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Inclusivity is a sign of  
organisational maturity

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# Inclusivity is a sign of organisational maturity: Codelattice

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In the last five months, three young people with locomotor disabilities joined Codelattice, headquartered at Calicut.

When the lockdown forced people indoors, these three, two men and a young woman aged between 22 to 26 years, started off with their first jobs with the north Kerala-based technology solutions provider, moving around on their wheelchairs, making calls and meeting targets- all from the comfort of their homes.

Codelattice has been planning to open its doors to inclusive recruitment for the last three years and in 2020, it just decided to take the leap.

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“The company needs to grow to that level of maturity to absorb employees who have different needs, ”

said Vijith Sivadasan, founder and CEO of the company.

Founded in 2009, Codelattice has always functioned on a remote work format and its teams are spread across the world. This meant the company had access to the best talent, no matter where they were located. Currently, the company has a promising ratio of 1:25 for inclusive recruitment and is on target to enhance this to 1:10 by the end of 2021.

# Work Remotely - Work Well

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[www.collate.live](http://www.collate.live) - the company's intranet- is a one stop shop- from tools, apps, files and templates to learning artifacts on the company and its businesses. While Collate was initially built to help the existing employees collaborate their work across time zones, it also had the bandwidth to grow into a resource centre in the company's lunge towards inclusive recruiting.

There is a reluctance among them to ask too many doubts to their colleagues and this can

be worse during a remote working set up. That is where these resources come in handy. They just watch and learn at their own pace and approach only when they absolutely need help. This helps situate them more confidently among their peers

Codelattice banked upon 'Collate' to build a library of resources, including webinars and prerecorded training programs, that helped the three new joinees learn their jobs.



“ People with disabilities have a different pace of learning compared to routine employees with no similar or comparable difficulties. This just means they need some extra resources and support and they are good to go. ”

- Vijith Sivadasan

The special proprietary software that records the interactions between the company's associates, prospects and clients has also come handy to the new recruits who needed some extra push in developing interpersonal skills.

Deployed in key areas like sales, they are picking up vital skills to interact with various stakeholders in their day-to-day job by repeatedly going over the recordings. This also helps them confidently navigate a real meeting or sales calls as they get to plan responses beforehand.

# Sensitization Program or Training of Peers

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Even before the new joinees came in, Codelattice put its leadership team through sensitisation workshops on disability, equality, diversity, and inclusion training.

The subconscious or even unconscious bias the leadership and peers may have towards the new recruits can affect their moral fibre and make them disillusioned.

The training has made the community more aware of the nonverbal or verbal behaviors that could be deemed exclusionary or perhaps even discriminatory toward someone with a disability.

Moreover, the top management is directly involved in the training and onboarding process of the new recruits.

# Enabling an inclusive environment in Work from Home setup

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People with disabilities (PWD) may have a hard time finding steady employment at an onsite job and the gay, lesbian, transgender and queer communities (LGBTIQ), another community from where Codelattice hopes to recruit, may not prefer one fearing prejudice.

Codelattice allows permanent remote work to employees with special abilities thus eliminating the need to commute back and forth from an office.

In the case of LGBTIQ, getting houses on rent is a challenge, so is it for the PWDs to find a house optimised for their mobility. Remote work enables us to engage these employees where they feel the most comfortable and supported.

# Governance Strategies

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It is much easier to de-bias institutions- individuals will follow. Codelattice has identified and changed processes that supported the unconscious bias.

People with disabilities bring special skills, focus and a fierce drive that makes them uniquely valuable to organizations.

They also bring in empathy, compassion and gratitude- values that elevate communities and organisations. A better corporate environment means we get better employees and results and the folks stay more committed and happy.

# In Empathy we grow

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Empathy can change us from within. By being inclusive of people with disabilities, Codelattice and its existing leadership and employees, have grown as human beings and as an organisation.

It also feels ready to tap into the unusual skill set and talent pool that may be latent among people with disabilities and other excluded groups like the LGBTIQ.

By just giving a fair opportunity to the individuals with disabilities and differences, it is possible to change their perception of themselves and of what is possible.

# The Bottomline

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It is our responsibility as an organisation, to prohibit employment discrimination based on sexual orientation and gender identity. Most of the LGBTIQ employees hide their identity at the workplace, often citing a persistent feeling of being unwelcome.

This identity struggle has detrimental impacts on their health, happiness, and productivity. Codelattice has anti-discrimination policies in place and believes that sensitization brings more behavioural changes than enforcement.

The company has just started the journey and is constantly exploring ways to create a more inclusive environment by hosting mentoring programs that actively match participants across genders, races, ages, physical disability and sexual identities.

Initiatives to support and welcome employees from non-traditional families are in the pipeline and so is pursuing targeted recruiting programs to include PWD and the LGBTIQ.

The company has also walked its talk by eliminating dress codes in company gatherings, thereby avoiding gender stereotypes and holds proactive diversity programs that require the participation of the entire organization—not just the human resources department.

It is all about being willing to try and adapt to new normals. With the right mindset and support, workplaces can establish a new normal where employees of all kinds can find

their own place and contribute immensely. All they need is a willingness on the part of the organisation to listen.

As Saurabh Chaure, a client relations specialist living with Spina Bifida working for Codelattice said,



“Sometimes all we need is someone who says “Go ahead. Be fearless,”

“ The happenings in the job affect us much more deeply when the job is pretty much our world. Hope everyone gets support as I found”.



Codelattice  
• connecting dots •

## About Codelattice

Codelattice is a technology solution provider established in 2009. We are a team of 200+ technocrats spread across 8 countries. We help our clients to activate, elevate, and accelerate their endeavors. Guided by a decade of experience, Codelattice offers customizable digital solutions, off-shelf software products, and bespoke IT services. By partnering with industry pioneers such as Google Cloud, GoDaddy & AWS we provide the imperative digital edge. We Make You Digitally Immortal®

