



Disabilities

A guide for all



OMV Petrom

The energy for a better life.



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Ion Anghel



My personal experience and interactions with extraordinary people living with various disabilities have profoundly influenced me and prompted me to act. I had the privilege of working with exceptional colleagues who have successfully overcome obstacles in their lives and who brought immense value to our organization.

I realized that disability should not be considered a limitation, but an aspect of our human diversity that can bring added creativity, innovation and resources untapped resources. It is essential to understand that each individual, regardless of the disability they have or may have at any given time, brings with them a unique set of talents, skills and perspectives.

This guide is a valuable tool for all our colleagues, providing information, resources and practical advice on how to deal with and be more responsive to the needs of people with disabilities.

I urge every department to read and apply with the principles and best practices outlined below. I am proud to be part of a team that recognizes the importance of inclusion and is determined to change mindsets.

Thank you to everyone who contributed to this material!

Radu Mavrodin



The Guide for People with Disabilities is a valuable resource created to foster inclusion within OMV Petrom. I would like to share with you my motivation and passion for this initiative. I believe in the benefits of an open, empathetic work environment, that is adapted to the needs of **ALL**. I understand diversity as an essential element in a healthy and successful organization, and people with disabilities can contribute to this by their unique perspectives and talents.

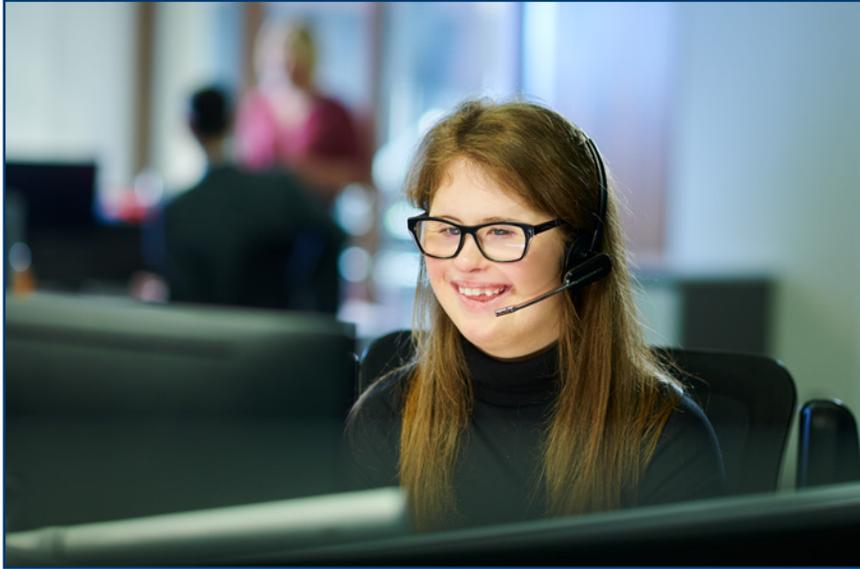
This Guide is intended to be a central source of information, solutions and practical advice to help both employees with disabilities and their colleagues and managers to better understand the challenges they may face in the workplace.

I encourage you to explore this guide and use it as a tool for personal and professional growth.

Each of us can play an important role in creating an environment where every employee can feel respected, valued and supported in all aspects of their work.

Andrei Rotaru

Disability does not define who we are, but teaches us to go beyond our limits. With this guide, I invite you to look beyond appearances and understand the power of human diversity. This is how we will create an empathetic world.



Diversity, Equity, and Inclusion ("DE&I") are important global, European, and national issues. **At the international level**, DE&I are addressed through several initiatives and programs, including through the United Nations, which has launched a global program called "Action plan for a Culture of Non-Discrimination and Inclusion", which aims to promote equal opportunities, respect for fundamental rights and the fight against discrimination.

At European level, the European Union promotes DE&I through various measures, including the Diversity and Inclusion at Work Strategy, which derives from EU objectives and values. It promotes diversity in all aspects of society and the fight against discrimination, including by increasing the number of women in leadership positions and improving **the representation of people with disabilities in various areas of activity and interest**.

In Romania, DE&I is addressed through various programs and initiatives, such as the National Strategy on the Rights of Persons with Disabilities ("An equitable Romania", 2022-2027) or through training and counselling programs for employers and employees.

As regards the inclusion of people with disabilities, the national strategy aims to promote social inclusion and equal opportunities for people with disabilities, improve access to services and facilitate their participation in economic and social life.

However, ensuring the social and economic inclusion of people with disabilities remains a fundamental right that is partially unfulfilled in Romania.

According to the latest statistics, people with disabilities do not have full access to the physical environment, are excluded from employment, material well-being, the health system or from living with others in the community.

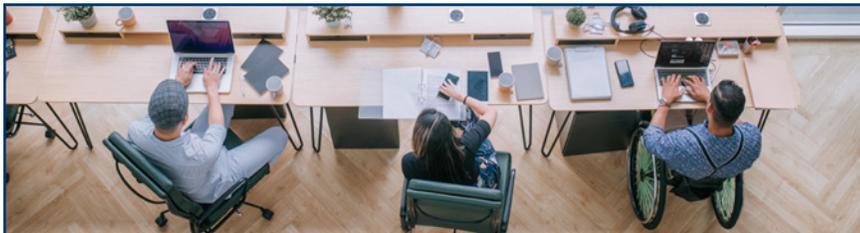
DE&I requires constant efforts to be promoted and implemented. A unified approach is needed that encompasses organizational culture, policy, practices and processes, as well as employee training and awareness, to promote a truly inclusive culture.

2.1 Human Rights

In 1948, in Paris, the United Nations General Assembly proclaimed the Universal Declaration of Human Rights, a landmark document in the history of human rights. Drafted by representatives of different legal and cultural backgrounds from all regions of the world, the Declaration represents a common standard of achievement for all peoples and all nations and was the first international legal effort to limit the behavior of states and ensure that they fulfil their duty to their citizens. The inclusion of both civil and political rights and economic, social, and cultural rights assumed that fundamental human rights are indivisible, which was not opposed by any member state at the time of adoption (the Declaration was adopted unanimously, with the Soviet bloc, South Africa and Saudi Arabia abstaining).

The Universal Declaration gave rise to several other international agreements that are legally binding on the countries that ratified them.

One of these is the **UN Convention on the Rights of Persons with Disabilities (CRPD)**, which was adopted in December 2006 and entered into force in May 2008. The Convention is the result of decades of work by the United Nations to change attitudes and approaches towards persons with disabilities and is the main international legal instrument to combat discrimination against persons with disabilities.



The Preamble of the Convention recognizes that disability is an evolving concept, resulting from the interaction between persons with disabilities and attitudinal and environmental barriers that prevent their full and effective participation in society on an equal basis with others.

Thus, the Convention is a powerful tool to help people with disabilities, local communities and governments explore new ways of respecting the rights of people with disabilities through the development and implementation of legal, policy and practical measures. It mediates the shift from seeing people with disabilities as "objects" in need of charity, medical treatment, and social protection, to seeing people with disabilities as "subjects" with rights, who are able to claim those rights and make decisions for their lives based on their free and informed consent, as well as being active members of society.

The Convention is conceived as a human rights instrument with an explicit social development dimension. It adopts a broad classification of persons with disabilities and reaffirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms. It clarifies and qualifies how all categories of rights apply to persons with disabilities and identifies areas where adaptations need to be made for persons with disabilities to effectively exercise their rights and areas where their rights have been violated and where rights protection needs to be strengthened.

The Convention aims to increase opportunities for persons with disabilities to participate in all aspects of social and political life, including access to employment, education, health care, information, justice, public transport and the built environment.

The Convention includes the rights to:

- lead an independent and autonomous life
- start their own family
- take up a job
- enjoy an adequate standard of living and social protection
- receive access to education
- participate in public and cultural life
- be protected against multiple discrimination, violence, exploitation or abuse

Full text in English here: <https://anpd.gov.ro/web/conventia/>

„Realizing the rights, empowerment, and leadership of people with disabilities will contribute to our common future.” António Guterres - UN Secretary-General

To achieve the Sustainable Development Goals we need everyone's involvement, including people with disabilities. Around the world, people with disabilities and their representative organizations are taking action to make this call a reality: "Nothing about us without us".

- **OMV Petrom's commitment in the Universal Declaration of Human Rights and internationally recognized treaties**

At OMV Petrom, we recognize human rights as universal and they guide our conduct in every aspect of our activities. Human rights are inalienable, and everyone is inherently entitled to them.

Human rights are thus seen as universal (they apply everywhere) and equal (the same for all).

OMV Petrom respects human rights as stipulated in the Universal Declaration of Human Rights and in internationally recognized treaties, including the core treaties of the International Labor Organization (ILO).

Accordingly, OMV Petrom has signed the UN Global Compact and is fully committed to the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises.

This commitment to Human Rights is embedded in every business approach and supports adherence to the UN Sustainable Development Goals (SDGs).

Also, as part of the Human Rights Policy Statement, OMV Petrom is committed to ensuring equal treatment regardless of such grounds as race, gender, sexual identity, age, color, ethnic or social origin, genetic characteristics, language, religion or belief, political or other opinion, membership of a national minority, indigenous origin, property, family status, disability, health status, including mental health, or any other status.

However, these commitments made by OMV Petrom should be seen from a broader perspective of developing global commitments to human rights in general and the rights of persons with disabilities in particular.



Inclusion is essential for a successful organization. This represents the foundation of an environment where all people feel valued and appreciated, no matter of their cultural, ethnic, gender or skills-related background. Inclusion promotes diversity of thinking which can conduct to innovative ideas and creative solutions for the problems confronted within the organization.

Also, inclusion helps build a cohesive work environment, where employees feel respected and valued. This can lead to an increased employee motivation, increased productivity, and higher retention of valuable employees.

Moreover, organizations that promote inclusion, attract diverse talent, and adapt more easily to market and social changes. This can lead to competitive advantages and long-term sustainable business development.

In conclusion, inclusion is essential for an organization that wants to be competitive, innovative, and respected, especially by the new generations. By promoting inclusion, organizations can create a better work environment for employees, supporting anti-discrimination and fair treatment of people, and thus be better prepared for the future.

Below you can find a link to a relevant video:

<https://www.youtube.com/watch?v=VjxFhEbCLmM> - Disability Inclusion by World Bank



3.1 OMV Petrom Strategy regarding DE&I

Within OMV Petrom, Diversity, Equity & Inclusion (DE&I) are integrated elements of the Human resources strategy, in alignment with OMV Group's Diversity Strategy.

Valuing individual differences brings real benefits to business success, leveraging diverse perspectives being a powerful advantage that helps us create value in both the long and short term.

Within OMV Petrom, we offer support through dedicated policies and practices, the inclusion of all people, in order to continuously foster the diversity of perspectives and approaches within the organization, that we have detailed throughout the booklet.

We consider that this provides us with a consistent pool of skills and experience that we can rely on and at the same time, we need to develop it by continuously aligning the organization to its purpose, increasing flexibility and promoting intelligence of diversity, equity and inclusion.



3.2 Why we felt the necessity to create this booklet



Accessibility:

The booklet will help improve the accessibility of information for persons with disabilities and others, making it easier for them to find and use the information they need. Thus, the booklet has been designed and developed to be easy to read and navigate, with appropriate fonts and font sizes, to make it as user-friendly as possible.

Information

The booklet will be used to inform the persons with disabilities about their rights and benefits, to access resources meant to support communication on the topic of their disability, and to centralize the resources and services available to help them reach their needs and objectives.

For these reasons, the booklet includes information regarding the accessibility of public and private spaces, transportation, and medical assistance.

Education

The booklet is designed also to educate persons without disabilities about the needs and challenges faced by persons with disabilities, and how they can be more sensitive and empathetic in their interactions with persons with disabilities.

Awareness

The booklet will contribute to raise the awareness throughout the organizational environment about the needs and challenges faced by persons with disabilities and to promote a more positive and inclusive attitude towards persons with disabilities.

The booklet for persons with disabilities is intended to be a valuable tool to improve the accessibility of information and to support the social inclusion of these persons.

4.1 The definition of disability

In the past century, the term “disability” was used to refer to a distinct class of people. Historically, the word “disability” has been used as a synonym for “incapacity”.

A disability could be defined as a consequence of a condition that limits a person from using one or more of his/her abilities, such as walking, speaking, seeing, hearing, thinking, or learning skills. It is not always easy to determine if a person has a disability or what type of disability have.

If a person behaves “differently”, we should always consider that they may have a problem that is not obvious. We should try to be ourselves, to allow common sense and friendship to break down the barriers that may arise and to bear in mind that time can overcome the effect of a disability.

4.2 The specific needs of a person with a disability

The disabled persons have specific needs that need to be recognized and properly addressed. These may include physical needs, such as accessibility to workplace or home, or cognitive needs, such as support to perform day-to-day tasks.

The formal recognition of a disability can be essential so that persons with disabilities can receive the support and resources they need. This may include access to government programs, such as financial aid or care services, or workplace protective measures. It is important that organizations and society, in general, to recognize disabilities and to provide support in order to improve the disabled persons' quality of life. This can include facilitating the access to education, participation in social and sporting activities, and creating equitable employment opportunities.

The inclusion of persons with disabilities can be discouraged by barriers such as discrimination, social phobia or labels. It is important that society strives to reduce these barriers and to create an inclusive and accessible environment for all.

4.3 Medical Model vs. Social Model for disabilities

„The "Medical Model" of the disability focuses on disability as an individual's problem and emphasizes the treatment or improvement of his condition. This model sees disability as an anomaly or condition that needs to be corrected, causing feelings of pity towards the person with the disability. The “Social Model” of the disability, on the other hand, regards disability as the result of an interaction between the individual and society, including architectural barriers, negative attitudes, and limited access to resources. This model emphasizes the importance of accessibility and social inclusion in addressing disability, and not only the medical perspective.

These models provide a framework for how people perceive people with disabilities. Both have influenced and been influenced by social, political, and legislative changes, but the social model has become increasingly prevalent in addressing disability, recognizing the importance and need to manage the social and structural issues that lead to the marginalization of people with disabilities. Although the Medical Model can be a useful way of understanding illness, the disability community has largely abandoned this model in favor of the Social Model.

The Social Model promotes the idea that adapting social and physical environments to accommodate the needs of people with a wide range of functional abilities improves quality of life and opportunities for people with and without impairments.

4.4 Classification of disabilities

In this section, we shall explore different types of disabilities and we shall provide examples and additional resources for information. Disabilities can be grouped according to how they affect the person, can be permanent or temporary, can occur in a particular situation and may or may not be obvious/visible. The classification below covers the major categories of disabilities, without being a complete and detailed listing. Thus, we will address the main sensory disabilities, physical and locomotor disabilities, and cognitive and mental disabilities.

a - Visual disabilities

The visual disabilities belong to the sensory category. There are different types of visual impairment, which can involve poor vision or complete loss of vision, in both eyes or just one.

The visual disabilities include visual impairments that affect a person's ability to see near or far. According to the WHO, most people with visual impairment are over 50, but vision loss can occur at any age in the form of:

- Blindness
- Poor eyesight
- Color blindness

Some of the main causes of visual impairment are cataracts, age-related macular degeneration, glaucoma, diabetic retinopathy.

For more details, please access the following link:
<https://www.who.int/news-room/fact-sheets/detail/blindness-and-visual-impairment>

b - Auditory disabilities

The auditory disabilities are sensorial disabilities that include partial to complete hearing loss. Deafness is total or near-total hearing loss. Hard of hearing people have a range of hearing problems, from mild to severe, with partial perception of sounds that the ear would normally hear.

The WHO estimates that 1 in 5 people worldwide have hearing problems. The main causes of deafness and milder forms of hearing impairment are genetic, biological, and environmental. For example, meningitis can damage the auditory nerve. Prolonged exposure to loud noises can damage membranes, nerves, or other parts of the ear.

For more details, please access the following link:
<https://www.who.int/news-room/fact-sheets/detail/deafness-and-hearing-loss>



c - Speaking disabilities

A speaking disorder is a condition in which a person has trouble creating or forming the speech sounds needed to communicate with others. Speaking disorders can have many causes, including muscle weakness, brain damage, degenerative diseases and hearing loss.

Some common speaking disorders may include:

- Articulation disorders
- Aphasia
- Speech problems (including stuttering)

For more details, please access the following link:

<https://my.clevelandclinic.org/health/diseases/21937-speech-impediment>



d - Physical and locomotor disabilities

This category includes people with various types of permanent, temporary, or situational physical disabilities, such as:

- Loss or disability of upper or lower limbs
- Problems with manual dexterity or fine control of movements
- Disability in coordination between different organs of the body
- Injury of the spine
- Walking problems (ability to walk independently without a support device)
Muscular weakness
- Body size or shape (disabilities caused by various conditions affecting a person's stature, proportions, or shape)

Physical disabilities are among the most common disabilities in the world. People can be born with physical disabilities, acquire them through trauma such as bone fractures or loss of a limb, or acquire it with advancing age.

Certain diseases can also cause physical disabilities (permanent paralysis from poliomyelitis).

For more details, please access the following link:

<https://pubmed.ncbi.nlm.nih.gov/33085413/>

e - Cognitive disabilities

This category refers to difficulties focusing, memorizing, decision-making, reading or other cognitive processes. Some examples may be:

- Intellectual disabilities (which limit the functioning of the intellect, of the adaptive behaviors)
- Autistic spectrum disorders
- Attention deficit hyperactivity disorder (ADHD)
- Dementia
- Learning disabilities (dyslexia)

The cognitive disabilities may be the result of genetic factors or may occur during childhood development. It may also occur later in life because of ageing. Temporary or situational cognitive disabilities may be caused by a head injury, taking drugs that provoke drowsiness or working in an intensely stimulating environment.

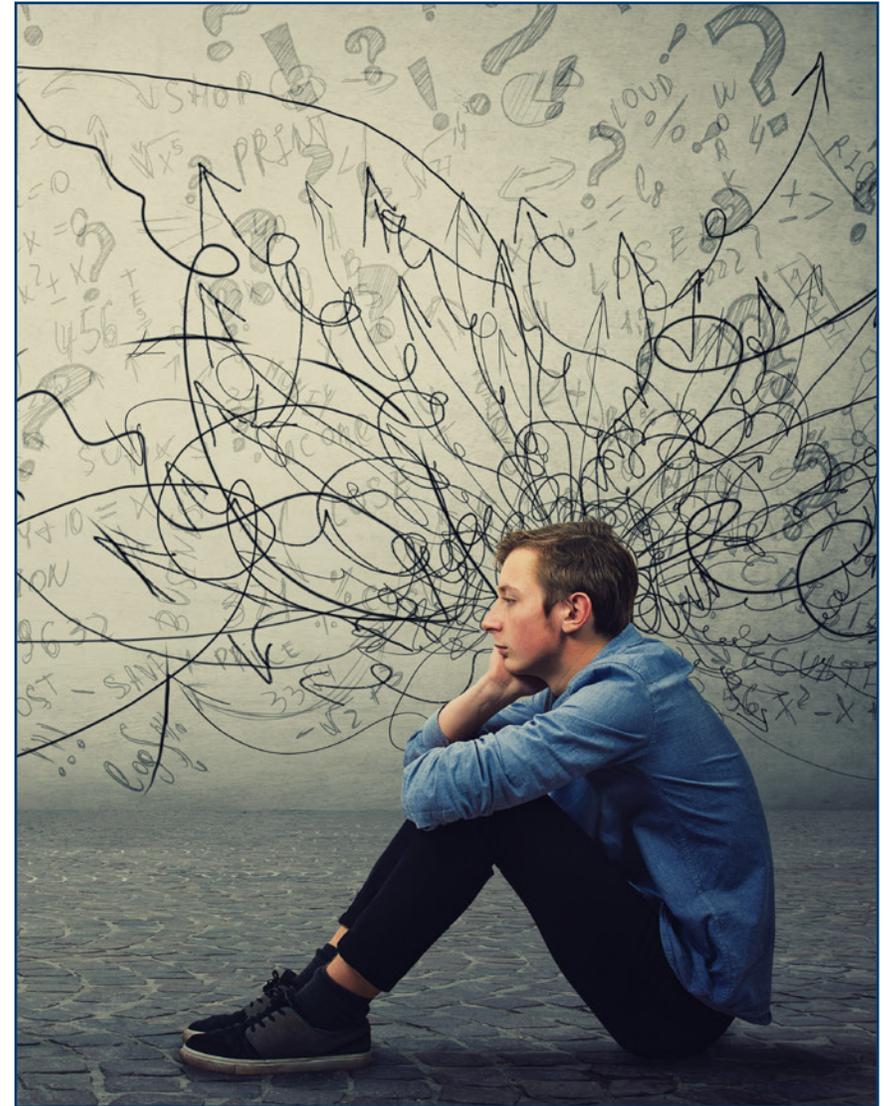
For more details, please access the following link:
<https://www.aaid.org/intellectual-disability/definition>

f - Neurological or psychological disabilities

The neurological and psychological disabilities include impairments or challenges in managing a person's perceptions, thoughts, feelings, and behavior. Some of these may include:

- Depression
- Anxiety
- Post-traumatic stress disorder (PTSD)
- Bipolar disorder

For more details, please access the following link:
<https://www.who.int/news-room/fact-sheets/detail/mental-disorders>



4.5 Disabilities' grades

Severe: A person with a severe disability has high special needs for care and support and may have significant difficulty performing activities of everyday living.

Severe with personal assistant: A person with a severe disability that results in partial or total dependence on the help of another person.

Acute: A person with pronounced disability has moderate special needs and may have difficulty performing certain activities of everyday living.

Moderate: A person with moderate disability has reduced special needs but may have difficulty performing certain activities of everyday living.

Mild: A person with mild disability may have minimal special needs and can perform most activities of everyday living without assistance.

4.6 Misconceptions, stereotypes about disabilities

People with disabilities experience in a different and unique manner, the myriad of barriers within the environment, however, there are several common or very common misconceptions and stereotypes. Some of these include:

- The assumption that persons with disabilities are pitiful and need a lot of compassion
- Disability is a “defect” that needs to be fixed or cured
- The assumption that persons with disabilities need constant protection and care, like children

- The assumption that persons with disabilities cannot make decisions for themselves
- Persons with disabilities don't matter / don't contribute at all to the society
- The assumption that persons with disabilities cannot or should not have relationships
- The assumption that persons with disabilities are limited in their capability to learn, work, or engage in social activities
- False impression that persons with disabilities have too many “benefits” from the State
- Stigmatization of a disabled person's family

To fight these harmful stereotypes and prejudices, our advice is to try to understand the experiences, perspectives, and emotions of those around you. When someone belongs to a privileged category, it is difficult to imagine what life would be like without those privileges. Therefore, it takes a conscious effort to broaden the perspective of everyday life. A first step can be selecting words more carefully, for example.

In the section dedicated to resources you can find online training on privilege and allyship.

<https://mslearningcontent.microsoft.com/IntroductionToPrivilege/story.html>

<https://mslearningcontent.microsoft.com/IntroductionToAllyshipAtWork/story.html>

<https://mslearningcontent.microsoft.com/IntroductionToCovering/story.html>

<https://mslearningcontent.microsoft.com/UnderstandingUnconsciousBias/story.html>

4.7 Interaction strategies for specific limitations (locomotor, auditory, cognitive, visual, speaking, hidden disabilities)

Humans are social beings and interaction is a natural everyday process, regardless of differences between us. When you meet a person with a disability for the first time, smile and greet them with a casual greeting form or a verbal salute. Reach out for a handshake if that's what you usually do. If the person can't use their hand, they will tell you and will appreciate being treated like everyone else.

Attitude: When you meet persons with various disabilities, you may become hesitant and overly careful in your choice of words and behavior towards that person. Each individual is different, some people will easily find a way to interact and socialize, as others will find it difficult to adapt. Always remember that a person with a disability is first and foremost a person. He/she is just like anyone else, the only difference being the limitations related to his/her disability. People with disabilities (like everyone else, actually), prefer you to focus on their abilities, not their impairments. Appreciate the person first. Attitudes and behaviors are the most difficult barriers for persons with disabilities to overcome.

Communication: When communicating with a person with disabilities, rely on common sense. Treat others as you would like to be treated and adapt to the person's individual preferences. Remember that there is only real communication when the other person understands the message you are conveying and vice versa.

Further on you can find some general recommendations:

- When meeting a person with a physical disability, don't persistently look.
- If you have just met a person with a disability, avoid making remarks that are intrusive or too intimate.
- Mention a person's disability only if it is fundamental to the conversation, or if the person brings up the subject or indicates that they would like to discuss it.
- When describing a person with a disability, the focus should be on the person's individuality, rather than their impairments. Don't define the individual by his impairments.
- Be yourself! As in any new situation, everyone will feel better if you relax.

Recommendations for a better interaction with persons with specific disabilities:

Locomotor disabilities: when meeting a person who uses a wheelchair, crutches, or a walking stick, remember the following:

- When speaking for more than a few minutes with a person in a wheelchair or short stature, ask if there are any disturbing environmental conditions that prevent good communication.
- Avoid inappropriate gestures, such as patting the head of the disabled person; at most, give this sign of affection to children with whom you have a close relationship or who agree to be patted.
- Don't discourage the children from asking a person question about the wheelchair/ crutches/ walking stick he uses. Open communication usually helps in overcoming fear and preconceived/wrong ideas.

- Don't assume that using a wheelchair/ crutches/ walking stick is a tragedy and don't classify a person who uses them as "sick". Such equipment can provide freedom of movement contributing to the user's independence in everyday life.
- Speak to a person who uses a wheelchair, a walking stick or crutches using normal speech frequency and voice volume.

Auditory disabilities: When talking to a person who has a hard of hearing or uses a hearing aid, consider the following:

- The mother tongue of persons with hearing impairments is sign language; many persons with hearing impairments are, however, able to understand messages by reading the speaker's lips.
- When talking to someone with a hearing disability, position yourself in their field of sight and speak slowly.
- It is preferable to let the person take the lead in determining the mode of communication, such as lip-reading, mime-gesture, or written language.
- Those who know lipreading rely on facial expressions and body language to understand the message being conveyed. When speaking, keep your hands and food away from your mouth. Avoid chewing gum, smoking, or covering your mouth while speaking.
- It is not necessary to shout, written notes will be more helpful.
- With some persons it may help to simplify sentences and make more use of expressions and body language.
- If you notice a person wearing a hearing aid, don't raise your voice unless the person asks you to.

Speaking disabilities: When meeting a person with speech impairments, consider the following:

- Pay your full attention to the conversation when talking to someone who has speech difficulties.
- Keep an encouraging rather than a correcting attitude and be patient.
- When talking to someone with a speech impairment, listen carefully, patiently and try to understand the message. Never pretend to understand, nor interrupt the person while they are talking by trying to finish their sentence. Repeat what you heard or ask questions that require short answers to check that you have understood correctly. If you fail to understand - say it directly or ask the person to repeat the sentence, use another sentence with the same meaning or perhaps find other ways of communicating (e.g. written communication).
- Often people with speech disabilities use various devices or techniques to improve or increase the volume and loudness of their voice. Be prepared to communicate with someone who uses a speech synthesizer or alphabetic keyboard.



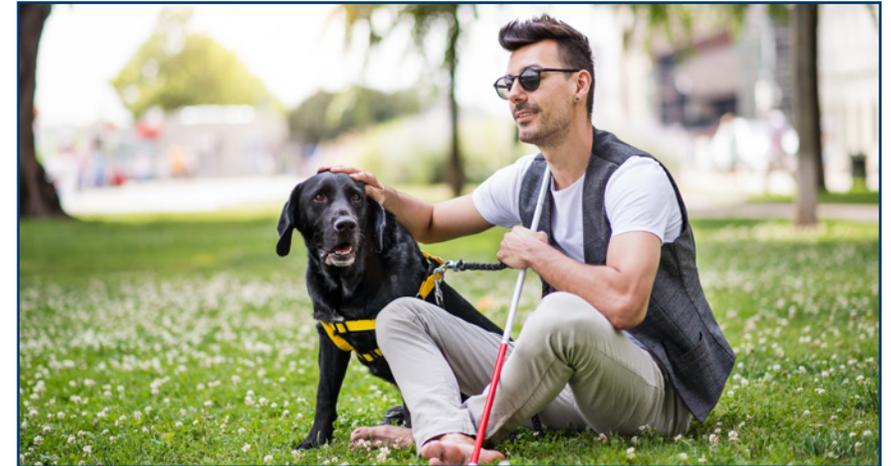
Visual disabilities: When communicating with a person with visual impairments, consider the following:

- When you want to start a conversation with a blind person, position yourself in their personal space, you can touch their hand or verbally address them by name to get their attention.
- When meeting a visually impaired person for the first time, introduce yourself to let the other person know who you are. Also introduce the other people in the room, e.g. “To my left is Maria Ionescu”.
- In a group conversation, clarify verbally when you address her or expect a response from her “Maria, have you been to Vienna?”
- Speak in a normal tone of voice - usually a visually impaired person has good hearing.
- Announce when you move from one place to another and when the conversation is over.
- When offering a seat to a visually impaired person, place the person's hand on the back or arm of the chair. This also applies when you offer an object or when you want to point out where an object is.
- When accompanying a visually impaired person, walk naturally, but half a step ahead of them, stop before any “hazards” (bumps, steps, etc.) and describe what you will encounter (e.g., we are about to go down three steps).
- When you enter a room with a person with a visual impairment, describe the furniture and the location of each piece of furniture, the distances between them, etc.
- Be specific when describing the location of items, e.g. “There is a table four meters away from you at two o'clock” or “We are going up three steps and immediately in front of us is a door with a threshold”. Also, limit the use of gestures unless you explain them.

- Let the person know if you're leaving so that they don't continue talking to you after you have gone.

Cognitive disabilities: When meeting a person with a learning, intelligence, or brain function disability, consider the following:

- Keep a plain communication. Try using short sentences and questions for better clarity.
- Focus on one topic at a time.
- Give your interlocutor enough time to respond, ask questions and clarify your comments.
- Focus on the person when responding and pay attention to the use of body language.
- If necessary, repeat back the messages to confirm mutual understanding.
- If necessary, consolidate information with visual images.
- Limit the use of sarcasm and subtle irony.

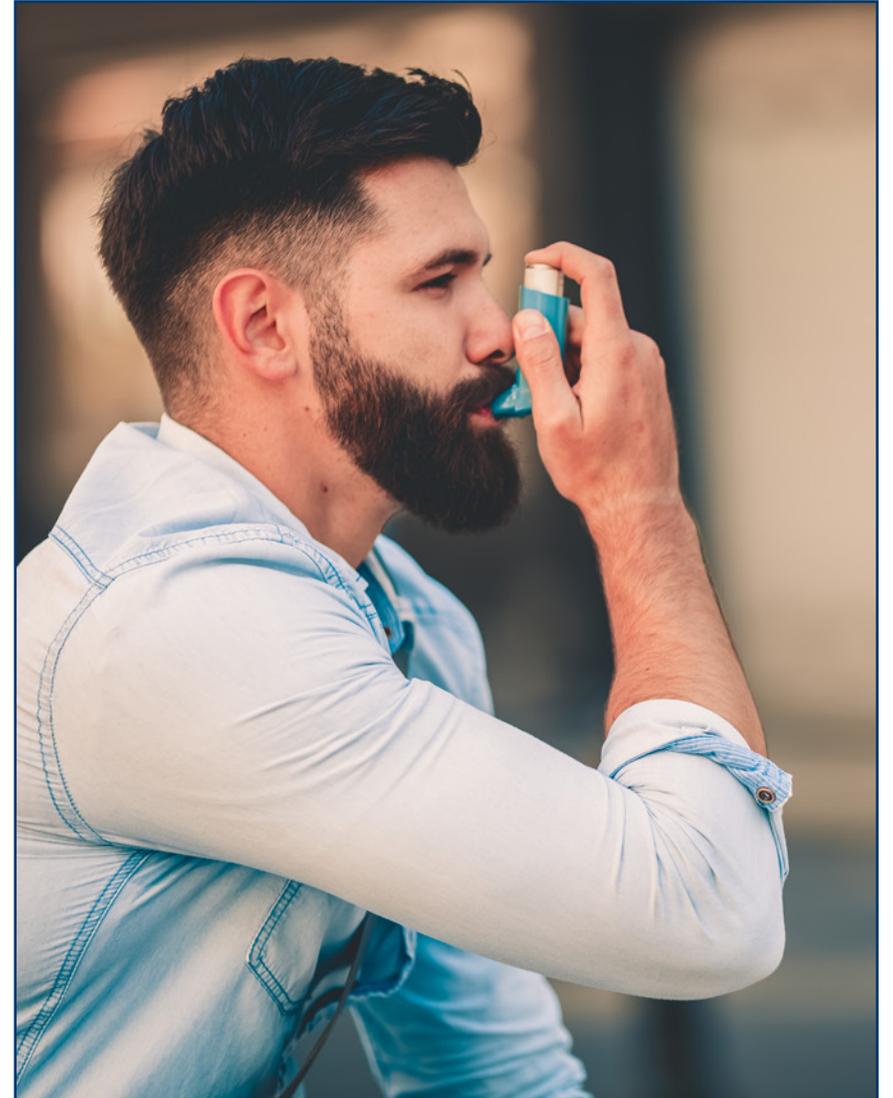


Hidden disabilities: Also referred to as an invisible disability, a hidden impairment can hinder a person's efforts to carry out everyday activities such as going to school, work, socializing, etc.

A person might have trouble following a conversation, might refuse to write or read, might have a request that sounds a little strange, or might say or do something that might seem inappropriate. That person may have a hidden disability, such as:

- Allergies
- Asthma
- A learning disability
- Traumatic brain injuries
- Mental retardation
- Mental illness
- Increased sensitivity to certain smells or substances, etc.

Do not make assumptions about the person or his disability. Be open-minded!



5.1 Legislation

The rights of persons with disabilities are stipulated by the updated Law 448 from 2006, regarding the protection and promotion of the rights of persons with disabilities. Legislative updates are quite frequent on this law, especially in the context of constant changes to EU legislation and required adaptations. However, few people with disabilities are aware of the full support offered by the in force Romanian legislation.

What rights, guaranteed by law, do people with disabilities have?

- a) Health protection - prevention, treatment, and recovery
- b) Education and professional training
- c) Employment and workplace adaptation, professional reconversion, and guidance
- d) Social assistance, i.e., social services and social benefits
- e) Housing, personal living space arrangement, transportation, access to the physical, information and communication environment
- f) Leisure, access to culture, sport, tourism
- g) Legal assistance
- h) Fiscal concessions
- i) Assessment and reassessment by members of the assessment committee, by examination at-home of non-displaceable persons, every 2 years.

Each section is specifically detailed throughout the law, starting from tax exemption on various segments, monthly allowance depending on the classification, free or partial financial support for access to culture, sport and tourism, free accommodation and meal services for the accompanying person, free urban transport, one free ticket per year for medical rehabilitation in any such facility in Romania, free lifelong education and training, personal assistant depending on the classification or tax credit under special conditions.

The law covers most of the needs of a person with disabilities, depending on the ranking, in addition to a whole range of other facilities.

The integral text of the law can be consulted on:

<https://anpd.gov.ro/web/despre-noi/legislatie/legi/>

5.2 What are the benefits of officially declaring a disability?

The formal declaration of a disability might bring multiple benefits and protections, including:

- a. Access to resources:** Persons with disabilities who have formally declared this status may be eligible for government programs and specialized services, such as financial aid, care services, or access to adaptive technology.
- b. Protection at workplace:** Persons with disabilities who have formally declared this status may be protected by law from discrimination at the workplace and may be eligible for special assistance or workplace accommodations.
- c. Improved quality of life:** Formal declaration of a disability can help the person recognize his specific needs and receive support to meet them. This can help improve the quality of life.
- d. Awareness and sensitization:** Formal declaration of a disability can contribute to raising awareness and sensitizing of the society concerning the importance of inclusion and the needs of people with disabilities.

Formal declaration of a disability can be an important step in securing access to the resources a person needs to improve his quality of life.

What are the fiscal concessions when formally declaring a disability?

1. The individuals with severe or acute disabilities are exempted from paying income tax on income from:

- a) Independent activities carried out individually and/or in a form of association
- b) Wages and earnings assimilated to wages, as referred to in Article 76 (1)-(3) of the Fiscal Code, pensions
- c) Agricultural, silvicultural and pisciculture activities, other than those referred to in Article 105, carried out individually and/or in a form of association without legal entity.

2. The persons with disabilities are exempted from the payment of social security contributions for the income obtained on the basis of the Law no. 448/2006, republished, with subsequent amendments and extensions.

3. Persons with disabilities are exempted from tax payment:

- For the building used as a residence owned or co-owned by severe or acute disabled persons and persons classified in the first degree of disability, respectively the legal representatives of severe or acute disabled minors and minors classified in the first degree of invalidity
- For the land associated with the residence building, owned or co-owned by severe or acute disabled persons and persons in the first degree of disability, respectively by the legal representatives of severe or acute disabled minors and minors in the first degree of invalidity
- On means of transport owned or co-owned by severe or acute disabled persons, those for the transport of disabled or invalid persons, owned or co-owned by the legal representatives of severe or acute disabled minors and minors in the first degree of invalidity, for a single means of transport, at the choice of the contributor

The exemption or reduction in tax payment shall apply from 1st of January of the year following the one in which the person submits the supporting documents

4. The deliberative authorities may grant reductions or exemptions from the payment of special taxes established in accordance with Article 484 of the Fiscal Code, for persons with severe or acute disabilities, persons classified in the first degree of invalidity and legal representatives of minors with severe or acute disabilities and minors classified in the first degree of invalidity.

5. Subsidized interest loans

- It should also be mentioned that the severe or acute disabled persons are entitled to be granted loans, the interest being borne exclusively by the State.
- Thus, adults classified as severe or acute disabled may benefit from loans with interest borne entirely from the state budget, by transfer from the budget of the National Authority for Persons with Disabilities to the budgets of the general directorates for social assistance and child protection of the counties and local districts of Bucharest, respectively, based on a contract on the payment commitment.
- These loans are expressly designated and may be used only for the purchase of a single vehicle and for adapting a house to individual access needs. The amount of the loan is limited to €10,000, equivalent in lei.
- The loan can be granted for the purchase of a vehicle and for home improvements on a one-off basis and is strictly conditioned on the payment of the loan instalments on time, and the reimbursement period must not exceed ten years.

5.3 How to prepare the medical file?

To assess and rank the degree of disability, at the level of counties and sectors of Bucharest there operate medical expert commissions for persons with disabilities, hereinafter referred to as expertise committees. The list of addresses of the Inspectorates can be found at:
<https://anpd.gov.ro/web/informatii-utile/evaluarea-si-incadrarea-in-grad-de-handicap/comisiile-de-evaluare-a-persoanelor-adulte-cu-handicap/>

Persons with physical, sensory, mental or psychological impairments that prevent or limit their access to social life with equal opportunities, according to their age, gender, material, social and cultural factors, and that require special protection measures to support their social and professional integration, may present themselves to the committee and have the right to be examined for classification as disabled.

The treating doctors know, for each specific pathology, what analyses must be included in the medical file. The medical expertise committees meet weekly or, in emergencies, more often by decision of the evaluation committees.

The medical documents to be submitted to the medical expertise committee are:

- a) Report on the current medical situation, prepared by the specialist doctor - every specialist doctor knows what this document must contain
- b) Standard medical letter from the family doctor, according to the model provided by the legislation, only in the case of the first presentation to the evaluation service - the family doctor knows about this model
- c) Paraclinical investigations required by the psycho-medico-social criteria in force for the pathology in question - each specialist doctor knows about these analyses, if applicable

The medical documents are part of the general file for obtaining a disability classification. Together with the other documents required by law, these are finally assessed by the disability evaluation committee.

All these information and many others can be found at:

<https://anpd.gov.ro/web/informatii-utile/evaluarea-si-incadrarea-in-grad-de-handicap/incadrarea-in-grad-si-tip-de-handicap/>

Medical expertise committee issue the following documents:

“Disability classification certificate” which indicates the rank of the disability or the reason for rejection, the date when the disability was acquired, the validity (12 months, 24 months or permanent) and the review period, and

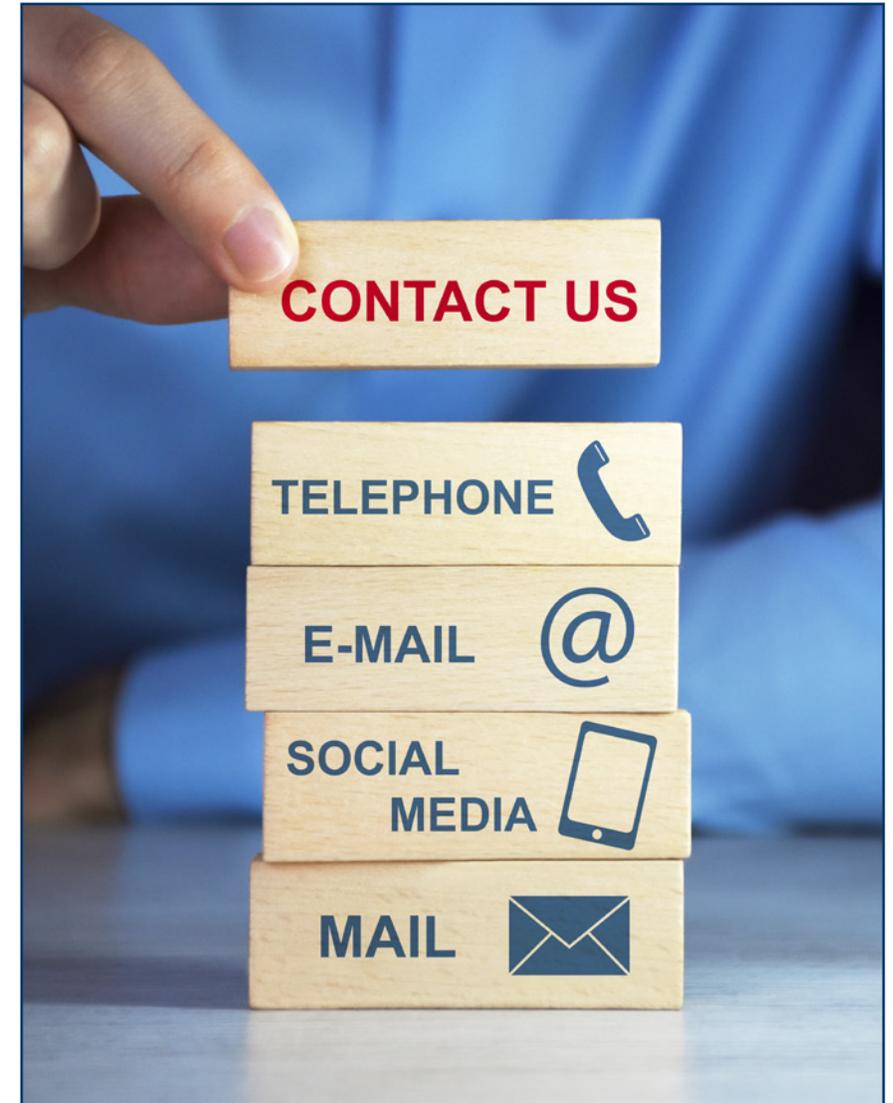
“Individual rehabilitation and social integration program” which includes:

- Medical actions (medication and/or surgical/orthopedic treatments, outpatient home care, physiotherapy, others)
- Educational/professional activities (professional guidance/ reconversion, protected workplace, work at home, reduced working schedule, environmental conditions, etc.)
- Social activities/services (assistance and home care, personal assistant/companion, professional personal assistant, social assistance through public/private day centers and/or through public/private residential centers) and review date.

Based on the “Disability classification certificate”, General Directorate for Social Assistance and Child Protection within the counties or Bucharest Municipality, issues the “Ordinance regarding the approval of entitlement to social benefits”, by means of which the granting of social benefits and the payment of social benefits are approved (e.g., supplementary personal budget, monthly allowance, companion's allowance), including the date from which these entitlements are granted.

5.4 The list of relevant institutions from Romania and contact details

- Ministry of Labor and Social Protection, Direction of Social Services Policies, Persons with disabilities
<https://servicii-sociale.gov.ro/ro/persoane-cu-dizabilitati>
- Ministry of Labor and Social Protection, National Authority for the Protection of the Rights of Persons with Disabilities
<https://anpd.gov.ro/web/>
- General Directorate for Social Assistance and Child Protection (list)
<https://anpd.gov.ro/web/informatii-utile/directiile-generale-de-asistenta-sociala-si-protectia-copilului/>
- Romanian Institute for Human Rights
<https://irido.ro/persoane-dizabilitati.php?idpagina=50>
- The People's Advocate Institution
<https://avp.ro/>
- Anti-Discrimination National Council
<https://www.cncd.ro/>
- National Authority for the Rights of Persons with Disabilities and Adoptions (ANDPDCA)
<https://copii.gov.ro/1/>



6.1 Provisions of the CLA and Internal Regulations

Collective labor agreement:

<https://intranet.omvpetrom.com/services/downloads/00/intranetpetrom/1522213371184/contractul-colectiv-de-munc-2020-2021.pdf>

General provisions

- Any direct or indirect discrimination, discrimination by association, harassment or victimization based on race, nationality, ethnicity, color, language, religion, social origin, genetic features, gender, sexual orientation, age, disability, chronic non-contagious disease, HIV infection, political choice, family status or responsibility, trade union membership or activity, membership of a disadvantaged group is prohibited in employment and occupation.

Working time and rest time

- Persons with a disability certificate cannot be required to work overtime.

Art. 33

(5) In application of the relevant provisions of the Labor Code, for certain jobs, activities and/or categories of staff, the granting of additional days of rest leave is agreed. The actual additional duration of rest leave and the jobs, activities and/or categories of staff benefiting from it are set out in Annex 3.

(7) Disabled employees and employees undergoing in vitro fertilization are entitled to additional rest leave in accordance with the law.

Chapter IV: Working conditions, safety, and health at work

Art. 55:

If the medical diagnosis confirms that the employee has become unfit for the job, OMV Petrom together with the trade union will analyze the possibilities of redeployment and the employee will be offered another job compatible with the work capacity determined by the occupational physician, if such a job is identified.

Art. 74:

(1) If the employee is temporarily unable to work due to illnesses for which there is a medical recommendation for hospitalization, OMV Petrom will compensate the difference between his basic salary together with the permanent allowances and the sickness allowance to which the employee is entitled, according to the law depending on the case as follows:

a) for length of service between 1 and 10 years:

- for ordinary illness or accident unrelated to work - 50% of the difference between the employee's basic salary together with permanent allowances and the sickness benefit to which he/she is entitled is compensated for a period of 1 month.
- for a transmittable disease or medical-surgical emergency - 75% of the difference between the basic salary together with permanent allowances and the sickness benefit to which the employee is entitled is compensated for 2 months.
- for an accident at work or occupational disease, 100% of the difference between the basic salary together with permanent allowances and the sickness benefit to which the employee is entitled is compensated for a period of 3 months.

b) for seniority in the unit over 10 years:

- for ordinary illness or non-work-related accident - 100% of the difference between the basic salary plus permanent allowances and the sickness benefit to which the employee is entitled is compensated for a period of 2 months.
- for a communicable disease, medical-surgical emergency, accident at work or occupational disease, 100% of the difference between the basic salary together with permanent allowances and the sickness benefit to which the employee is entitled is compensated for a period of 3 months.

Art. 75:

(1) In the case of occupational diseases, accidents at work or work-related accidents or serious illnesses, the employees concerned may receive medical treatment in specialized units in the country or, on the recommendation of specialist doctors, abroad, if such treatment cannot be provided in the country.

Expenses incurred for treatment will be borne by OMV Petrom, to the extent that they are not covered by the employer's insurance for such risks.

(2) Employees who have suffered accidents at work or who have contracted diseases in the course of their work which have caused injury to the body shall, on the recommendation of their doctor, be provided by the establishment with prostheses or sanitary materials free of charge, in so far as these are not covered by the employer's insurance for such risks.

Art. 77:

(1) In the event that the employee has totally lost the capacity to work as a result of accidents at work or in connection with work or occupational diseases, OMV Petrom will compensate for one year the difference between the disability pension and the basic monthly salary plus the permanent bonuses according to the individual employment contract that the employee had when the individual employment contract was terminated due to disability.

(2) In the event of the employee's death as a result of an accident at work or in connection with work or as a result of an occupational disease, the employee's family will receive an allowance equal to 12 basic monthly salaries of the employee, calculated at the value of the month preceding the death, but not less than 25 minimum basic salaries per OMV Petrom.



Internal regulation of OMV Petrom S.A.

Rules on compliance with the principle of non-discrimination; equal opportunities and equal treatment of women and men

- At OMV Petrom, the principle of equal treatment of all employees is applied in labor relations.

Any form of direct or indirect discrimination against an employee based on sex, sexual orientation, genetic characteristics, age, nationality, race, color, ethnicity, religion, political opinion, social origin, disability, family situation or responsibility, trade union membership or activity is prohibited.

Contact details for addressing different needs

CREM Services: crem.services@petrom.com

To address the needs of:

- Business support services (canteen, courier, and post, purchasing)
- Building facilities, parking
- Car fleet
- Access (Security Cell)

Employee Front Desk: +403728 24444, EmployeeFrontdesk@petrom.com

- Payroll and personnel administration

IT Global Solutions: +40(21)40-22222 / +43(1)40440-22222

- Technical assistance services, software, hardware

People & Culture: Business partner dedicated to your division

- Career, learning and development

PetrOmbudsman: 021.40.222.88 / 0372.222.288,
petrombudsman@petrombudsman.ro

- Any request, in confidence

Petromed: +40 (372) 8 68928

Signal Iduna: 0800 39 09 09, asigurare.sanatate@suportsanatate.ro

Marsh: 021 380 85 02, asigurare.sanatate@marsh.com

- Health
- Private Health Insurance issues

Security Cell: +40 (372) 1 61616, f.pet.security@petrom.com

- Emergency line (loss, theft, medical emergencies, pet car accidents, access cards and other service-related individual emergency assistance needs)

Sindicatul Național Petrom:

0244 592 308 / 0244 592 301 / 0723 557 130 / 0723 557 131, office@snpetrom.ro

- Social Dialogue

6.2 Health Insurance and other benefits

6.2.1 Private health insurance

Private Health Insurance for OMV Petrom employees is a benefit made available by the company, which since the beginning of the program has proven its usefulness in supporting the health of colleagues who have encountered health problems. All employees are insured on the Standard plan, the insurance premium being paid by the company.

We also offer the following voluntary enrolment options for an additional premium:

- Extra plan - for those who want extended coverage
- Enrolment of family members on the Standard or Extra plan (spouse up to 65 years, children up to 26 years)
- Comfort option for you or your family members - for those who want to get rid of the bureaucracy of the excess file.

More details on the options available can be found in the Insurance Guide.

How does private health insurance help?

Private health insurance offers financial protection when you have a serious health problem, and is complementary to the public health system, medical subscriptions and the services provided by PetroMed.

You can take out private insurance when you have a health problem, such as an unforeseen accident, a serious illness requiring regular monitoring / expensive investigations, surgery at home or abroad.

Where can you find more information?

- Signal Iduna Call-Center: 0800 39 09 09, free phone, 24 hours a day and email: asigurare.sanatate@suportsanatate.ro
- Marsh Info Line: 021 380 85 02, Monday - Friday, 9:00 - 18:00, normal rate, email: asigurare.sanatate@marsh.com

6.2.2 Health subscriptions

Each employee, his/her family and interested OMV Petrom employees can subscribe to a monthly plan at a preferential cost offered by one of the four main providers: Medcover, MedLife, Regina Maria or Sanador. Subscriptions include annual analysis and investigation packages / discounts for special investigations and access to an integrated health system.

Specific offers from each provider and their contact details can be found at:

<https://intranet.omvpetrom.com/ro/locul-meu-de-munca/beneficii-pentru-angajati/oferte-medicale>

6.2.3 Psychological support

The psychological support offered through the OMV Petrom - Oana Nicolau Clinic partnership, part of the Regina Maria Health Network, is a benefit developed to support colleagues experiencing any form of anxiety by offering psychological counselling sessions.

We cover the costs of these sessions, so the service is free for you. Sessions are provided online or offline in English or Romanian and are fully confidential.

Visit **Oana Nicolau Psychotherapy Clinic** to find out more about how individual psychotherapy sessions work and to meet the team of therapists.

Phone booking:

- Call 0733.303.334 - any employee can call this number to make an appointment within 24 hours (appointments can be made Monday - Friday).
- When making an appointment, you must mention that you are an OMV Petrom employee to be eligible for the free therapy session.
- The therapy session will take place either online, through the Regina Maria - Virtual Clinic app, on Teams, or physically at the Oana Nicolau Clinic in Bucharest (Strada George Georgescu 46).
- After the first session you can set the date and time of the next session with the therapist.

Useful information:

- Depending on the employee's psychological assessment, therapists determine the need for additional sessions to address the psychological need.
- The Oana Nicolau Clinic has an extensive team of therapists available, all of whom are accredited in the field of psychological assistance. More details about the team can be found here
- A session lasts 50 minutes.
- Oana Nicolau Clinic's schedule:
 - Monday - Friday, 09.00 - 22.00 (for appointments and delivery of sessions)
 - Saturday, 09.00 - 15.00 (for delivery of sessions).

6.2.4 Other medical benefits**Health: ON!**

All health programs and initiatives offered by the Company are brought together under the concept of the Health: ON! platform, active in the development of annual campaigns since 2014.

Our vision is to promote health as an essential value, protected by individual responsibility, but supported by OMV Petrom as a responsible employer. OMV Petrom's HSSE policy provides for a working environment that protects the physical and mental well-being of employees. To achieve this, we have implemented health services, programs and health promotion campaigns that address the most important issues impacting health, considering the health profile of OMV Petrom employees.

OMV Petrom allocates a significant level of resources to the health of its employees through two organizational structures:

- Health Management Department responsible for the development of the Health Strategy and the integration of health services, as well as the management of all health-related issues);
- PetroMed Solutions SRL (in-house health service provider responsible for the operational delivery of health services through a network of 22 clinics).

Life Insurance in OMV Petrom

As an employee of an OMV Petrom group entity, you benefit from life insurance paid by your employer. All employees are insured, with the insurance premium paid by the company.

The insurer is Allianz Tiriac Asigurari S.A., the policy being intermediated by the broker AON Romania Broker de Asigurare Reasigurare SRL., responsible for taking over the documents related to the compensation files, forwarding them to the insurer, and periodically following up with both Allianz and the beneficiary of the compensation in order to settle the files and pay the compensation.

Financial support through life insurance is provided for:

- Diagnosed with permanent disability by the medical board following an accident.
- Legal heirs in the unfortunate event of the death of an OMV Petrom employee.

For coverage details: OMV Petrom Treasury, Risk, and Insurance Department

For details on the preparation of the claim file: Payroll Administration

For details on the status of the analysis of the claim file: Adina Sarbu, Claims Specialist, tel: 037.219.5300, dauneangajati@aon.ro.



7.1 How a manager should approach disability matters

Focus on the person, not the disability. Instead of using terms such as 'person with a handicap', use terms such as 'persons with disabilities', 'a person with a disability' or 'a person with a visual impairment'. No two disabilities are the same, and each person with a disability has their own preferences and needs.

It is important for managers to be aware of and comply with the legislation on the rights of employees with disabilities, and to ensure that employees with disabilities are treated in accordance with it.

A manager should be understanding and willing to work with employees with disabilities to ensure that they have access to the same professional development opportunities and can participate in the same activities and events as other employees. It is important to avoid discrimination and to ensure that employees with disabilities are treated with respect, equality of opportunity and fair allocation of resources.

A manager should ensure that employees with disabilities have access to equipment and assistive technologies that enable them to do their job effectively. They should also ensure that employees with disabilities have access to any specialized training or assistance they need to carry out their duties.

In general, a manager should be willing to work collaboratively with employees with disabilities to ensure they have access to the same opportunities and benefits as other employees and be open and willing to understand and respect their unique needs.

A manager should strengthen the team in such a way that each member has the framework in which they can contribute to add value. It is important for the manager to assign tasks and responsibilities to people with disabilities, based on ability and results, to get the best performance from each team member.

Inclusion is a conscious choice that each of us makes. However, sometimes the standard working environment may not be suitable for people living with certain disabilities. We encourage you to ask your manager or relevant departments to support you if you need certain accommodations. Some examples could be:

- Consult with specialists in dedicated departments (Global Solutions: IT, CREM, etc.) within the company to explore the possibilities of making physical and virtual equipment accessible to employees with visual or motor disabilities.
- Flexibility in setting deadlines for employees with disabilities who need additional time to perform their tasks.
- Provision of parking spaces for employees with disabilities (and that they are not misused).
- Flexibility in setting working hours or telecommuting for employees with disabilities who need it.
- Provision of assistance to employees with disabilities in communicating or accessing information.



7.2 How a colleague should approach disability matters

Focus on the person, not the disability: Treat people with disabilities as you would treat anyone else. Avoid making assumptions about what this person can or cannot do.

Address the person with a disability directly and don't be afraid to ask for clarifications. It's wrong to assume you understand when you know you don't, and just pretend and shake your head.

Ask before you help. Don't assume that just because a person has a disability, they need help or assistance. If a person with a disability looks like they might need help, it's OK to offer it and then wait for the answer. But make sure you have consent before you act.

Pay attention to people's personal space. People with disabilities organize their space to meet their specific needs, so it doesn't help if you interfere. Mobility devices such as a wheelchair require more personal space so that the person concerned can feel comfortable that they have enough room to move around without the possibility of touching other people.

Communicate openly with people with disabilities. Establish a 'peer-to-peer' communication pathway based on getting the message across as clearly as possible and pay more attention to non-verbal communication.

7.3 Guide to communicating about people with disabilities:

- When writing or referring to people with disabilities, use inclusive language that emphasizes their abilities and contributions, rather than focusing on their limitations or differences.
- Don't refer to a disability or condition unless it is strictly essential to your topic and relates to your listener's or reader's full understanding.
- Avoid presenting the achievements of a person with a disability as superhuman. This implies that a person with a disability has very limited abilities.
- Do not use subjective terms such as "affected by", "victim of", "troubled by", "suffering from" and so on. Such expressions convey negative connotations. It is preferable to use an expression such as a person who has (a specific disability).
- Avoid labelling people and putting them into categories such as disabled people, deaf people, people with mental disabilities and so on. Don't downplay individual differences that distinguish one person with a disability from another with the same disability,
- Don't use subjective descriptions such as "unhappy" or "sad" when describing people with disabilities. Avoid comparing a disability with a disease. Do not refer to a person with a disability as a patient unless they are under medical care.
- Respect the preferences of people with disabilities in terms of the language and terminology used to refer to them and their disabilities.

- Don't 'envy' them for the advantages and facilities they have. These are their rights to lead a balanced and normal life, just like the lives of people without disabilities.
- Don't stigmatize the community and the family that includes a person with a disability.
- Approach verbal and non-verbal communication directly, clearly, based on respect and trust. Many people with disabilities have highly developed non-verbal communication skills, so accurate communication with the disability on a verbal level alone is not enough to establish transparency and trust.

7.4 How people with disabilities can address disability matters

The person can make their disability known if this can lead to improved communication between them and the other person(s). For example, they may have a request at the beginning of a discussion via MS Teams to turn on the camera. Or they may ask others to not cover the face area when speaking, for a better understanding of the topic being discussed.

It is important that the person recognizes their disability and clarifies the support they need to improve their quality of life. We are different and we all have equal rights at work, but being different, we also have different needs to perform our job duties. When the disability is not visible, the person with this disability can simply say what they have, and when the disability is visible, it may be necessary to clarify what this means in terms of interpersonal relationships and professional collaboration.

There are several channels to inform about the occurrence of a disability: informing the manager directly, informing the HR operator (sending the Certificate/Decision to complete the Personal File), informing Petromed (presenting medical documents at the occupational medicine control), informing OMVP - Service Now (discussions with IT specialists about the possibilities to support employees with disabilities, customized both on the devices/software used and on the needs of each one), collaborators and support departments that can help improve communication.

People with disabilities (employees, partners, collaborators, visitors, contractors) can park in the specially designated parking space by displaying the Parking Permit in a visible place.

People with disabilities should notify HSSE specialists/Emergency Officers/Rescue Teams to ensure they receive all necessary support in the event of an evacuation or emergency response and specific training.

Open and clear discussions regarding needs or meeting a need, it is recommended and preferable to be held within each team/department/project/working group where there is a person with a disability to communicate and clarify their situation and necessary logistics and to have a chance to listen to that person.

A collective with good results has a strong team, which means there is communication, trust, and mutual respect. All this cannot be achieved if a member is marginalized or marginalizes themselves, if a member is humiliated and excluded or not listened to/not allowed to speak up if a member is overprotected or listened to and encouraged to speak up for their needs and rights if a member with a disability is not understood and believed or their needs understood and respected. People with disabilities can overcome sensitive moments of clarification and move on to team building. Everyone brings added value: Let's team up!

7.5 How we should behave in a meeting with a person with disabilities

- Choose the location so that it is appropriate to the needs of the person with a disability
- Behave naturally and respectfully as we would like to be treated
- Focus on the person's abilities, not the limitations of their disability
- Use common sense, treat the person with a disability as you would want to be treated
- Adapt the way you communicate to the limitations of the person with a disability (visual, hearing)
- Remember the 4 main rules of communication: stay focused, listen carefully, try to see the other person's point of view, respond with empathy
- Speak directly to the person with a disability, not through an assistant, carer or interpreter who may be present
- Do not talk about the person with a disability as if they are invisible, cannot understand what you are saying or cannot speak for themselves
- Avoid looks and words that show pity or superiority; attitudes and behaviors are the most difficult barriers for people with disabilities to overcome
- Don't ridicule someone because of their impairments - this is oppressive behavior and should not be tolerated. At the same time, an attitude of superiority or showing false enthusiasm is also demeaning
- Don't assume, ask
- Invite the person as we would everyone else and let them decide for themselves if they want to participate or not.

7.6 Working environment - examples of reasonable accommodation

Inclusion is a conscious choice that each of us makes. However, sometimes the standard working environment may not be suitable for people living with certain disabilities. We encourage you to ask your manager or relevant departments to support you if you need certain accommodations. Some examples could be:

- Consult with specialists in dedicated departments (Global Solutions: IT, CREM, etc.) within the company to explore the possibilities of making physical and virtual equipment accessible to employees with visual or motor disabilities.
- Flexibility in setting deadlines for employees with disabilities who need additional time to perform their tasks.
- Provision of parking spaces for employees with disabilities (and that they are not misused).
- Flexibility in setting working hours or inclusion in telecommuting for employees with disabilities who need it.
- Provision of assistance to employees with disabilities in communicating or accessing information.



The terms used in this brochure are:

Accessibility: the ability of an environment, service, or facility to be used and understood by a person with a disability.

Reasonable accommodation: the process of modifying or adapting services or facilities to make them accessible to people with disabilities.

Personal assistance: is the support given to a person with a disability by another person, help for independent living.

Allies: people who recognize the privilege they have due to society's patterns of normality, patterns that can cause unfair situations for those who do not fit into them and take responsibility for changing these patterns. Being an ally means more than feeling sorry for those who suffer discrimination. An ally is willing to act with and for others to end oppression and create equality. Those who decide to take on the role of ally must recognize and understand the power and privilege they hold and use that position to act for justice.

Access barrier: any physical, social, or other barrier that limits access to facilities, services, or activities for people with disabilities (e.g., inaccessible physical environment, lack of assistive technologies and devices, negative attitudes towards disability).

Bias: an inclination or predisposition for or against something. Biases can be of two kinds: motivational and cognitive. Motivational biases are conclusions drawn because of self-interest, social pressures, or organizational needs, while cognitive biases are judgements that run counter to what is considered rational, and some of these are attributed to implicit reasoning.

Discrimination: refers to the unequal or unfair treatment of a person or group of persons based on criteria such as race, religion, sexual orientation, ethnic origin, or any other aspect that can be considered distinctive. This may include denial of equal opportunities, unfair treatment or verbal or physical abuse. Discrimination can have a negative impact on the lives of people who are discriminated against and can have negative consequences for society as a whole.

Diversity: the variety of characteristics and differences between people, including race, ethnicity, gender, sexual orientation, age, ability, religion, culture, and others. This variety can exist in groups, organizations, or communities, creating an environment where differences are recognized, respected, and valued. Diversity can add perspective, innovation, and creativity, but it can also bring challenges, such as discrimination or conflict. Promoting and supporting diversity can help build a more inclusive and equitable society.

Human Rights: rights to which all human beings are inherently entitled.

Marginalization: relegation or placement in a position of unimportance or powerlessness in society.

Equity: the provision of resources according to need and to the specific needs of individuals so that they achieve the highest state of health and other functioning. Equity is a continuous process of assessing needs, correcting historical inequities, and creating conditions for optimal outcomes by members of all social identity groups.

Inclusion: the process of ensuring equal access and active participation of people with disabilities in all aspects of life in society.

Privilege: unearned power that is granted to some but not others based on status rather than merit; such power may come in the form of rights, benefits, social comfort, opportunities, or the ability to define what is normative or valued.

Stereotype: a set of cognitive generalizations (e.g., beliefs, expectations) about the qualities and characteristics of members of a social group or category. Stereotypes simplify and accelerate perceptions and judgments, but are often exaggerated, negative rather than positive, and resistant to change even when encountering individuals with qualities that are not congruent with the stereotype.

Access technologies and assistive devices: any item, equipment, software application or product that is used for the purpose of increasing, maintaining, or improving the functional capabilities of persons with disabilities.

