

Bertelsmann Action Plan for Inclusion 2019–2024



Foreword

Dear Readers,

Media, services and education – Bertelsmann’s businesses are as diverse as the people in our company. Anyone seeking to contribute to this diversity is welcome at Bertelsmann!

Based on our inclusion agreements, we want to create an even more inclusive working environment for our colleagues with disabilities, thereby enabling everyone in the company to make a contribution to Bertelsmann’s success.

Our Bertelsmann Action Plan for Inclusion delineates what we have planned for the next five years, and how we intend to develop our company into the future . Its numerous measures will help Bertelsmann become an even better company!

This action plan was developed in a participatory process by colleagues from across all divisions and many different roles. We would like to thank all of them for their fantastic efforts and commitment! The results of our cooperation are 27 goals, which we intend to achieve by implementing 69 measures. We will evaluate our progress annually.



Immanuel Hermreck, Bertelsmann Chief Human Resources Officer and Gabriele McNab, Bertelsmann Representative for Employees with Disabilities

Beyond individual goals and measures, Bertelsmann’s Action Plan for Inclusion also addresses a central issue in our corporate culture, which focuses on participation and partnership. We say “Yes!” to diversity and difference as success factors for our company’s creativity. Say “Yes!”, too – and encounter people, not their disabilities!

Thank you for your support!

Gütersloh, September 30, 2019

Immanuel Hermreck
Bertelsmann Chief Human Resources Officer

Gabriele McNab
Bertelsmann Representative for Employees with Disabilities

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Introduction

For Bertelsmann, employee diversity is a prerequisite for creativity, innovation and sustainable company success. We aim to further increase diversity at all levels and in every respect. Our objective is to create a working environment based on cooperation, commitment and mutual respect for all colleagues in the company. Bertelsmann wants to design processes and structures in such a way that employees with disabilities can work at the company without barriers, thus contributing their full potential to the success of the company. We strive to promote the inclusion of people with disabilities at Bertelsmann. Consequently, we also operate in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD).





The 27 goals of the Action Plan for Inclusion will be implemented with 69 concrete measures.

With this in mind we developed the Bertelsmann Action Plan for Inclusion last year. It takes into account the needs of both people with disabilities and those whose impairment could lead to disability. Our joint project under the lead management of the Human Resources division of the Executive Board and the group representatives for employees with disabilities is planned to run for five years, until 2024, and encompasses 27 goals and 69 measures.

In a first step, the Action Plan for Inclusion is directed at all German Bertelsmann companies, which will be responsible for implementing the action plan on site and finetuning it for the individual cases. More than 50 colleagues with and without disabilities, managers, inclusion officers, employee representatives, HR managers and numerous other specialist departments were involved in the development. From the outset, they all contributed their expertise with a view to implementing the various measures.

Our goal is to integrate inclusion into existing structures and processes and to anchor it more firmly, especially in the following five action areas:

- Workplace Design and Working Conditions
- Constructional Conditions
- Awareness-building and Communication
- Health Management
- Recruitment, Qualification and Development

To achieve the objectives in the respective action areas, the measures adopted will be implemented and further developed with the support of the project participants and those responsible for the measures. Their degree of implementation will be reviewed annually.

With our action plan, we aim to more strongly promote a change of perspective at Bertelsmann. Colleagues and supervisors alike are called upon to more strongly value the potential of employees with disabilities and to be more attuned to their needs.

Our diversity of perspectives makes us a more creative and more innovative company. We are therefore happy to receive applications from people who will contribute to the diversity of our company and welcome them on board!



The Action Plan for Inclusion will be implemented at Bertelsmann's German locations over the next five years, from 2019 to 2024.



The Action Areas at a Glance

Inclusion is the unrestricted, equal participation of people with disabilities in society.

Source: CRPD, 2007

1 Action Area Workplace Design and Working Conditions

This action area focuses on designing jobs at Bertelsmann in an inclusive way. This refers both to the organization of work and to the concrete arrangement of the workplace.

2 Action Area Constructional Conditions

Bertelsmann strives to make its buildings fully accessible, as this is an important prerequisite for the equal participation of people with disabilities.

3 Action Area Awareness-building and Communication

Inclusion begins in people's minds and affects everyone – this idea is to be actively communicated and anchored in the corporate culture.

4 Action Area Health Management

A healthy working environment is a prerequisite for the creative development of all employees. Inclusive health management also takes the perspective of employees with disabilities into account.

5 Action Area Recruitment, Qualification and Development

We want to support and promote our employees with disabilities so that everyone can contribute to Bertelsmann's success.

“Knowing is not enough, we must apply.
Willing is not enough, we must do.”

Johann Wolfgang von Goethe



→ Action Area 1
**Workplace Design and
Working Conditions**

This action area is all about making jobs at Bertelsmann inclusive. This refers on the one hand to the organization of work (part-time, mobile office, division of labor, etc.) and on the other to the concrete physical arrangement of the workplace (desk, computer, chairs, equipment, etc.). The interests of employees with disabilities should be also taken into account in the event of changes such as relocations, or on business trips. The measures are designed to empower employees with disabilities to work successfully. Measures in this action area promote cultural change, so that supervisors and colleagues are more likely to perceive the abilities and potential of employees with disabilities than their limitations. The path to inclusive working conditions and workplace design should be made as easy as possible for all employees by means of information material, training and consultation.



1. Goal: Managers are supported with targeted information and advice on workplace design and working conditions for employees with disabilities.

Measures:

- a) A working group will prepare short, target-group-specific FAQs for managers on inclusive workplace design and working conditions.
- b) Managers will be provided with this FAQ document, which will sensitize them to the issue (see “Awareness-building and Communication” 3.) as part of established management trainings.
- c) When designing workplaces and working conditions for employees with disabilities, uncertainties can arise. In case uncertainties or problems arise, the representative for employees with disabilities must be consulted, and if necessary the integration office as well.

2. Goal: Managers support the inclusive design of workplaces and working conditions.

Measures:

- a) In the “E-Learning on Talent Management Instruments at Bertelsmann,” the topics of workplace design and working conditions will be expanded to address the aspect of inclusion. Among other things, this includes managers addressing employees’ requirements regarding their workplace design and working conditions during the performance appraisal.
- b) When considering the design of an inclusive working environment, the manager shall involve all those concerned at an early stage, in particular the persons affected and the representative for employees with disabilities. Options such as home offices, mobile offices, working hours suitable for the disabled (flexible or fixed working hours as required), division of labor and other measures will be examined.
- c) In the case of relocation-related changes to workplaces, it will be examined at an early stage whether employees with disabilities might be affected. The representative for employees with disabilities will be included in the planning.

The 2006 UN Convention on the Rights of Persons with Disabilities calls for the right to work in an open, inclusive and accessible working environment.

Source: CRPD, Article 27, 2007

- d) The occupational health and safety committees will discuss inclusive workplace design for employees with disabilities as needed. The employer will always forward on the committee’s recommendations to the managers responsible to ensure that they are implemented.

3. Goal: The needs of employees with limited mobility on business trips are taken into account.

Measure:

For business trips, severely disabled employees with acknowledged mobility impairments can make use of means of transport and accommodation that enable largely barrier-free travel (e.g. rental cars with automatic transmission and rooms equipped for disabled persons). The travel expense guidelines will be reviewed and standardized in this respect.

4. Goal: Employees with relatives in need of care, or with disabilities are supported.

Measures:

- a) On a case-by-case basis, it will be examined how care-giving relatives or parents of children with disabilities can be supported in the individual arrangement of their working time and place of work.
- b) It will be examined whether the childcare and holiday care supported by Bertelsmann can be set up in an inclusive way.

“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.”

Source: CRPD, Article 1, 2007

→ Action Area 2 Constructional Conditions

Bertelsmann strives to make its buildings fully accessible, as this is an important prerequisite for the equal participation of people with disabilities. This means designing buildings and entrances so that they can be used by people with motor, visual and other impairments in the same way as by everyone else. The possible short-term courses of action for Bertelsmann are very different for new buildings, existing buildings, and rental properties. New buildings offer the greatest scope for action. If accessibility is implemented from the outset, later conversion measures and modifications can be avoided. Although the scope for action is more limited for existing buildings and rental properties, there are options for improving accessibility in these cases as well.



I. NEW BUILDINGS

1. Goal: Bertelsmann ensures new buildings are barrier-free. This goes both for company-owned buildings and for buildings constructed by third parties for Bertelsmann (rental/lease).

Measures:

- a) Among other things, the current version of the Technical Rule for Workplaces from the Workplace Directive (ASR V3a.2) will serve as the basis for construction planning as the standard for new buildings and the checklist “Barrier-Free Design of Workplaces” of the Administrative Employers’ Liability Insurance Association (Verwaltungs-Berufsgenossenschaft) will be applied.
- b) In the case of new buildings, accessibility costs will be taken into account from the outset.
- c) In the case of new buildings, a barrier-free approach by public transport will be clarified with the responsible transportation companies during the planning phase. To this end, the responsible HR department will be involved in the process at an early stage.

2. Goal: The (group) representative for employees with disabilities is involved in the planning process for construction projects at an early stage.

Measures:

- a) In the case of new sites at which there is no representative for employees with disabilities yet, the project manager will clarify with the (group) representative for employees with disabilities how accessibility can be taken into account from the outset.
- b) At an early stage of the planning phase for new buildings, a joint meeting will be held between the architect, the project manager, the (group) representative for employees with disabilities, the (partner’s) works council and the HR department. At the meeting, the construction plans will be jointly checked for accessibility.
- c) The HR guideline “Conditions for New Sites” will be revised and expanded to include the topics of accessibility and inclusion at the workplace and in the buildings. The document will be made available to all HR departments.

“Accessibility means that the needs of people with disabilities are given equal consideration in shaping the environment.”

Source: Bundesfachstelle
Barrierefreiheit

II. EXISTING COMPANY BUILDINGS

3. Goal: Accessibility is gradually expanded in the existing company buildings.

Measures:

- a) Recommendations for eliminating barriers in and around Bertelsmann buildings can be made via the in-house suggestions scheme or the HR departments. This will be communicated by works council and idea managers (e.g. through BENET tiles, divisional intranets or JAM).
- b) On its site visits, Occupational Health and Safety (committees) will advise those responsible on site accessibility based on the “Barrier-Free Design of Workplaces” checklist issued by the Administrative Employers’ Liability Insurance Association (Verwaltungs-Berufsgenossenschaft).
- c) Priority will be given to implementing measures such as signage for barrier-free toilets (including in elevators) and improving safety labeling.
- d) Further measures to expand accessibility will be implemented as part of major renovations.

Bertelsmann and its divisions have already been adopting inclusion agreements for the increased participation of employees with disabilities since 2015.



III. RENTAL PROPERTIES

4. Goal: Bertelsmann takes accessibility into account when selecting rental properties and aims to do this for existing rental properties in cooperation with the lessor.

Measures:

- a) The accessibility standards listed under 1. a) will be taken into account in the rental conditions for new rental properties and extensions.
- b) In the case of existing rental properties, the measures that can be implemented for barrier-free accessibility will be evaluated at the suggestion of the representative for employees with disabilities or of individual persons together with those responsible for the site and the lessor.

IV. ACCESSIBILITY AROUND EXISTING COMPANY BUILDINGS AND RENTAL PROPERTIES

5. Goal: Access to Bertelsmann buildings should be designed to be barrier-free for people with disabilities.

Measures:

- a) Access to Bertelsmann sites and buildings will be checked for accessibility and adapted (e.g. door next to turnstile) – provided no important operational reasons prevent this.
- b) Sketches of the site will be expanded and amended to include information on barrier-free means of transport and on barrier-free entrances and parking spaces.
- c) Signages will be installed to make it easier to find barrier-free entrances and parking spaces.
- d) Bertelsmann will encourage public transportation companies to use barrier-free vehicles to enable employees with disabilities to reach their workplaces without barriers (see 1. c)).

A barrier-free environment is essential for 10 % of the population, helpful for 40 % and comfortable for 100 %.

Source: Neumann/Reuber (ed.), 2004, p.13

V. DEALING WITH PERSONS WITH DISABILITIES IN THE EVENT OF DANGER

6. Goal: Emergency plans reflect the concerns of all employees with disabilities and visitors with disabilities with regard to rescue priority.

Measures:

- a) The emergency plan shall describe what aids or organizational measures are necessary to enable people with disabilities to leave the building safely in case of an emergency or to reach a safe place. This will take into account the fact that trainees and interns may have changing workplaces.
- b) The annual safety briefing will include a reference to measures needed to assist persons with disabilities in the event of danger (e.g. “buddies” to help people with disabilities leave the building safely).
- c) Bertelsmann will compile an overview of key information pertaining to hazards for employees and visitors with disabilities (based on the emergency plan, see 6. a)) and provide it to the evacuation officers, HR departments and managers.

Taking accessibility into account at an early stage in the construction of new buildings can save the need for extensive conversion measures later on.





→ Action Area 3

Awareness-building and Communication

With its Action Plan for Inclusion, Bertelsmann also wants to bring about a cultural change in the company. The emphasis should be on the strengths of people with disabilities rather than their possible limitations. At the same time, an atmosphere should be promoted in which employees can talk about possible support requirements as a result of the disability without hesitation. To achieve this, it is necessary to dispel the reservations of supervisors and colleagues with and without disabilities and to encourage them in dealing with the issue of disability. The goal is openness in communication and greater self-evidence in dealing with the topic of disability. This applies to all disabilities, including those that are not visible, such as mental disabilities. This cultural change should be promoted in various ways and at different locations – through information, advice on how to implement inclusion and successful, transferable examples that show what an inclusive working environment is and what benefits it brings to all colleagues in the company. The many means, channels and points of communication should be barrier-free wherever possible.



1. Goal: Information on inclusion is prepared for all employees so that it is clear and centrally available.

Measure:

The contents of the BENET tile of the (group) representative for employees with disabilities will be revised and positioned as the first point of contact at Bertelsmann for all questions on inclusion. Links to the divisional representatives for employees with disabilities will be added. The guiding principles and objectives of the UN Convention on the Rights of Persons with Disabilities will be reflected in the BENET tile.

2. Goal: In the spirit of the UN Convention on the Rights of Persons with Disabilities, the focus is on the abilities of people with disabilities rather than on their possible impairments.

Measures:

- a) There will be regular reports on examples of successful inclusion from everyday work. All available central and decentralized communication channels will be used for this purpose, such as BENET, the divisional intranets, JAM and Handicap TV.
- b) Every two years, Bertelsmann will award an internal diversity prize recognizing exemplary efforts in the area of inclusion, and will communicate these efforts widely. The prize, like all other internal awards, will not be endowed. The award criteria will be developed by an in-house working group. The Chief Human Resources Officer will appoint a panel of judges for the awards ceremony.

“Common sense is simply the collection of prejudices acquired by the age of eighteen.”

Albert Einstein

- c) The images and texts used in communications will reflect the fact that employees with disabilities contribute to the diversity of the company.
- d) A diversity campaign will offer all employees the opportunity to address the issue of inclusion so as to promote the implementation of the UN Convention on the Rights of Persons with Disabilities in everyday life.
- e) Information events on the subject of inclusion will be offered in all divisions. Ideally, these should be integrated into events such as health days or inclusive sports events. Topics such as support with mental impairments, physical barriers or inclusive cooperation can be addressed in this context. These events will be conducted in a barrier-free environment.

3. Goal: Executives and HR managers will be further informed and sensitized about inclusion with the aim of reducing potential reservations and uncertainties in the recruitment and employment of people with disabilities.

Measures:

- a) Inclusion will be anchored as a topic in training courses for managers and HR departments. Information about offers of support, legal backgrounds, team involvement, etc. will be provided.
- b) The subject of inclusion will be addressed annually at the meetings of management representatives and HR managers.
- c) Integrated e-learning courses that sensitize managers to the topic of inclusion will follow the example of the Code of Conduct and become a mandatory component of management on-boarding.

Many disabilities are not visible from the outside. Only about 3 % of severe disabilities are present at birth.

Federal Statistical Office, Statistics on severely disabled people, short report 2017, p.13



4. Goal: The needs of people with disabilities are taken into account at events.**Measure:**

Events will be conceived according to the principle of “meeting and celebrating together irrespective of differences”. Events will be planned and carried out on the basis of the checklist for barrier-free events of the statutory accident insurance.

5. Goal: Strengthen peer-to-peer exchanges among employees with disabilities.**Measure:**

The establishment of a self-organizing network of employees with disabilities will serve to facilitate cross-divisional exchange.

6. Goal: Ensure barrier-free communication to facilitate access to all information.**Measures:**

- a) Communications on BENET and the divisional intranets will be designed as barrier-free as possible according to the “multi-sensory principle”.
- b) Relevant documents (e.g. the Group Inclusion Agreement, [Group] works agreements, personnel sheets, letters from the Chairman, strategy information) will be made available in a form as barrier free as possible.

“Diversity management” is the management of diversity among employees. It is about recognizing, appreciating and using the different potentials of a person.

Source: Pauser/Wondrak (ed.), 2011, p.27

7. Goal: The action plan should reach as many employees as possible.**Measures:**

- a) The creation and implementation of the action plan will be accompanied by communications on BENET, JAM, the divisional intranets and other communication channels in order to generate and maintain interest throughout the entire creation and implementation process.
- b) The creation and implementation of the action plan will be accompanied by extensive committee work. All relevant committees should be informed about the action plan and its implementation.
- c) An inclusion-related question will be incorporated in the 2021 employee survey to assess the awareness of all employees concerning this topic and to derive new measures based on this.

“The only man I know who behaves sensibly is my tailor; he takes my measurements anew each time he sees me. The rest go on with their old measurements and expect me to fit them”

George Bernard Shaw



→ Action Area 4 Health Management

Health management at Bertelsmann serves to safeguard, maintain and improve health (“prevention”) or to restore health (“rehabilitation”). The Group’s health management measures are based on the concept that a healthy environment is necessary for the creative development of employees. The topic of health is becoming increasingly important given current demographic developments. While it is equally important for employees with and without disabilities, health may mean different things depending on circumstances. This is why inclusive health management also takes the perspective of employees with disabilities into account when developing and implementing measures. This applies to communication about health services as well as to the existing working groups on health, which regularly address the topic of inclusion. Employees with disabilities should also have access to sports facilities as a matter of course.



1. Goal: The subject of inclusion is expanded in Bertelsmann Group Health Management (BGM).

Measures:

- a) The BGM website and the divisional intranets will highlight the importance of workplace health management for employees with disabilities. Relevant contact persons such as the representatives for employees with disabilities or the inclusion officers will be linked.
- b) The Action Plan for Inclusion, occupational integration management and reintegration will be addressed in all health-related training courses.

2. Goal: The existing “health working groups” address the inclusion and working conditions of employees with disabilities at all sites.

Measures:

- a) The “health working groups” will regularly put the inclusion and working conditions of employees with disabilities on their agenda and discuss these topics, which moreover will be included in the “Guide for Health Working Groups”.
- b) Inclusion-related topics will also be addressed as part of the regular evaluation of the implementation of minimum health standards.
- c) Networking between the working groups and the sharing of ideas about inclusive health services will be promoted. The various company health management websites of the divisions will be used for this purpose.

3. Goal: Further promote the uniform design of Occupational Integration Management (OIM).

Measures:

- a) A cross-divisional and Group-wide OIM working group comprised of representatives for employees with disabilities the works council and the HR department will support the nationwide implementation of OIM on the basis of updated OIM templates (as of spring 2019). At the same time, the OIM working group will be responsible for questions and the optimization of the OIM process as well as for promoting continuous exchange.

“Investments in the health of our employees are always an investment in our company.”

Immanuel Hermreck,
Bertelsmann Chief Human
Resources Officer

- b) The OIM working group will manage communications using the OIM process. Information will be made accessible via the BENET tile of the group representative for employees with disabilities and the divisional intranets, creating a uniform understanding of the process and the participants involved. Communication and details can be designed individually within the divisions.
- c) OIM training courses will be held throughout the divisions and the Group. These will be organized by the group representative for employees with disabilities, documented on peoplenet and will be a prerequisite for participation in the OIM integration team.

4. Goal: Bertelsmann increasingly promotes the reintegration of employees after a prolonged period of illness (e.g. following the “Hamburg model”).

Measures:

- a) The various options for reintegration, e.g. based on the “Hamburg Model”, will be communicated to managers. If necessary, managers, supported by the HR department, will promote an understanding culture of teamwork during reintegration.
- b) The difference between reintegration and occupational integration management will be addressed in all OIM and health-related training courses (see 1.b)).

5. Goal: Employees with disabilities have access to events and sports facilities as a matter of course.

Measures:

- a) The company’s own sports program will either be extended to include more inclusive offers or existing offers will be further developed and communicated accordingly.
- b) Company cooperation with providers of sports and rehabilitation services that are also suitable for employees with disabilities, such as sports studios, rehabilitation sports and medical supply stores, will increasingly be sought.

“We invest in our people, empower them and provide fair working conditions.”

Bertelsmann Essentials



→ Action Area 5
Recruitment, Qualification,
and Development

People with disabilities contribute to the company's diversity and are very welcome at Bertelsmann. Bertelsmann not only wants to improve the situation of employees with disabilities, but also intends to recruit more people with disabilities as employees and trainees. Cooperation projects, for example with the Chamber of Industry and Commerce (IHK) or with vocational training centers, can be a first step. The further qualification of inclusion officers, HR managers and representatives for employees with disabilities is also essential for improving the situation of people with disabilities, who should have the same career development opportunities as employees without disabilities. For this reason, further training courses and events should be inclusive and assessment systems and forms should be further developed to take account of disability-related reductions in performance.



We welcome applications from people who contribute to the diversity of our company.

I. RECRUITMENT

1. Goal: Bertelsmann is an attractive employer and is increasingly recruiting people with disabilities as employees and trainees.

Measures:

- a) The sentence “We welcome applications from people who contribute to the diversity of our company” will be included in every job advertisement and on the website of all job exchanges.
- b) Internal and external career portals will provide information on the support options offered by the representative for employees with disabilities in the application process.
- c) It will be examined how internal career portals, job advertisements and the submission of applications can be made barrier-free.
- d) It will be examined whether job advertisements in peoplenet can be linked with job exchanges aimed at people with disabilities. In addition, cooperation will be sought, for example, with the Specialist Placement Service for Severely Disabled Academics or the vocational development centers.
- e) It will be examined to what extent cooperation with chambers of industry and commerce can be expanded to enable more people with disabilities to receive training at Bertelsmann and its companies.
- f) Bertelsmann will offer internships and work trials for people with disabilities to the extent possible within the company. Bertelsmann will seek to achieve this by cooperating with vocational training centers.

II. QUALIFICATION AND DEVELOPMENT

2. Goal: Inclusion officers, HR managers and representatives for employees with disabilities who are active in the participation of people with disabilities in working life are trained to carry out these tasks in the best possible way.

Measures:

- a) Inclusion officers, HR managers and representatives for employees with disabilities will receive the necessary training (e.g. from integration offices) to ensure that each division has experts on both the employee and employer side.
- b) Meetings will be held between the integration office, representative for employees with disabilities and inclusion officers/the HR department at all locations as required but at least once a year. These meetings will promote the transfer of knowledge by the integration office as well as cooperation between the location and the integration office, e.g. with regard to applications.

3. Goal: Training courses and events are always designed to be inclusive.

Measure:

Training courses and events will be designed so that all employees, including those with physical disabilities, can participate in all activities unless important reasons contradict it.

“We want to give all our employees the opportunity to further their training and acquire qualifications so that we can secure Bertelsmann’s long-term success.”

Immanuel Hermreck,
Bertelsmann Chief Human
Resources Officer



“Our inclusion chairpersons, HR managers and representatives for employees with disabilities are trained continuously to perform their duties in the best possible way.”

Gabriele McNab,
Bertelsmann Representative for
Employees with Disabilities

4. Goal: Employee assessment systems and forms are further developed to take account of disability-related reductions in performance.

Measures:

- a) Management tools (e.g. performance and development dialogues, team discussions) will be reviewed to ensure that the needs of employees with disabilities are taken into account.
- b) When objectives are agreed, impairment-related performance restrictions will be taken into account to ensure that the objectives are achieved.

5. Goal: The right of apprentices with disabilities who have completed their training to be hired within the Group (see Group Inclusion Agreement) is supported with additional incentives and takeover offers.

Measure:

It will be examined what incentives promote the hiring of apprentices with disabilities who have completed their training and whose previous internal application attempts were unsuccessful.

“Easy Read”

What is the Action Plan for Inclusion?



It is important for Bertelsmann that employees are different.

Only then will we get many new ideas and success.

Employees with disabilities should also be able to work well at Bertelsmann.

That’s what they call it: Inclusion.

For good inclusion at Bertelsmann, there is the Action Plan for Inclusion.

The Action Plan for Inclusion contains 27 goals and 69 tasks.



The Action Plan for Inclusion is intended to help all managers and employees.

Colleagues with disabilities have many strengths.

But they sometimes need a little help.

Maybe that is why everyone has to work a little differently.



The Action Plan for Inclusion has 5 areas



Area 1: Good Workplaces

Employees with disabilities may need tools and aids at their workplace.



Area 2: Buildings

All Bertelsmann buildings should be barrier-free.



Area 3: Supporting Employees with Disabilities

Employees with disabilities should be able to show their strengths.

All employees should help them.

Employees should learn how to work with disabled colleagues.



Area 4: Health

All employees should keep well and fit.

If an employee becomes ill, he or she should get well again.

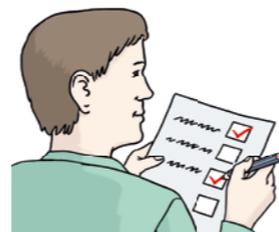
The same is true for employees with disabilities.



Area 5: More Employees with Disabilities

We hope: more employees with disabilities apply to Bertelsmann.

Bertelsmann is working with various partners to achieve this.



By 2024, all the goals of the Action Plan for Inclusion should be achieved.

Bertelsmann constantly checks whether all tasks are getting done.

About the Action Plan for Inclusion

The Bertelsmann Action Plan for Inclusion is based on the requirements of the National Monitoring Mechanism for the German Institute for Human Rights, which accompanies and monitors the implementation of the UN Convention on the Rights of Persons with Disabilities in the Federal Republic of Germany. It is the result of a participatory process involving more than 50 colleagues from different divisions and roles and is based on an assessment of the current situation at Bertelsmann's German companies. The Plan comprises 27 concrete goals and 69 derived measures in five action areas.

The Action Plan for Inclusion envisages the coordinated implementation, evaluation and further development of measures at Bertelsmann and its divisions. A structured process will serve as the basis for its continuous implementation until 2024.

Prioritization of measures

A prioritization of the measures to be implemented will be carried out yearly by the project participants to implement the Action Plan for Inclusion as planned.

Control

Implementation of the Bertelsmann Action Plan for Inclusion is the responsibility of the Human Resources division of the Executive Board (Corporate Responsibility & Diversity Management department) and the group representatives for employees with disabilities.

Communication

The Bertelsmann Action Plan for Inclusion will be communicated comprehensively and continuously via the internal communications media at the German Bertelsmann companies and discussed on the Group committees. The document is also available to the public: www.bertelsmann.de/aktionsplan-inklusion.

Monitoring and Evaluation

The degree of implementation of the prioritized measures will be assessed annually and the process modified if necessary. At the end of the five-year term, a final project evaluation will be conducted. On this basis, it will be decided how the issue of inclusion will be further addressed at Bertelsmann after 2024.

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