

DISABILITY AND NEURODIVERSITY SUPPORT AND INCLUSION HUB

Company name : DELOITTE LUXEMBOURG

Activity sector : Activités de services administratifs et de soutien

Company category : Grande Entreprise

Description of the action

At Deloitte Luxembourg, we have created an internal Disability and Neurodiversity Support and Inclusion Hub on our intranet. This hub centralises all key information, processes and resources related to disability and neurodiversity in one accessible and structured place.

The Hub:

- explains Deloitte's vision and commitment to accessibility, disability and neurodiversity inclusion;
- describes the voluntary process for declaring a disability, neurodivergence or long-term health condition within the organisation;
- provides guidance on how to request workplace accommodations and specific equipment;
- shares practical information on building accessibility for people with reduced mobility;
- offers a curated set of learning resources (e-learning modules, learning pathways on our learning platform, "How do I talk about...?" conversation guides, reports like Deloitte's "Disability Inclusion @ Work 2024" report, and links to IMS Luxembourg);
- provides centralized access to points of contact for all topics concerning disabilities and neurodiversity.

Type of Action:

Creation and ongoing maintenance of a digital information and support hub surrounding disability and neurodivergence.

Target group:

All Deloitte professionals are included in this initiative, whether or not they are living with a disability, neurodiversity or a long-term health condition.

Duration:

This is an ongoing initiative, integrated into Deloitte DEI strategy.

Context

At Deloitte, we take care of each other. This includes a strong commitment to building an accessible, inclusive and psychologically safe workplace and culture where all professionals can thrive and bring their authentic selves to work.

The hub was therefore created to:

- centralise all key information related to disability and neurodiversity in one place;
- clarify the voluntary process to declare a disability, neurodivergence or health condition and to request reasonable accommodations;
- create visibility around the company's commitments to accessibility, including concrete measures in office building;
- strengthen awareness of disability and neurodiversity among all employees by offering learning resources;
- reinforce psychological safety, so that individuals feel supported and confident to express their needs;
- provide points of contact for trained colleagues who are knowledgeable and sensitive to this topic, and who can be approached to address questions and offer support.

The hub is aligned with Deloitte's broader vision, structured around 3 pillars: 1) Inclusive and accessible environment; 2) Education and awareness; 3) Employment and empowerment.

Objectives

- Centralise all information on disability and neurodiversity in a single, accessible hub on the intranet.
- Clarify the process of voluntary disclosure and request for reasonable accommodations.
- Inform and guide employees on building accessibility.
- Raise awareness and educate all employees through dedicated e-learning modules, learning pathways and conversation guides.
- Strengthen psychological safety, so people feel comfortable asking questions, seeking support and bringing their authentic selves to work.

Approach

The hub was developed as a cross-functional initiative, involving several internal stakeholders:

1. Design and content development led by the Diversity, Equity & Inclusion (DEI) team; in collaboration with Human Resources and Office Management
2. Launch and ongoing updates
 - The hub was launched and promoted via all-staff DEI newsletter.
 - On the International Day of Persons with Disabilities 2025, Deloitte invited Paralympic gold medalist Mariska Beijer as a speaker to share her story and experience with employees. This event was promoted through the hub.
 - The hub is regularly reviewed and updated based on feedback from users and internal stakeholders.

Impact

Impacts:

- Approximately 300 attendees joined the International Day of Persons with Disabilities 2025 event with Mariska Beijer, both in person and remotely.
- Easier understanding of how to declare a disability or health condition and how to request support.
- Increased feeling of support and accessibility when choosing to disclose a disability or neurodivergent condition.
- More confident and consistent handling of questions and situations by leadership through the usage of the hub as a practical tool.
- The hub contributes to normalising conversations about disability and neurodiversity and helps to move away from stigma towards a strengths-based perspective.
- Greater normalisation of conversations about disability and neurodiversity, with a stronger focus on strengths.
- Increased visibility of disability and neurodiversity through ongoing events, webinars and learning opportunities.
- Strengthened trust in workplace safety through clear information on security and evacuation procedures for people with specific needs.