

Inclusive Working Environment and Employment

With the philosophy of “to harness the potential of the individual”, we will create jobs for people with disabilities and achieve fair treatment

Pasona Group Inc.



Expanding business with professional work provided by people with disabilities

The Pasona Group has been promoting workplaces where people with disabilities can work lively and participate in society with people without disabilities. Pasona's corporate philosophy is to provide “Solutions to Society's Problems,” and defines its role as “to harness the potential of the individual,” and “promoting diversity and continually create opportunities for individuals to achieve their dreams.” Currently, of the 9,300 employees in the Group, more than 500 are people with disabilities. The company is working to create a workplace environment and jobs where diverse employees can play their roles.

Pasona established Pasona Heartful Inc. in 2003, a special subsidiary company under Japanese law to support disabled people who face troubles in finding jobs. It has expanded opportunities for them by engaging in a variety of jobs tailored to their abilities and characteristics under the slogan “talent knows no handicap.” Initially, Pasona Heartful Inc. employees' jobs started as mainly back-office support operations but have gradually expanded to jobs that required expertise. Its art business started with employees who loved

drawing. The company nurtures employees' talent for painting through training by experts which is tailored to the degree of disabilities and artistic talent of each employee, and; 23 employees are currently working as artists.

At the Art Village Craft Center, employees who have received specialized sewing training are making products using cloth printed with the artists' drawing designs. Employees in the art consulting business design offices, stores, and product packages to promote diversity. For example, they print the artist's picture on to-go packages in a café or display them to decorate wedding halls.

Approximately 20 employees with severe intellectual disabilities who have difficulty working in the office are working in the agricultural business. Some of them work with local governments to produce and sell pesticide-free vegetables or vegetables grown with organic fertilizers. In the bakery business, about 30 employees with autism, who are good at detailed work, sell bread and sweets in cafés located in our office buildings in Tokyo and Osaka. Some of them have developed their skills through their work and obtained national qualifications. The offices and bakery cafés of Pasona Heartful Inc. are in the same building as

other group companies, making it an environment where both employees with and without disabilities interact daily.

In its recruitment business, Pasona has supported more than 150 people with disabilities to find jobs including a woman who was selected as a sitting volleyball player for the Paralympic Games. Pasona also has significantly improved the retention rate of employees with disabilities by training accepting companies on how to manage employees according to the needs of the company and the characteristics of people with disabilities. Pasona offers training programs for students and teachers at schools for special-needs and invites them to visit its bakery shops and offices. Also, as a project of the Tokyo Metropolitan Government, Pasona provides training for companies struggling in hiring people with disabilities.

To create workplaces where people with disabilities are not unusual

In the Pasona Group, the philosophy “to harness the potential of the individual” is repeatedly stressed, starting from the first training when joining the company. In this way, the philosophy penetrates across all employees and reflects in Pasona's day-to-day operation. Salaries for employees with disabilities are determined based on the level of disability and workload one can accomplish, which is in the same manner as that for employees without disabilities. 80 percent of the artists with disabilities are at the professional level; thus, their salary is the same as full-time employees



without disabilities. Promotion is also based on the same standard as that for employees without disabilities. Therefore, some of the employees with disabilities have been working in managerial positions. Such a fair treatment allows employees with disabilities to work more actively with higher motivation. Also, promotions of employees with disabilities give increased motivation for employees without disabilities as well.

As a result of these efforts, the Pasona Group's retention rate of employees with disabilities is extremely high and the percentage of those who voluntarily leave the company is as low as 2% (annually). Pasona Heartful Inc. received the Tokyo Metropolitan Government's Excellent Company Award for Employment of People with Disabilities last year. Also, Pasona Group Inc. and all the subsidiaries support the activities of Paralympians, including track and field, swimming, and soccer.

NOTE



MNE Declaration
par.30, par.33, par.38



Related SDGs
Goal 4, 8, 10