



D'House – “Most Disabled-Friendly Work Environment”

Last December in conjunction with the celebration of the International Day of Persons with Disabilities, the Ministry of Women, Family and Community Development launched its inaugural awards for the most disabled-friendly buildings.

DIGI Telecommunications Building in Shah Alam won the “Most Disabled-Friendly Workplace Award 2007”.

CHALLENGES spoke to Adzhar Ibrahim, head of Human Resource Development at DIGI to determine their winning strategy and accessibility policy.

CHALLENGES: How do you feel about DIGI winning the Most Disabled-Friendly Workplace Award?

ADZHAR: It was an unexpected and pleasant surprise for us. In DiGi, we strive to create a work environment that embodies our value system, which promotes a sense of openness, inclusiveness and respect. That includes incorporating those elements into the design of our headquarters, D’House in Shah Alam. The building design incorporates glass walls, open office concept and wide walkways, giving a sense of openness and transparency. We also ensured that disabled-friendly features are incorporated into the building



A view of D'House courtyard area for regular events

design. However, we constantly seek comments and suggestions from the experts on this matter, including from our fellow DiGizens who use wheelchairs at work. It’s a continuous improvement process.

CHALLENGES: What were the

main challenges in configuring DIGI to be accessible to your employees with disabilities?

ADZHAR: DiGi’s employment policies clearly state equal career opportunities for everyone, including those with disabilities. What we look for are people



Staff relax at get-together in the courtyard

with the right “DiGi” attitude and capabilities needed.

From a structural aspect, D’House does have disabled-friendly features but we felt there was more to be done. We invited NGOs representing the disabled community to our office and act as our advisors on the matter. They gave very helpful insights and suggestions to enhance our workplace even further. Some of our employees even volunteered to use the wheelchair during office hours for a day to gain a different perspective of their work environment. Sensitivity workshops for employees were also arranged on how to handle the different needs of their disabled colleagues.

CHALLENGES: Has winning the award benefited DIGI in any way? If so, how?

ADZHAR: We try to do the right thing. It only makes sense to create a conducive environment for our disabled staff, just like we would for any other employee. The recognition received for our efforts was most



Adzhar Ibrahim

unexpected. In fact, we see it as a tribute to everyone in DiGi for their efforts to be where we are today. We do believe that there is still room for improvement but with the recognition received it tells us that we are moving in the right direction. If we continue to do it right and consistently we hope to create more equal career opportunities for everyone whether he or she is disabled or not. That is how we believe an organisation can benefit as everyone contributes their best towards a common goal.

CHALLENGES: Who were the key people in implementing the disabled-friendly features in DIGI and what were their contributions?

ADZHAR: It was a team effort.

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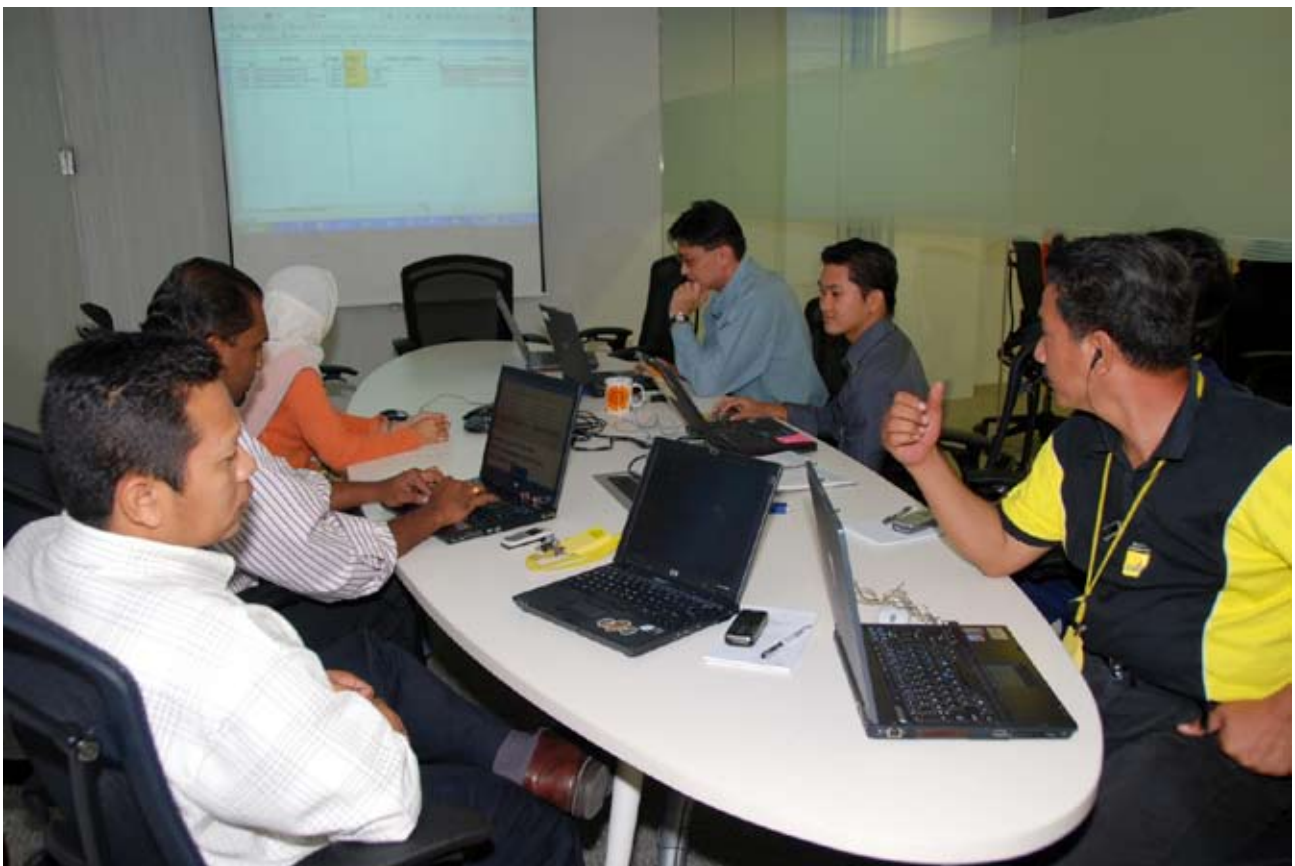
You could say the true contributors to making D’House disabled-friendly is every DiGi employee!

CHALLENGES: What has DIGI planned to further improve accessibility facilities and amenities for its employees and guests with disabilities?

ADZHAR: It’s still a work-in-progress. We have dedicated people who gather feedback from the disabled community, including comments from our own employees on what improvements need to be done. We are committed to doing what’s necessary.



Open office concept makes workplace accessible to staff with disabilities



DIGI meeting in progress – Keeping communication channels open