

## ICT Led Social Innovation by a Corporate- Responsible Business

Winner: V 101 Housekeeping and F&B, The Lemon Tree Hotel Company

<http://www.lemontreehotels.com/>

### Contact Person-

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**Challenge:** Over 90% of the 13% disabled employees currently employed are speech and hearing impaired. Hence communication and understanding is a big challenge. All these employees basic qualification is just schools final or less. Another big challenge is to impart basic technical knowledge of Housekeeping and Food & Beverage Service verticals, wherein most of EWDs are employed.

**Innovation:** To overcome any these challenges the organization has created its own dictionary, which consists of visual aids carrying pictures and parallel demonstrations by a sign language expert, a picture and video in the same frame. This not only builds an environment for an inclusive work force but raises the skills of the staff.

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