

Work Places for The Disabled People

Due to the specific nature of its activities (work with customers, their monetary funds and material valuables) the bank has certain restrictions in recruiting the disabled people (DP). Nevertheless lately we started to pay more attention to enabling this social category with the opportunity to realize of their labor potential. In particular, in 2012 the bank continued implementation of the DP recruitment programme in subdivisions of its Unified Distributed Contact Centre (see the case). This experiment was declared successful and the bank plans to continue the practice of hiring the disabled people.

RECRUITMENT OF THE DISABLED PEOPLE TO SBERBANK

In 2011, at the bank Unified Distributed Contact Centre (UDCC) a programme Equal Opportunities was launched. The objective of this programme is to organize work places for the disabled people in order to exercise their right to decent employment and self-fulfillment.

In 2011, departments of the regional contact centre (DRCC) in Voronezh (Tsentralno-Chernozemny bank), Volgograd (Povolzhsky bank) and Yekaterinburg (Uralsky bank) were involved into the programme implementation, and in March 2012 they were joined by Omsk (Zapadno-Sibirsky bank) DRCC.

The programme is implemented in close cooperation with All-Russian, regional and municipal societies of the disabled, Social Protection Administrations, employment bureaus, technical schools-asylums, non-governmental organizations of young disabled people and centres for the rehabilitation of disabled persons.

At the end of 2012 34 employees with various disability statuses and 15 mothers of disabled children worked at UDCC.

All potential employees from among HP had a standard interview for job applicants on a non-preferential basis. Prior to the interview the disabled people participated in the excursion to the contact centre and observed the operators' work, assessing their abilities and possibilities for successful work at this position.

The DRCC provided these specialists with decent work conditions. New contact centres in Omsk and Volgograd are equipped with 30 purpose-designed work stations for wheelchair users, specially adjusted amenity rooms (toilets, lifts, passages, car parking etc).

Median age of the HP employees is currently about 26,5 years (the specialists' age ranges from 19 to 43 years).

The programme presented itself very well. Employees are extremely

motivated on achievement of success, well adapt for working conditions. Well-knit staff plays a significant part as it enables the disabled employees to fully join the bank team ranks.