable us to retain, recruit, and develop the widest array of talent, shape creative business solutions, and ultimately make Merrill Lynch a clear employer of choice across Asia. Hiring and retaining people with disabilities should not be seen as a gesture of goodwill, but instead must be viewed as critical to business success and as an integral piece of the expansion and advancement of the 21st century workforce. As a global company built on local relationships, we believe Responsible Citizenship is essential to good business - and to who we are.

Merrill Lynch is delighted to partner with Community Business to host this inaugural Disability Fair in Hong Kong. Community Business is a non profit organisation which maintains strong networks with employers in Hong Kong who are committed to Corporate Social Responsibility. Through our long-standing partnership with Community Business, we have had the opportunity to work with the Hong Kong Joint Council for People with Disabilities and the Hong Kong Council of Social Service together with the Labour Department, The University of Hong Kong and eight other Non Government Organisations to organise this Disability Fair. The aim of this event is to provide employers an opportunity to meet with representatives of these organisations and gain a better understanding of how they can offer guidance and support in hiring people with disabilities. Employers who are committed to tapping this talent pool should find this guide of tremendous value.

We trust that this year's Disability Fair will help further corporate interest and commitment in hiring "ability" rather than "disability." We also hope that this fair will provide organisations with important information on how best to tap the talent pool of people with disabilities. We encourage all participating organisations to network and establish contacts amongst each other with the aim of bringing more people with disabilities into the workforce and ensuring everyone has the support to succeed.

A handwritten signature in black ink, appearing to read 'Anthony Hung'.

Anthony Hung
Managing Director
Head of Global Wealth Management
Pacific Rim
Merrill Lynch



Hong Kong Joint Council for People with Disabilities

People with disabilities are capable of working in the open market - what stops them is the lack of opportunities. For many years, Hong Kong Joint Council for People with Disabilities has been working closely with rehabilitation NGOs and self-help organisations to promote employment and social inclusion of people with disabilities. In order to achieve this end, we have developed a range of vocational rehabilitation services to enhance the work ability of people with disabilities and prepare them for employment in the open market.

We believe it is not enough for the rehabilitation sector alone to effectively promote the employment opportunities for our disabled community. The involvement and active support of the business sector is crucial. In recent years, we are glad to have seen more businesses support the employment of people with disabilities. In fact, apart from through employment, there are many ways companies can give support. This includes providing training and placement opportunities for people with disabilities and making use of the variety of services provided by rehabilitation social enterprises.

This year we are pleased to work with Community Business to increase synergy in embracing people with disabilities into the workplace. I hope, through the Disability Fair, we can further consolidate the supportive network of the corporate sector and generate new ideas and strategies in creating employment opportunities for the disabled in the future.

This 'Hong Kong Disability Resource Guide' is a comprehensive resource book, which provides the most up-to-date information on Hong Kong's vocational rehabilitation services and I believe you will find it stimulating and useful.

Last of all, I wish the Disability Fair every success. Your participation and support are essential in assisting people with disabilities to fully participate and be included in the open labour market.

Deborah Wan

*Vice-Chairperson of Hong Kong Joint Council for People with Disabilities/
Chair of the Commission on Work and
Employment of the Asia-Pacific Region of Rehabilitation International*



PROFILE OF SUPPORTING ORGANISATIONS



Session A: Basic Organisation Information

Organisation's Name:
Hong Chi Pinehill Integrated
Vocational Training Centre



Description:

To provide training for young people with mental disabilities so that they are socially integrated with the rest of society. The training programme incorporates training in vocational skills, social skills and independent living skills.

Session B: Key Contact

Name: Tsz Wan LEE

Job Title: Assistant Manager

Email: atc_am2@hongchi.org.hk

Phone: 2664 3620

URL: www.hongchi.org.hk

Session C: Services for Employing Persons with Disabilities (PwDs)

Can this agency help companies employ PwDs?

✓ / X

Can this agency help companies source PwDs?

✓

Can this agency help companies place PwDs?

✓

Can this agency help with the integration of PwDs in a company?

✓

Can this agency help companies with reasonable accommodation?

✓

Does this agency provide training for companies?

✓

Can this agency help companies find interns?

✓

Does this agency have experience of working with companies?

✓

Session D: Profile of Talent Pool

Types of Disabilities: People with intellectual disabilities

Skill Sets:

1. Hotel housekeeping, laundry service
2. Food preparation and catering service, including bakery
3. Packaging, industrial sewing and handicrafts
4. Gardening and cleaning
5. Basic printing and binding

Session E: Other Services Offered to Companies*:

- | | | |
|---|--|---|
| <input type="radio"/> Banner | <input type="radio"/> Backdrop Design & Production | <input type="radio"/> Corsage |
| <input checked="" type="radio"/> Catering | <input checked="" type="radio"/> Cleaning | <input checked="" type="radio"/> Courier |
| <input type="radio"/> Data Entry | <input type="radio"/> Design | <input type="radio"/> Environmental |
| <input type="radio"/> Massage | <input type="radio"/> Moving Services | <input type="radio"/> Cassette Tape and Braille Translation |
| <input type="radio"/> Photo-Copying | <input checked="" type="radio"/> Printing | <input type="radio"/> Pest Control |
| <input type="radio"/> Trophies | <input type="radio"/> Typesetting | <input type="radio"/> Web Design |

* Categories are taken from the Marketing Consultancy Office (Rehabilitation) Website at www.info.gov.hk/mcor/english/alliance/alliance_agency.html

Session A: Basic Organisation Information

Organisation's Name:
Hong Kong PHAB Association



Description:

The Hong Kong PHAB Association is a subvented non-profit-making social welfare organisation that was established in 1972. Its mission is to promote the integration of the PHAB concept, which is to enable persons with or without disabilities of all ages to participate in all kinds of social, recreational, developmental, educational, training, employment and community support services for better cooperation and mutual acceptance in a barrier-free environment. At present, the Association provides rehabilitation, children and youth, elderly, camp, supported employment, community support and physical enhancement services.

Session B: Key Contact

Name: Terry WU
Email: terrywu@hkphab.org.hk
URL: www.hkphab.org.hk

Job Title: Centre Manager
Phone: 2551 4226

Session C: Services for Employing Persons with Disabilities (PwDs)

Can this agency help companies employ PwDs?	✓ / X
Can this agency help companies source PwDs?	✓
Can this agency help companies place PwDs?	✓
Can this agency help with the integration of PwDs in a company?	✓
Can this agency help companies with reasonable accommodation?	✓
Does this agency provide training for companies?	✓
Can this agency help companies find interns?	✓
Does this agency have experience of working with companies?	✓

Session D: Profile of Talent Pool

Types of Disabilities: People with physical disabilities, people who were formerly mentally ill and people with chronic illnesses

Education Level: Secondary

Skill Sets:

1. Data entry (Chinese and English input)
2. Clerical (receptionist duties, general filing, telephone operation, computer work)
3. Office cleaning and pest control
4. Courier services

Session E: Other Services Offered to Companies:

- | | | |
|---|--|---|
| <input type="radio"/> Banner | <input type="radio"/> Backdrop Design & Production | <input type="radio"/> Corsage |
| <input type="radio"/> Catering | <input checked="" type="radio"/> Cleaning | <input checked="" type="radio"/> Courier |
| <input checked="" type="radio"/> Data Entry | <input type="radio"/> Design | <input type="radio"/> Environmental |
| <input type="radio"/> Massage | <input type="radio"/> Moving Services | <input type="radio"/> Cassette Tape and Braille Translation |
| <input type="radio"/> Photo-Copying | <input type="radio"/> Printing | <input checked="" type="radio"/> Pest Control |
| <input type="radio"/> Trophies | <input type="radio"/> Typesetting | <input type="radio"/> Web Design |



Session A: Basic Organisation Information

Organisation's Name:

Marketing Consultancy Office (Rehabilitation),
Social Welfare Department, Hong Kong Special
Administrative Region Government



Description:

Our office was established to promote the working abilities of Persons with Disabilities (PWDs) through various publicity programmes and to enable the public to understand and recognise PWDs' abilities, so as to enhance working opportunities of PWDs. A brand "Support the Employment of People with Disabilities (SEPD)" is registered to promote products and services by PWDs covering retail, catering, travel and beauty, gifts and premiums, cleaning and maintenance and commercial services. Alliance of "SEPD" includes sub-vented vocational rehabilitation units and social enterprises under our funded project with more than 10,000 PWDs. Our office offers one-stop services for both public and private sectors to employ services and products of PWDs.

Session B: Key Contact

Name: Rachael WONG

Job Title: Business Manager

Email: bm3mcor@swd.gov.hk

Phone: 2835 2709

URL: www.mcor.org.hk

Session C: Services for Employing Persons with Disabilities (PWDs)

Can this agency help companies employ PwDs?

✓ / X

Can this agency help companies source PwDs?

✓

Can this agency help companies place PwDs?

✓

Can this agency help with the integration of PwDs in a company?

✓

Can this agency help companies with reasonable accommodation?

X

Does this agency provide training for companies?

X

Can this agency help companies find interns?

✓

Does this agency have experience of working with companies?

✓

Session D: Profile of Talent Pool

Types of Disabilities: People with autism, mental and physical disabilities, visceral disabilities, those who formerly had a mental illness, and people who are hearing and visually impaired

Education Level: All

Skill Sets:

- | | | |
|----------------------------------|--------------------------------------|---|
| 1. Lettershopping | 7. Data entry and word processing | 13. Courier |
| 2. Packaging and assembling | 8. Retail sales service | 14. Banner, flag, backdrop and trophy design and production |
| 3. Car Beauty and cleaning | 9. Catering services | 15. Graphic design, web design |
| 4. Handicraft and pottery making | 10. Laundry and sewing | 16. Floral services and landscaping |
| 5. Office cleaning | 11. Typesetting, design and printing | 17. Pest control |
| 6. Leaflet distribution | 12. Book binding | 18. Massage |

Session E: Other Services Offered to Companies:

- | | | |
|-----------------|--------------------------------|---|
| ☑ Banner | ☑ Backdrop Design & Production | ☑ Corsage |
| ☑ Catering | ☑ Cleaning | ☑ Courier |
| ☑ Data Entry | ☑ Design | ☑ Environmental |
| ☑ Massage | ☑ Moving Services | ☑ Cassette Tape and Braille Translation |
| ☑ Photo-Copying | ☑ Printing | ☑ Pest Control |
| ☑ Trophies | ☑ Typesetting | ☑ Web Design |

Session A: Basic Organisation Information

Organisation's Name:
New Life Psychiatric Rehabilitation Association



Description:

We strive for equal opportunities and full participation of people with psychiatric disability with the ultimate goal of their full integration and acceptance in the community. Through our dedication, training, research and new initiatives, we deliver quality community oriented psychosocial rehabilitation services aiming at maximising the abilities of our clients, developing their potentials and improving their quality of life with the objective of integration into the community. To establish and operate hostels, sheltered workshops, farms, clubs or any projects on a non-profit making basis where ex-mentally ill patients and those with learning and cognitive disabilities may obtain free of charge or on moderate terms temporary residential facilities, vocational training, sheltered employment, recreation or activities developed directly or indirectly for their rehabilitation and betterment.

Session B: Key Contact

Name: Deborah WAN
Loretta POON
Email: ho@nlpra.org.hk
URL: www.nlpra.org.hk

Job Title: Chief Executive Officer
Corporate Affairs Manager
Phone: 2332 4343

Session C: Services for Employing Persons with Disabilities (PwDs)

Can this agency help companies employ PwDs?	✓ / X
Can this agency help companies source PwDs?	✓
Can this agency help companies place PwDs?	✓
Can this agency help with the integration of PwDs in a company?	✓
Can this agency help companies with reasonable accommodation?	✓
Does this agency provide training for companies?	✓
Can this agency help companies find interns?	✓
Does this agency have experience of working with companies?	✓

Session D: Profile of Talent Pool

Types of Disabilities: People with psychiatric disability
Education Level: Primary, Secondary and Tertiary
Skill Sets:
1. Retail
2. Catering
3. Cleaning
4. Handicrafts
5. Clerical

Session E: Other Services Offered to Companies:

- | | | |
|--|--|---|
| <input type="radio"/> Banner | <input checked="" type="checkbox"/> Backdrop Design & Production | <input checked="" type="checkbox"/> Corsage |
| <input checked="" type="checkbox"/> Catering | <input checked="" type="checkbox"/> Cleaning | <input type="radio"/> Courier |
| <input type="radio"/> Data Entry | <input type="radio"/> Design | <input type="radio"/> Environmental |
| <input type="radio"/> Massage | <input type="radio"/> Moving Services | <input type="radio"/> Cassette Tape and Braille Translation |
| <input type="radio"/> Photo-Copying | <input checked="" type="checkbox"/> Printing | <input type="radio"/> Pest Control |
| <input checked="" type="checkbox"/> Trophies | <input type="radio"/> Typesetting | <input type="radio"/> Web Design |



Session A: Basic Organisation Information

Organisation's Name:
SAHK



Description:

Our mission is to assist persons with neurological, physical and mental impairments to develop and maintain services for their education and welfare in a holistic manner. We currently operate six sheltered workshops to provide employment training to persons with disabilities over fifteen years of age in adapted workplace environments. Through work attitude, work habits and work skills training, the trainees are helped to develop their potential and self-esteem. We focus on their holistic development so as to prepare them to be active members in the society and to seize open employment opportunities.

Session B: Key Contact

Name: Siu Fai LO

Email: ehud_isf@sahk1963.org.hk

URL: www.sahk1963.org.hk

Job Title: Products and Sales Officer

Phone: 2560 2831, 2558 3212, 9212 3186

Session C: Services for Employing Persons with Disabilities (PwDs)

Can this agency help companies employ PwDs?	✓ / X
Can this agency help companies source PwDs?	✓
Can this agency help companies place PwDs?	✓
Can this agency help with the integration of PwDs in a company?	✓
Can this agency help companies with reasonable accommodation?	✓
Does this agency provide training for companies?	✓
Can this agency help companies find interns?	✓
Does this agency have experience of working with companies?	✓

Session D: Profile of Talent Pool

Types of Disabilities: People with physical and mental disabilities

Education Level: Primary

Skill Sets: 1. Messenger

Session E: Other Services Offered to Companies:

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> Banner | <input checked="" type="checkbox"/> Backdrop Design & Production | <input type="checkbox"/> Corsage |
| <input type="checkbox"/> Catering | <input checked="" type="checkbox"/> Cleaning | <input type="checkbox"/> Courier |
| <input checked="" type="checkbox"/> Data Entry | <input checked="" type="checkbox"/> Design | <input type="checkbox"/> Environmental |
| <input type="checkbox"/> Massage | <input type="checkbox"/> Moving Services | <input type="checkbox"/> Cassette Tape and Braille Translation |
| <input checked="" type="checkbox"/> Photo-Copying | <input checked="" type="checkbox"/> Printing | <input type="checkbox"/> Pest Control |
| <input checked="" type="checkbox"/> Trophies | <input checked="" type="checkbox"/> Typesetting | <input type="checkbox"/> Web Design |

Session A: Basic Organisation Information

Organisation's Name:
 Selective Placement Division, Labour
 Department, Hong Kong Special Administrative
 Region Government



勞工處
Labour Department

Description:

The Selective Placement Division of the Labour Department ("SPD") was established in July 1980. SPD provides free recruitment service to employers and personalised employment service to job seekers with disabilities. Placement officers of SPD will refer suitable job seekers to employers after matching the requirements of the job vacancy against the working abilities of job seekers. Upon placement of a job seeker into employment, the placement officer will provide follow-up services for at least 3 months to ensure successful job settlement. In 2005, SPD launched the "Work Orientation and Placement Scheme". Under the Scheme, a 2-day pre-employment training programme is offered to disabled job-seekers for improving their skills such as interviewing techniques and communication and interpersonal skills. Also under this Scheme, participating employers who offer a 3-month work trial to the employee with disabilities will receive a financial incentive.

Session B: Key Contact

Name: Chuen HO
Email: spd-hk@labour.gov.hk
URL: www.jobs.gov.hk/isps

Job Title: Labour Officer (Hong Kong Office)
Phone: 2852 4801

Session C: Services for Employing Persons with Disabilities (PwDs)

Can this agency help companies employ PwDs?	✓ / X
Can this agency help companies source PwDs?	✓
Can this agency help companies place PwDs?	✓
Can this agency help with the integration of PwDs in a company?	✓
Can this agency help companies with reasonable accommodation?	✓
Does this agency provide training for companies?	X
Can this agency help companies find interns?	X
Does this agency have experience of working with companies?	✓

Session D: Profile of Talent Pool

Types of Disabilities: People who are visually or hearing impaired, people who have physical or intellectual disabilities, people with chronic illnesses, people who are ex-mentally ill, people with specific learning difficulties and those with attention deficit / hyperactivity disorder

Education Level: Primary, Secondary and Tertiary

Skill Sets:

1. Typing
2. Webpage design
3. Computer knowledge, e.g. MS Word, Excel and PowerPoint
4. Accounting knowledge
5. Graphic design

Session E: Other Services Offered to Companies:

- Banner
- Catering
- Data Entry
- Massage
- Photo-Copying
- Trophies
- Backdrop Design & Production
- Cleaning
- Design
- Moving Services
- Printing
- Typesetting
- Corsage
- Courier
- Environmental
- Cassette Tape and Braille Translation
- Pest Control
- Web Design

Session A: Basic Organisation Information

Organisation's Name:

The Centre of Development and Resources for Students,
The University of Hong Kong



Description:

The University of Hong Kong is committed to whole-person education. It is believed that both inside and outside classroom learning are important for student development in the University. The Centre of Development and Resources for Students (CEDARS) provides comprehensive student-centred services for learning and overall wellness. Our work covers almost every aspect of the university life, which aims at providing a platform to prepare students for making significant contributions to society in future. A series of programmes is also organized to promote social entrepreneurship, service learning and global citizenship.

Session B: Key Contact

Name: Chan Yau CHONG

Email: chanyau@hku.hk

URL: cedars.hku.hk/cedars

Job Title: Director of Student Development

Phone: 2857 8387

Session C: Services for Employing Persons with Disabilities (PwDs)

Can this agency help companies employ PwDs?

✓ / X

Can this agency help companies source PwDs?

✓

Can this agency help companies place PwDs?

✓

Can this agency help with the integration of PwDs in a company?

✓

Can this agency help companies with reasonable accommodation?

with limited advice

Does this agency provide training for companies?

X

Can this agency help companies find interns?

✓

Does this agency have experience of working with companies?

✓

Session D: Profile of Talent Pool

Types of Disabilities: Varied

Education Level: Tertiary

Skill Sets: 1. Varied

Session E: Other Services Offered to Companies:

- | | | |
|-------------------------------------|--|---|
| <input type="radio"/> Banner | <input type="radio"/> Backdrop Design & Production | <input type="radio"/> Corsage |
| <input type="radio"/> Catering | <input type="radio"/> Cleaning | <input type="radio"/> Courier |
| <input type="radio"/> Data Entry | <input type="radio"/> Design | <input type="radio"/> Environmental |
| <input type="radio"/> Massage | <input type="radio"/> Moving Services | <input type="radio"/> Cassette Tape and Braille Translation |
| <input type="radio"/> Photo-Copying | <input type="radio"/> Printing | <input type="radio"/> Pest Control |
| <input type="radio"/> Trophies | <input type="radio"/> Typesetting | <input type="radio"/> Web Design |

Session A: Basic Organisation Information

Organisation's Name:

The Hong Kong Society for the Blind



Description:

The Hong Kong Society for the Blind was founded in 1956 and has become the principal government subsidised voluntary organisation in Hong Kong, that provides comprehensive services for the 75,000 blind and visually impaired population. With a staff of over 500, the Society provides rehabilitation training, Braille and talking book production, library service, adaptive technology consultation, employment support and vocational training, eye care and supportive services to the visually impaired children and adults, in addition to residential care service to the aged blind and multiply handicapped blind.

Session B: Key Contact

Name: Wayne YU

Email: wayne.yu@hksb.org.hk

URL: www.hksb.org.hk

Job Title: Employment Officer

Phone: 2778 8332 ext 329

Session C: Services for Employing Persons with Disabilities (PwDs)

Can this agency help companies employ PwDs?	✓ / X
Can this agency help companies source PwDs?	✓
Can this agency help companies place PwDs?	✓
Can this agency help with the integration of PwDs in a company?	✓
Can this agency help companies with reasonable accommodation?	X
Does this agency provide training for companies?	X
Can this agency help companies find interns?	X
Does this agency have experience of working with companies?	✓

Session D: Profile of Talent Pool

Types of Disabilities: People who are totally and partially visually impaired

Education Level: Primary, Secondary and Tertiary

Skill Sets:

1. Telesales
2. Sales
3. Computer application skills
4. Presentation and interview skills
5. English and putonghua
6. Massage

Session E: Other Services Offered to Companies:

- | | | |
|--|--|--|
| <input type="radio"/> Banner | <input type="radio"/> Backdrop Design & Production | <input type="radio"/> Corsage |
| <input type="radio"/> Catering | <input type="radio"/> Cleaning | <input checked="" type="radio"/> Courier |
| <input checked="" type="radio"/> Data Entry | <input type="radio"/> Design | <input type="radio"/> Environmental |
| <input checked="" type="radio"/> Massage | <input type="radio"/> Moving Services | <input checked="" type="radio"/> Cassette Tape and Braille Translation |
| <input checked="" type="radio"/> Photo-Copying | <input type="radio"/> Printing | <input type="radio"/> Pest Control |
| <input type="radio"/> Trophies | <input type="radio"/> Typesetting | <input type="radio"/> Web Design |

Session A: Basic Organisation Information

Organisation's Name:
The Neighbourhood Advice-Action Council
(NAAC)



Description:

Employment Service of NAAC has over 13 years experience in providing vocational assessment, vocational training, career guidance as well as a full range of employment support services for people with disabilities (PWDs) with the aim of enhancing their employability and promoting job maintenance. Apart from active liaison with potential employers to promote employment and job attachment opportunities for PWDs, we assist employers to recruit the right employees and match the available skill sets with the job requirements. To help PWDs to integrate successfully into the company, we will also offer on-site training, staff education as well as accommodation advice to help employers with providing reasonable accommodation.

Session B: Key Contact

Name: Eva CHOI
Email: eva_choi@naac.org.hk
URL: www.naac.org.hk

Job Title: Coordinator
Phone: 2527 4567

Session C: Services for Employing Persons with Disabilities (PWDs)

Can this agency help companies employ PwDs?	✓ / ✗
Can this agency help companies source PwDs?	✓
Can this agency help companies place PwDs?	✓
Can this agency help with the integration of PwDs in a company?	✓
Can this agency help companies with reasonable accommodation?	✓
Does this agency provide training for companies?	✓
Can this agency help companies find interns?	✓
Does this agency have experience of working with companies?	✓

Session D: Profile of Talent Pool

Types of Disabilities:	People who were formerly mentally ill and persons with mental, physical and visceral disabilities
Education Level:	Primary, Secondary and Tertiary
Skill Sets:	<ol style="list-style-type: none"> 1. Clerical and office assistant work 2. Office, shop, restaurant and car cleaning work 3. Food and beverage work including waitressing, coffee bar tending and kitchen assistant work 4. Sales including promotion, shop keeping and cashier work 5. Security guard (with proper permit) 6. Leaflet distribution and other manual work

Session E: Other Services Offered to Companies:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Banner | <input checked="" type="checkbox"/> Backdrop Design & Production | <input type="checkbox"/> Corsage |
| <input type="checkbox"/> Catering | <input checked="" type="checkbox"/> Cleaning | <input checked="" type="checkbox"/> Courier |
| <input type="checkbox"/> Data Entry | <input checked="" type="checkbox"/> Design | <input checked="" type="checkbox"/> Environmental |
| <input type="checkbox"/> Massage | <input type="checkbox"/> Moving Services | <input type="checkbox"/> Cassette Tape and Braille Translation |
| <input type="checkbox"/> Photo-Copying | <input type="checkbox"/> Printing | <input type="checkbox"/> Pest Control |
| <input type="checkbox"/> Trophies | <input type="checkbox"/> Typesetting | <input type="checkbox"/> Web Design |



GUIDELINES ON EMPLOYING PEOPLE WITH DISABILITIES

Hiring People with Disabilities¹

US Department of Labour

Website : www.dol.gov

Downloaded from : www.dol.gov/odep/pubs/ek96/chcklist.html

Do

Do learn to find and recruit people with disabilities.

Do learn how to communicate with people who have disabilities.

Do ensure that your applications and other company forms are in formats that are accessible to all people with disabilities.

Do consider having written job descriptions that identify with the essential functions of the job.

Do relax and make the applicant feel comfortable.

Do provide reasonable workplace accommodations that the qualified applicant will need to perform for the job.

Do treat an individual with a disability the same way you would treat any applicant or employee, with dignity and respect.

Do know that among those protected by the Disability Discrimination Ordinance (DDO) are qualified individuals who have AIDS, cancer, who are traumatically brain injured, deaf, blind and intellectually or learning disabled.

Do develop procedures for maintaining and protecting confidential medical records.

Do train supervisors on making reasonable workplace accommodation.

Don't

Don't assume that people with disabilities are unemployable.

Don't assume that people with disabilities lack the necessary education and training for employment.

Don't assume that certain jobs are more suited to people with disabilities.

Don't hire a person with a disability who is not qualified to perform the essential functions of the job even with a reasonable workplace accommodation.

Don't assume that you have to retain an unqualified employee with a disability.

Don't assume that the work environment will be unsafe if an employee has a disability.

Don't assume that reasonable workplace accommodations are expensive.

Don't assume that you don't have any jobs that a person with a disability can do.

Don't make medical judgements.

Don't assume that a person with a disability can't do a job due to apparent and non apparent disabilities.

Don't assume that your workplace is accessible.

¹ Modified from "Hiring Persons with Disabilities". Perry, Debra A. (Ed.). Pg. 108 to 109. *EmployAbility - A Resource Guide on Disability for Employers in Asia and the Pacific*. International Labour Organization (ILO) 2007.

Company Disability Policy Guidelines and Self Assessment Checklist²

Independent Living Institute, Sweden

Website : www.independentliving.org

Downloaded from : www.independentliving.org/studyworkabroad/disability-information-checklist/checklist-corporate-disability-policy.pdf

Guidelines for Formulating a Disability Policy

When formulating your company's policy regarding the inclusion of people with disabilities as customers and staff, you might want to keep in mind the points below. Your diversity policy, if you have one, should contain explicit references to 'people with disabilities' and include:

- A brief statement of your goals and rationale for a disability policy and any references to pertinent legislation.
- The name of the department and organisational level in the company in charge of the policy's implementation, including name and contact details of the coordinating officer(s).
- A clear description of the due process for grievance settlements.
- Examples of adaptations and accommodations already implemented.
- Answers to frequently asked questions, for example, about the level of the company's ambition in including people with disabilities, its experience in accommodating people with different disabilities and where to get more information.

Please keep in mind that access needs differ from person to person. What may be inaccessible to one person may not present an obstacle to another. An office upstairs without an elevator may not be a problem for a person with a sight or hearing impairment.

Guidelines for Presenting Your Company's Disability Policy on Your Website

Display the disability policy on your website in a manner that reflects the company's priority regarding the inclusion of people with disabilities. This involves ease of navigation, clear and easily understandable language and web accessibility (such as people who are blind). Easy access should not be limited to the disability policy statement itself or other information of interest to visitors with disabilities but should apply to the company's whole website. For more information on web accessibility, see for example www.w3.org/WAI.

In Displaying the Disability Policy You Might Want to:

- Have no more than three mouse clicks between the company's homepage and the disability policy.
- Keep the pages with the disability policy updated (at least once a year).

² Modified from "Company Disability Policy Guidelines and Self-Assessment Checklist". Perry, Debra A. (Ed.). Pg. 110-111. *EmployAbility - A Resource Guide on Disability for Employers in Asia and the Pacific*. International Labour Organization (ILO) 2007.

Language³

Equal Opportunity Opportunities Trust (NZ) and UK Employers' Forum on Disability

Website : eeotrust.org.nz, www.employers-forum.co.uk

Downloaded from : www.eeotrust.org.nz/toolkits/disability.cfm?section=practicaltips

Language represents our attitudes and influences the views and behaviours of those around us. The language with which we talk about disability and refer to people with disabilities is very important because poor choices lead to negative or stigmatising perceptions that only reinforce false stereotypes and will hurt the morale of any workplace.

In the past, language used to describe people with disabilities focused on the medical condition rather than the person. This was dehumanising and did not portray people with disabilities as capable individuals. Today, the language used should emphasise a social perspective reflecting a person's individuality over his or her impairment.

Language use can change over time and from person to person, so it is important to be open to input and individual preferences. If you are not sure of what words to use, you may ask the person how he or she refers to him/herself.

- *Disabled* is the proper term as opposed to 'handicapped'. The key is to always identify people as a person or people, as in a *disabled person or people with disabilities*. Do not use the non-personal phrases, such as 'the disabled;' it is dehumanising and seems to reduce people to their impairment.
- Avoid outdated terms such as 'handicapped' or 'crippled'. Many of these terms are considered derogatory. Although they may have once been common usage, they are no longer acceptable.
- With any disability, avoid negative, disempowering words that invite pity, such as 'victim' or 'sufferer' and phrases like 'in

spite of his / her disability'. For many people, their disability is part of their life and not a tragedy.

- Avoid labels that lump people together as a homogenous group. Labels such as 'the disabled' or 'the mentally ill' reinforce stereotypes that disabled people are exactly alike by nature of their impairment and are separate from society. They also reinforce stereotypes that people with disabilities are powerless patients.
- For deaf people, avoid the phrase 'deaf and dumb'. This terminology is outdated and derogatory. In any case, many deaf people are not silent: they can speak and use sounds.
- The phrase 'mentally retarded' is considered outdated and offensive by many. Instead, a person should be referred to as having an intellectual disability.
- Wheelchairs give people the freedom to move. So do not speak of them if they are confined. Instead say, 'he / she uses a wheelchair' rather than 'he / she is wheelchair bound' or 'confined to a wheelchair'.
- Don't be afraid to use common expressions that might relate to someone's disability, such as 'see you later', 'did you hear about that?' or 'I'll be running along'. People with disabilities do not want excessive attention brought to them or to bring discomfort to others.
- When addressing someone with a disability, offer him or her the same respect as anyone else in the same situation. Do not treat adults as if they were children.

³ Modified from "Language". Perry, Debra A. (Ed.). Pg. 114 - 115. *EmployAbility - A Resource Guide on Disability for Employers in Asia and the Pacific*. International Labour Organization (ILO) 2007.



Overcoming Fears and Concerns⁴

Virginia Commonwealth University Rehabilitation Research and Training Center on Workplace Supports and Job Retention, United States

Website : www.worksupport.com

Downloaded from : www.worksupport.com/resources/viewContent.cfm/73

The following reflect questions and concerns business leaders have reported as reasons they were reluctant to hire people with disabilities.

1. Why should I recruit and hire from this labour pool?

First and foremost, the answer is because it makes good business sense. In order for your business to grow, you will need workers who are qualified, dependable and will be an asset to the company. However, if you have never recruited, hired or worked with a person with a disability, you will probably have lots of questions - which creates hesitation in hiring people with disabilities.

2. What is it going to cost my business to accommodate the workplace so people with disabilities can work as well as visit my business?

Your fears and concerns are important and shared by lots of business people. But let us share some information that will show why they are unfounded. Studies have shown that more than half of the accommodation cost less than US\$500 and over 80 per cent cost less than \$1000. Approximately 20 per cent cost nothing at all. Remember, if a person needs an accommodation and it is an undue hardship for your business, it

does not have to be implemented. Even if you do not hire individuals with disabilities, the easier it is for people to access your business, the more profit your company will enjoy. It is important to note that people with disabilities represent a major market who have needs like other customers. They have substantial buying power.

3. How will hiring people with disabilities affect the morale of my other employees?

Your concern about your other employees is one that every good manager or business owner needs to consider in hiring any new employees. Depending upon your other employees' experiences with working or socialising with people with disabilities, they may be uncomfortable at first. But usually this does not last very long. Most of the time, you need to make sure your other workers are not trying to assist the person with a disability too much. It has been reported by a number of employers that having people with disabilities in the work environment causes other employees to work harder and be more productive.

4. What happens if the person with a disability doesn't work out in my company?

This concern has been asked by many business people. The issue of a person with a disability experiencing performance problems that might lead to termination is an issue that employers fear. Is it never easy to terminate someone from a job. However, if the employee is not able to do the work and after efforts have been made to correct the performance but without results, you are within your rights to terminate the employee with a disability as you would any other employee.

5. How do I deal with a person with a disability in an interview situation and what if I say the wrong thing?

One of the biggest fears expressed by people is, "What do I do when I meet and interview someone with a disability? What is the proper etiquette? What do I say? Do I offer my hand? Do I move furniture? What if I make a mistake and say something stupid?". All of these are normal feelings when you first meet someone with a disability. However, the more contact you

have with people with disabilities and the more interviews you conduct, the more comfortable you will become in dealing with these situations. There are certain etiquette tips that can be provided to you and other business people as well as training opportunities for interviewing applicants with disabilities. If you make a mistake, just shake it off and move on. We are all humans and make mistakes. The applicant with a disability will understand.

Now that your fears and concerns have been eased, you are ready to get started recruiting from this large labour pool to help you with your labour shortage. Also, you may wish to get involved with a local disability group in your community to offer your services in developing resumes, conducting mock interviews classes as well as engaging in other activities that will put you in contact with this target customer and applicant population.

Good luck with your recruiting efforts.

⁴ Modified from "Overcoming Fears and Concerns". Perry, Debra A. (Ed.). Pg. 116 - 117. *EmployAbility - A Resource Guide on Disability for Employers in Asia and the Pacific*. International Labour Organization (ILO) 2007.

CASE STUDIES

Hong Kong Economic Times Holdings Limited: An Open Page on Employment and Disabilities

Name of Company : Hong Kong Economic Times Holdings Limited

Nature of Business : Media Group

Number of Employees : 1,526 employees



OVERVIEW

Hong Kong Economic Times Holdings Limited (“HKET Holdings”), one of Hong Kong’s most established and renowned organisations and their flagship newspaper, the Hong Kong Economic Times 《香港經濟日報》, are seen as the respected voice of Hong Kong society. Driven by a belief that commercial success and corporate responsibility are inherently linked, HKET Holdings look to serve the wider business community and the general public. This is demonstrated by its proactive employment of people with disabilities - both mental and physical.

Attraction and Recruitment

HKET Holdings employs a number of people with disabilities. This includes two hearing impaired individuals who work as computer operators in the Art Production Department and an individual with mental disabilities who works in the Administration Department. Whilst the two computer operators were inherited by the company when it acquired its outsourced production function, the clerical assistant has been employed through a transitional employment programme. The company has established a long term relationship with Phoenix Clubhouse (www.phoenixclubhouse.org), a community adult psychiatric rehabilitation service which looks to ease people who are recovering from mental illness back into the workplace by finding them work placements and supporting them on an ongoing basis. The individuals are given productive routine jobs, typically in an administrative function to encourage them to build and maintain work relationships. All transitional work placements are for a period of three months with the option to continue for a maximum of nine months.

Retention and Development

HKET Holdings are proud that the two computer operators with hearing impairments are loyal and committed workers who have been with the company fourteen and three years respectively. Every effort is made to ensure that they are not made to feel different from other employees and they are given the same training and development opportunities as other employees. Whilst some accommodation might be made, such as ensuring colleagues communicate with them face to face so they can lip read, or providing additional training in smaller groups when new software is introduced, the company highlights that such efforts are minimal. With the transitional employment scheme, a social worker from the Phoenix Clubhouse provides support to the individual to ensure that they are able to fulfill their duties as required by the company. In addition, HKET Holdings assigns someone internally to act as a mentor and look after the individual.

Challenges and Learnings

In the early days, particularly during the economic downturn, there was some hesitancy from senior management about offering opportunities to people with disabilities - particularly under the transitional employment scheme. Indeed there was a cost implication as some effort had to be expended not only to set up a suitable work arrangement and design a job that could be completed by the individual, but also resources had to be allocated to find staff serve as mentors. Staff members also have to be sensitive to the emotional needs of the individual. This stance has altered as the workers have shown that they are enthusiastic, reliable and hardworking and have a good attendance record.

Critical Success Factors

- **Support from the management.** Hiring workers with disabilities can incur additional costs at the beginning. However, these are offset by the loyalty, hard work and commitment of the workers with disabilities which makes them long term assets.
- **Reliable partner organisations.** The Phoenix Club is a specialist in its field and is able to impart professional advice when needed. Aside from sourcing the workers with disabilities, they offer absentee coverage and reduce training costs by working intensively onsite in order to train workers in the demands of the position.
- **Support from staff.** An ethos of inclusion and equality runs through HKET Holdings and their equal opportunity policy is included in their Staff Handbooks. This caring stance comes from the top down and is embodied by Mr Lawrence Fung Siu-Por, the Chairman of HKET Holdings and his wife Alexandra Lee Suk-Wai who support educational development by donating a percentage of their shares to The University of Hong Kong.

“ Hong Kong Economic Times Holdings Limited is an equal opportunity employer. We encourage our employees to keep an open mind about people and their differences. We are committed to offering fair treatment to all of our employees. We believe that embracing diversity and inclusion will foster a stronger and more responsible workplace environment, and will benefit the community as a whole. ”

**Sherman Chat, Director — Human Resource,
Administration and Procurement of HKET Holdings.**

Merrill Lynch: Setting the Benchmark on Diversity

Name of Company : Merrill Lynch
Nature of Business : Investment Bank
Number of Employees : 60,000 globally



OVERVIEW

In Hong Kong, the stigma and prejudice towards people with mental and physical disabilities is still prevalent. For some, finding work, adapting to Hong Kong's fast paced working environment and more importantly, overcoming perceptions, is a challenge they face on a daily basis. The process of job selection for the correct candidate from a pool of talent should be fair and based on ability and unfortunately this is not always the case. Candidates with disabilities, in some instances, experience discrimination in the job market and may be reluctant to apply for opportunities. There has been gradual improvement with more progressive and open minded organisations such as Merrill Lynch, recognising the hidden potential of employees and the importance of a diverse workforce. The Merrill Lynch Asia Pacific Disability Internship program is one of their ways of providing people with disabilities, an equal opportunity to enter the workforce and fulfil their underlying potential.

Attraction and Recruitment

Merrill Lynch Asia Pacific has long realised the untapped potential of persons with disabilities, but when it came to sourcing, they had experienced trouble in identifying suitable candidates from traditional channels. As a result, Merrill Lynch decided to launch its Disability Internship Programme, working with tertiary educational institutes to source candidates. The programme was launched first in Australia in 2007, followed by Hong Kong and Singapore in 2008.

This programme is specifically designed to provide future employment opportunities to university students with disabilities. Here in Hong Kong, Merrill Lynch works with tertiary institutions such as The University of Hong Kong to find appropriate candidates. Specific criteria and eligibility guidelines are made clear in order to attract the right type of applicants with appropriate qualifications and potential. The internship opportunity is advertised within the university and no external advertising is pursued in any other form of media.

Four people applied for the Hong Kong internship in 2008. A screening process was followed to assess the skill set, attitude and fit between the Merrill Lynch business and the students.

Development and Retention

A structured process is followed that makes sure the internship is both rewarding and worthwhile for the participants. Constant reviews and assessments are carried out to see how much progress is being made by the participant. The internship lasts for a ten week period and if the intern performs successfully, then the possibility of a permanent position is considered if available.

Many of the Merrill Lynch Hong Kong employees have been made aware of the Disability Internship Programme via internal communications and are extremely supportive of the idea. Many are genuinely interested in the structure of the program and what the end results will be. The participants in the disability internship partner with the mainstream annual internship program and the interns go through the same induction activities. This helps build a greater sense of belonging and community awareness.

Globally Merrill Lynch has a structured Disability Awareness Professional Network that recruits high potential people and focuses on three core areas: employee development, business activities and community participation. The network assists employees with disabilities by providing an enhanced mentoring and training program in order to retain them as contributing employees.

At Merrill Lynch Hong Kong, reasonable accommodation (adjustments made to the required needs of disabled employees) is willingly provided. Examples include providing easier access to a trading floor for an employee using a wheelchair, providing a taxi allowance for transport in adverse weather conditions and providing a disabled employee with private in-house physiotherapy sessions.

Challenges and Learnings

Merrill Lynch stresses that it is vital that any employee with a disability has a good relationship with their hiring manager. Human Resources also play an active role in the development of the individual. Support for the participants in the internship and employees with disabilities involves a group approach which includes a Diversity and Inclusion manager, a Human Resources representative and the interns' manager all monitoring the progress of the employee. As mentioned, the actual sourcing of candidates has proved to be difficult as some people do not like disclosing their disabilities due to the stigma sometimes attached, while others simply are not aware of the opportunities available.

Critical Success Factors

- Be open and welcoming to employees with disabilities.
- Be communicative and ensure there is open dialogue to identify what the needs of employee with disabilities really are and understand how the organisation can adapt.
- Ensure support from senior management and support from peers.

“ As an equal opportunity employer and an employer of choice, Merrill Lynch seeks to attract talented individuals from a diverse range of backgrounds. Our opportunities are available to all individuals with suitable skills including people with disabilities. ”

Jennifer Taylor, COO Pacific Rim — Merrill Lynch

Pointer Courier Company: Delivering Fair and Equal Opportunities for All

Name of Company : Pointer Courier Company
Nature of Business : Delivery company
Number of Employees : 24 (7 workers with disabilities)



OVERVIEW

Pointer Courier Company is a small courier company located in Kwai Chung. Like many of the 300,000 Small and Medium Enterprises (SMEs) in Hong Kong, the company relies on the contribution of hard working and talented employees. Unlike many companies however, Pointer Courier Company recognises the potential of people with disabilities. Focusing on the ability of the individuals to do the job, it sees the benefits people with disabilities can bring, as hard working and loyal employees, and actively recruits such people into its workforce.

Attraction and Recruitment

As an SME, Pointer Courier Company do not make regular large donations to charity. Instead the company looks to give back to the community in other ways - namely through hiring people with disabilities. Whilst there is no official written policy in this regard, the CEO, Mr So goes by the simple mantra that if a person can do the job well and the clients are happy, then people with disabilities should be given a chance just like everyone else. Out of a total workforce of only twenty-four people, seven of their workers have either emotional or physical disabilities. These people are normally sourced from the Hong Kong Labour Department who help provide job matches. In terms of selection criteria, as long as the person has the 'heart', can do the simple tasks set and works hard, then they are deemed worthy candidates.

Development and Retention

To help develop and retain staff, including people with disabilities, Pointer Courier Company strives to make the working environment inclusive so that there is a sense of empathy and harmony. Lunch is provided for all workers and in greater quantity in the winter. Given the warm and friendly atmosphere that prevails, workers often have dim sum and barbecues together on an informal basis. The CEO Mr So joins these social gatherings when he can.

In terms of reasonable accommodation, special delivery bags are provided for the workers with slight physical disabilities to make their jobs easier. New workers are also given additional time to settle in and to decide that both the company and work are right for them. The organisation tries to cater for everyone's individual needs and also has an informal mentoring policy for people with disabilities. When they first come on board, senior workers show them how the organisation runs and take them to their delivery sites. They gradually ease away over time so that they can become independent. The company also receives outside advice from a local non government organisation on how to develop their workers further. Medical needs are also taken into account and people are allowed time off for important medical appointments.

Challenges and Learnings

Prejudice and stigma still prevail. In the early days during the nineties, society's views of the disabled were still in their infancy. CEO Mr So recalls one defining incident where one of his disabled workers made a delivery to one of his clients. The client called, with the disabled worker in earshot, and informed Mr So that he should not hire people with disabilities. Mr So found himself in a dilemma - as at that point in time his business was still in the early stages of development and he needed clients. However, in his opinion, if work was done properly, it did not matter if a worker was disabled or not. He decided to let the client go and to retain the worker. The result: the employee rewarded this sign of confidence and went on to work for the company for a further ten years.

Critical Success Factors

- **Empathy** Everyone has difficulties in life and just because you cannot view them externally on a person does not mean they do not exist. Everyone should be treated the same.
- **Be genuinely geared towards helping people.** Businesses, no matter what size, can be profitable and geared towards helping people less fortunate in society. Workers with disabilities are hard working and loyal and are less likely to change jobs.
- **Retain a good customer service attitude.** For any SME, the customer is still the most important person in the business process. Whether your worker is disabled or not, if a customer is satisfied then the business will develop.

“ From our past experience, we have seen that people with disabilities change jobs less often and are more loyal. This not only minimises the administrative cost of recruiting employees, it also provides a stable image to our customers. As their opportunities do not come easy, workers with disabilities treasure the chance to work. They tend to be more focused and sincere. They also have a settled frame of mind - you seldom find them in conflict with one another, making it easier to create a harmonious environment to work in. ”

Stephen So, CEO — Pointer Courier Company

AN INTERVIEW WITH ALLAN MAN: AN INSPIRATION TO ALL

Title : Allan Man Sui Lun (BSSC, LLB, PCLL and Solicitor)

Organisation Name : Civic Exchange (at time of interview)

Age : 38

Education : Master of Arts in Language Studies (Law & Language stream),
City University of Hong Kong (expected in 2010)

Master of Laws, University of London (expected in 2009)

Bachelor of Laws and Postgraduate Certificate in Law,
City University of Hong Kong

Bachelor of Social Science, Chinese University of Hong Kong
(Major: Government and Public Administration)

Scholarships Received : • Sir Edward Youde Memorial Scholarships

• Li Po Chun Charitable Trust Fund Scholarships for Postgraduate Students

• Providence Foundation Scholarships

• Li Po Chun Charitable Trust Fund Scholarships for Undergraduate Students

Disability : Ankylosing Spondylitis (AS). This is a form of chronic, progressive, painful inflammatory rheumatic disease which affects the spinal joints in particular those at the base of the spine. Allan could walk properly until the age 14. In 1991, his condition deteriorated and since 1993, he has used a wheelchair.

Professional Background

Intelligent and preserving; these are some of the words used to describe Allan, an inspiring individual and role model for all. Allan's optimism in the face of adversity is a testament to his character. Dreams should be enjoyed by all and Allan's journey to become an in-house legal counsel is admirable. Allan sees his disability as both a challenge and blessing for him.

Upon graduation in 1999, Allan worked for Christine Loh, the then Hong Kong Legislator and current CEO of Civic Exchange, as a legislative assistant. In October 2000, he took up some research jobs at The University of Hong Kong and City University of Hong Kong. In November 2001, Allan joined the civil service as a Trade Officer at the Trade and Industry Department. However, it seems being a civil servant was not challenging enough. Allan decided to quit his stable job in March 2003 and joined the law firm Barnes and Daly as a trainee - a bold move to continue pursuing his dream of becoming a lawyer.

In mid 2005 Allan completed his traineeship and admitted as a qualified solicitor. During his time at Barnes & Daly, Allan was trained to become a lawyer specialising in judicial review and civil litigation. In particular, he was involved in a large-scale right of abode litigation and the controversial "LINK" case. After practicing law at Barnes and Daly for another year after his admission, Allan joined Christine Loh at Civic Exchange to write a book on the history of the Chinese Communist Party in Hong Kong. In August 2008 Allan rejoined the legal profession and is now an assistant solicitor at Vidler & Co.

Constantly bettering himself, Allan is studying for an external Master of Laws at London University and a Master of Arts in Legal Language at City University of Hong Kong. Allan scored the highest GPA results in the first year of his Master of Arts Degree and was awarded a scholarship.

How many years of work experience do you have?

9 years.

What are your key strengths and skills?

A lack of fear in adversity, being strong and able to embrace adversity, persistence and a sense of empathy. Professionally, I enjoy listening to clients and finding the most appropriate solutions, both legal and non-legal, to their problems.

What challenges do you face?

I use a wheelchair but can walk short distances on crutches. My workplace needs are simple: a wider desk and a cushion. Getting to and from work can be a challenge, in particular, when the Rehabus Service (a government-funded transport service for people with disabilities) was extremely insufficient a decade ago. Taxi drivers at that time were very reluctant to take customers with disabilities. Today it continues to be a practical difficulty as my working hours, to a very large extent, are restricted by the Rehabus Service available to me. I have to explain to my boss why I can only arrive at the office by 9:30 am at the earliest every morning but leave after 7pm every night. Luckily he is very understanding.

Getting a job has always been a challenge for me. Although I was always top of the class, I was the only one not to receive a legal traineeship upon graduation. At interviews, I sensed that many employers often wanted to get rid of me the moment I came through their doors. My greatest professional challenge today is gaining the confidence of my clients and other people in my profession.

What have been your greatest achievements professionally?

To the best of my knowledge, I am the first physically disabled person in Hong Kong to have graduated from a local law school, successfully completed traineeship and became a qualified solicitor. I am also the first wheelchair-using lawyer appearing before the Court in Hong Kong.

Have any factors assisted you in your career? Do you have any role models and positive influences? Have you received any special assistance from your organisation or externally?

I do not want other people to question my talents and strengths simply because of my physical limitations - I want to achieve in the same way that others do. Apart from scholarships, I have not received any financial sponsorship. I am from a typical lower middle class family and my family has been supportive and ensures that my living standards are good. Besides, I have loyal friends who continually offer support. My role models include statesman Nelson Mandela and political dissident Aung San Suu Kyi, as they are both determined and willing to sacrifice themselves to achieve a higher end.

What advantages do you bring to an employer as a person with a disability in the working environment?

I can be a role model for people with disabilities, demonstrating that they can also achieve if opportunities are available. People with disabilities are likely to be more appreciative of the job opportunity and will work hard.

Do you have any advice for employers when hiring persons with disabilities?

Don't shy away from the issue and the costs involved. Be more open-minded and patient. Look for potentials of the disabled applicants and give them an opportunity to perform. Take time to observe the potential employee in order to build their confidence.



KEY DISABILITY CONTACTS IN HONG KONG

The Joint Council for People with Disabilities

11-13/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong

Tel : 2864 2935

Fax : 2864 2962

website : www.hkcss.org.hk

Marketing Consultancy Office (Rehabilitation), Social Welfare Department, Hong Kong Special Administrative Region Government

Wanchai

RM 2314, 23/F, Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

Tel : 2835 1933

Fax : 2834 7046

Mongkok

G/F, Mongkok Government Offices, 30 Luen Wan Street, Mongkok, Kowloon

Tel : 3427 9353

Fax : 3427 9357

Website : www.mcor.org.hk

Selective Placement Division, Labour Department, Social Welfare Department, Hong Kong Special Administrative Region Government

Hong Kong

G/F, East Wing, Harbour Building, 38 Pier Road, Central, Hong Kong.

(near Sheung Wan MTR Station)

Tel : 2852 4801

Fax : 2541 5290

Kowloon

G/F, Ngau Tau Kok Government Offices, 21 On Wah Street, Ngau Tau Kok, Kowloon.

(near Kowloon Bay MTR Station)

Tel : 2755 4835

Fax : 2796 0369

New Territories

2/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories.

(near Tsuen Wan MTR Station)

Tel : 2417 6190

Fax : 2499 3713

Website : www.jobs.gov.hk/isps

ACKNOWLEDGEMENTS

Community Business would like to thank and acknowledge the following parties' contributions to the Disability Fair.

Partner

The Joint Council for People with Disabilities

Sponsor

Merrill Lynch

Media Sponsor

ClassifiedPost, South China Morning Post

Supporting Organisations

Hong Chi Pinehill Integrated Vocational Training Centre

Hong Kong PHAB Association

Marketing Consultancy Office (Rehabilitation), Social Welfare Department, Hong Kong Special Administrative Region Government

New Life Psychiatric Rehabilitation Association

SAHK

Selective Placement Division, Labour Department, Hong Kong Special Administrative Region Government

The Centre of Development and Resources for Students, The University of Hong Kong

The Hong Kong Society for the Blind

The Hong Kong Society for the Deaf

The Neighbourhood Advice-Action Council

Companies for Case Studies

Hong Kong Economic Times Holdings Ltd

Merrill Lynch

Pointer Courier Company

Community Business' Team

Sandy Chan

Chris Lau

Shalini Mahtani

Winnie Ng

Kate Vernon

Ada Wong

Other

Allan Man

Burger Republic

Chong Chan Yau

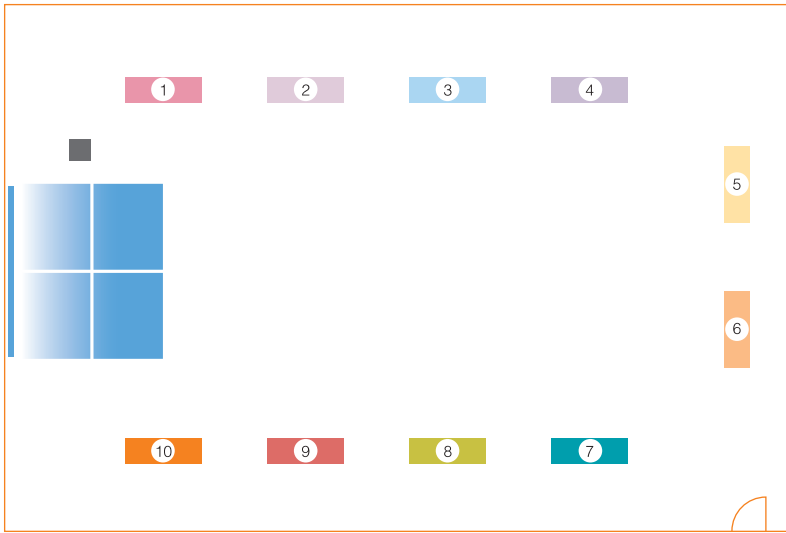
International Labour Organization (ILO)

Igors Group

Joseph Kwok

Town House

DISABILITY FAIR FLOOR PLAN



- 1 SAHK
- 2 Marketing Consultancy Office (Rehabilitation), Social Welfare Department, Hong Kong Special Administrative Region Government
- 3 Selective Placement Division, Labour Department, Hong Kong Special Administrative Region Government
- 4 The Hong Kong Society for the Blind
- 5 Hong Kong PHAB Association
- 6 New Life Psychiatric Rehabilitation Association
- 7 The Neighbourhood Advice-Action Council
- 8 The Hong Kong Society for the Deaf
- 9 The Centre of Development and Resources for Students, The University of Hong Kong
- 10 Hong Chi Pinehill Integrated Vocational Training Centre

COMMUNITY BUSINESS



Community Business

701 Cheungs Building, 1-3 Wing Lok Street,
Sheung Wan, Hong Kong

Tel: (852) 2152 1889 Fax: (852) 2540 9520

Email: info@communitybusiness.org.hk

URL: www.communitybusiness.org.hk

