

Annual Report 2022





All portraits feature Open Door Initiative participants,
we thank them for taking part

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Our Purpose

To create pathways to education, employment
and entrepreneurship for marginalised people.





Our Values

Demonstrate commitment to the rights and needs of marginalised people in terms of employment, education and economic development, based on the relevant UN Sustainable Development Goals

Consult with the people we work with and facilitate the active participation of member organisations in the development and implementation of our objectives and policies

Foster positive and collaborative working relationships with other organisations in the pursuit of our aims and objectives

Ensure openness and transparency

Enable timely monitoring and evaluation of our work

Have an ambitious and flexible responses to changes in the situation regarding employment and marginalised people



“I was unsure of where I was going to go with the future. I didn’t really have a path or know what was capable for me. I was introduced to Open Doors and went through their mentoring and I had people around me that maybe I didn’t believe were in my reach at the time. They were able to build a path for me and really help to build some simple stuff, such as interviewing, CVs and networks.

So I went from being in a position where I was overworking myself and not in a healthy relationship with myself or those around me to now working in a job where I’m the top performer - two promotions over the space of seven months- and a real understanding of how good I think I can be.”

- Brandon King
Open Doors Participant



Overview from Our Chair, Paddy Hayes

Brandon's account of his experience with the Open Doors Initiative this year illustrates how the work of our member companies, their staff, and our own dedicated team can make a real difference in people's lives.

Working together, we provide new opportunities to people who are marginalised. We create pathways to work, to further education and to entrepreneurship through training, mentoring, internships and direct support and resources.

The people we work with face additional barriers to securing decent employment. This can be the case for many different groups of people: refugees, asylum seekers and migrants; people with disabilities; travellers; people with criminal records; and people from the LGBTQIA+ community, each of whom can face unfair discrimination and disadvantage.

Even in a relatively buoyant market, employment opportunities may be limited for some people. Many have to overcome challenges that others in society will never encounter. Our role in the Open Doors Initiative is twofold: we work with employers to foster and support open recruitment cultures that value difference and recognise the important contribution that people from marginalised backgrounds can make; and we support people from marginalised backgrounds to overcome barriers and access decent work.

In 2021, the Open Doors Initiative, with support from the Government and our member companies, helped 16,714 people to engage with and complete an intervention to enhance their employment prospects and build market-relevant skills. Interventions range from helping people to prepare job applications and get ready for interviews, to providing mentoring, paid-internships and placements, or delivering skills-based training and induction programmes.

In delivering these interventions, the skills, experience and commitment of staff from our member companies make a real difference. Together, we have helped 625 people to secure full-time employment, in addition to the 74,000 who have been supported on their pathways to employment since our foundation in 2018.

Our member companies understand the importance of having a strong values-based and inclusive culture. They recognise the business case for diversity, value new perspectives and go out of their way to hire and include people who reflect the customers and society in which they operate.

We are very proud to work alongside these companies and their employees to build increasingly diverse workplaces, and to give people from marginalised backgrounds an opportunity to thrive.

Above all, we are proud to work alongside so many talented participants, like Brandon. We recognise the courage, tenacity and determination it takes and look forward to continuing to work with all participants on their pathway to the future; whether that be work, further education, or setting up a business.

Finally, I would like to acknowledge and thank my predecessor as chair, Francesca McDonagh, former CEO of Bank of Ireland, who stepped down during the year. Her inspiring leadership and commitment to diversity and opportunity has been instrumental in the expansion of our programmes

Paddy Hayes
Chair, The Open Doors Initiative and CEO ESB



Message from Our CEO, Jeanne McDonagh

Our socially charged world is requiring companies to re-examine their Corporate Social Responsibility approach. Not only are many consumers demanding it, but increasingly employees are too. The thinking is evolving from corporate social responsibility (CSR) towards a corporate social justice (CSJ) approach.

CSR describes the way that a business takes into account the financial, environmental and social impacts of decisions and actions in which it is involved; it's about being a responsible business. However, that is no longer enough. We are experiencing huge social changes including recovery post-pandemic, wars in Europe and elsewhere and their consequences, record inflation and a cost of living crisis, growing economic inequality, and the increasing pervasiveness of AI.

These changes will only accelerate. They are bringing to the fore issues of diversity, equity and inclusion (DEI) in a way that is pressing business leaders to act on social justice. Recognising that without a healthy society, there cannot be a healthy business, it is quickly becoming a business imperative to help create a more fair, diverse and inclusive society.

Harvard Business Review defines Corporate Social Justice as “a reframing of CSR that centres the focus of any initiative or program on the measurable, lived experiences of groups harmed and disadvantaged by society.” As the CEO of Unilever recently said, “decisive and collective action is needed to build a society that promotes cohesion, embraces diversity, nurtures talent, offers opportunities for everyone and helps to improve livelihoods.”

CSJ is more than “giving back” to the community which has often characterised CSR; it's about taking an active role in bettering the society in which organisations operate

Corporate Social Justice goes beyond charitable and environmental work to focus on understanding and responding to the experiences of groups disadvantaged by, or worse, harmed, by society, and the institutions of society, including businesses. It is a framework “regulated by the trust between a company and its employees, customers, shareholders, and the broader community it touches, with the goal of explicitly doing good by all of them.”

Corporate Social Justice requires organisations to deeply integrate how they're behaving internally with how they behave externally. It's about building to create positive, societal change. CSJ is becoming a necessary underpinning of how a successful organisation operates. It's distinct from CSR, which in some cases has been more related to a company's marketing strategy than impact. Successful organisations are centering a holistic corporate social justice approach in their businesses and in external projects.

How do we make that shift from CSR to CSJ? From the front door to the top floor; by not operating in a vacuum in society; by taking direct actions and activity that are culturally informed and culture shaping, by integrating actions with all stakeholders, by including communities in which companies operate, and communities impacted by the business.

Maybe that should be ‘Good companies core values are being reshaped to thinking laterally and creatively about effecting positive social change.

There are excellent examples of companies here who are committing to corporate social justice. It is a long-term approach and needs deep commitment from the organisation and an awareness of social context in which it operates. It needs a deep dive into other factors that affect people and society and a considered

response into how best a company can support and sustain their work.

At the Open Doors Initiative, we are on a journey to imbue Corporate Social Justice in all of our work and in that of our members and others within the business community. We hope that they will come on this journey with us.

We thank wholeheartedly our corporate members and supporting partners for all that they do to improve the lives of our participants.

We thank our stellar Leadership Board and Directors who give so much of their time, expertise and advice to shaping our work and ensuring best practice.

Most of all, I want to thank our amazing employees who bring their whole selves to the work and make it better and better with each year, as we grow and help more people. The impact we achieved this past year would not be possible without you all.


Jeanne McDonagh
CEO, The Open Doors Initiative

Success Stories

Our member companies provide supports and resources through many channels to marginalised groups. Each of our participating member companies assists people who are marginalised by providing a range of employability interventions, in Ireland and abroad, that are focused on creating and maintaining high-quality pathways to work. These companies adhere to Open Doors Initiative rules which provide that all employees recruited through our initiatives will have a fair wage and opportunities to grow within the company.

Listed here are some of the programmes and opportunities many of these participating companies provide

- Employment Workshops hosted by Talent Acquisition in Partnership with diverse organisations
- Support for LGBTQIA+ and Youth social mobility
- Provide support to existing team members due to a tough pandemic year
- Provide opportunities and eliminate barriers for students from under-represented backgrounds.
- Provide comprehensive training programmes and job application workshops to expose marginalised groups to real-life work environments and experience.
- Provide employability skills workshops for people with a variety of disabilities to support their job search.
- Provide opportunities for work experience across various company sites for asylum seekers and people with physical and intellectual disabilities.
- Employed people with intellectual disabilities and provided support when they join the workforce.
- Provide apprenticeships for marginalised job seekers.
- Actively include migrants, refugees, and asylum seekers in the recruitment process and support their development through the experience.
- Provide apprenticeships to upskill young migrant people with practical training and work experience.
- Online and face-to-face learning programmes focused on empowering and supporting young people aged 18-30 to achieve their career ambitions.
- Provide pro bono advice, support and professional services to marginalised groups.
- Paid internships for young people so they can secure good jobs.
- Provide accredited qualifications courses for marginalised groups, including work placements and training.
- Multiple training programmes for all key groups providing training and workshops on preemployment techniques such as job-seeking skills, how to successfully perform at interview, skills for application writing and self-promotion through social media
- Provide hospitality skills training and work experience placements for refugees, asylum seekers, people with various disabilities, and young people coming from educationally disadvantaged backgrounds.
- Interview skills workshops for immigrant communities provided by recruitment specialists.
- Provide paid placements in professional business environments to graduates with various disabilities, supporting and mentoring them to ensure their success in future employment.
- Provide employability skills training with refugees and asylum seekers to help them seek work, including CV and interview preparation.

A portrait of Art Oakes, a young man with dark hair and glasses, wearing an orange sweater. He is smiling and looking towards the camera. The background is a teal-to-white gradient with a diagonal split.

“The Open Doors Initiative have really opened up my eyes to seeing that actually there is a future for me.”

- Art Oakes

Case Studies

EY

The EY Refugee Access Programme is an immersive mentoring and upskilling virtual diversity, equity and inclusion initiative that seeks to break down barriers to access and opportunity in employment.

Participants are given an EY support network consisting of a Counsellor, Culture Connector, and Thought Leadership Mentor. Participants are also provided with an EY laptop.

Over the course of 12 weeks participants are invited to weekly one day virtual workshops facilitated by EY experts across multiple service lines and given access to internal EY learning systems in order to complete self-guided learning and achieve EY accreditations. To demonstrate the application of the learning objectives participants are required to complete a Thought Leadership presentation to a panel of EY professionals.

“I’m so delighted to share that this

programme positively impacted my life as it helped to build my self-confidence and it gave me an opportunity to do my internship which has given me lots of knowledge of how the corporate world. The patience of all volunteers, counsellors and mentors assigned to teach and support us, has made a huge impact in my life as I have learned a lot and gained lots of experience in my area of study. I work with a team that includes me in all they do and this makes me feel included and belongingness which is one of the things that defines EY.”

- Joyce Akama, Participant

“It was always my dream to work for a big corporate company, when I came to Ireland. I had already shelved that dream because most migrants go to health. I was really happy to be part of this programme, because it gave me an opportunity to grow and to learn. I keep learning every day and the experience that I am getting is massive.”

- Emilia T Chiweshe, Participant

Public Appointments Service (PAS)

During 2022, PAS partnered with the Dept of Public Expenditure and Reform, the Depts of Justice, Agriculture, Food & the Marine, the Oireachtas Service and not-for-profit organisations, to develop new inclusive routes to employment in the civil service. This included a new route to permanency for graduates of AHEAD's WAM programme. This was the first time in 18 years of the programme that a route to permanent employment in the Civil Service will be open to WAM graduates via a confined competition at the Executive Officer level. In 2022, 19 candidates were successful in securing permanent roles at WAM.

It also included the development of a new internship programme for members of the Traveller and Roma community (T&R). Application clinics (approx. 20 over two clinics) and interview clinics (approx 15), were held for those interested in this internship to support T&R candidates through the process. Nine candidates in total are now on the T&R Internship programme. Hiring managers were also supported with cultural awareness training from the Kerry Traveller community training group and with onboarding from Ahead for WAM.

At this point, it is difficult to confirm exact figures in terms of financial resources to support the recruitment of people who are marginalised, and as an organisation, we continue to work on developing metrics in this regard. PAS provided several ED&I-related training sessions and e-learning modules to staff on subjects including Disability Awareness and Unconscious Bias. All new staff at our organisation are required to complete these modules, and they are also accessible to staff carrying out recruitment activities across our civil and public service client base.



During 2022, PAS also ran a varied programme of events, discussions, resources, and training sessions to mark initiatives such as EU Diversity Month, and to celebrate our mission and values as an organisation. The programme for EU Diversity Month included several external webinars on topics such as Neurodiversity at Work, Inclusive Leadership, Unlocking Imposter Syndrome and Igniting Inclusion, and Advancing Diversity and Inclusion in the Public Sector. We also hosted several internal events in collaboration with colleagues from different units. These included Darkness into Light Bingo, Body Positivity, a Gen Z Uncovered Panel Discussion, an Intercultural Diversity Panel Discussion and a PAS Pride Quiz.

EU Diversity Month also led into Pride Month in 2022, and we issued a Pride Brochure to all staff with information on several events and resources to celebrate Pride throughout the month of June. The celebrations culminated in the Dublin Pride Parade and March 2022 on Saturday 25th June, which was attended by many of our staff and civil service colleagues.

Cpl Resources Ltd

Supporting external organisations and people has become more challenging since the onset of the COVID pandemic, but CPL continue to find ways to reach out with our wellness and engagement initiatives.

In 2022 CPL donated over €70,000 to charity organisations such as Women's Aid, Laura Lynn Children's Hospice, Aware, Belong To and the Red Cross, to name a few. Cpl has also donated over €14,000 worth of laptops and computer equipment to the Simon Community, schools and other

charity organisations since 2019.

"This is a great chance for people across Cpl to connect, debate and discuss the current and upcoming initiatives and what would be good for Cpl as a whole."

- Aisling Bowden, Executive Principal Consultant, Cpl Office Support



Aramark

In 2022, Aramark facilitated 12 events within local communities to support those from marginal backgrounds. The events varied from hiring events, where Aramark staff would conduct interviews for vacant roles and offer jobs to candidates, in addition to other events where they would provide support on CV and interview tips for upcoming interviews.

500+ employees attended the numerous events as some were open days that went on for a number of hours which people could drop in to for interviews/ job fairs and hiring events in local communities.

More than 50 people benefited from mentoring in the form of CV clinics or mock interview preparation throughout the events that were held throughout the year.

Other work included job fairs on some of their larger sites for the local communities, supporting their clients with community days that they host which include supporting individuals with CV clinics, interview tips and also on-site interviews for roles we have open. Aramark worked with other companies to support apprenticeships for individuals who are looking to get into certain areas with further education.

Bank of Ireland

As part of BOI's Responsible Sustainable Business (RSB) Strategy, we are committed to developing colleagues both at work and into work through their diverse Early Careers Talent Flows. These Talent Flows help them to work towards their goal to create a workforce which is more reflective of our society.

In 2022, BOI assisted individuals by providing them with CV & interview skills workshops sponsored by Bank of Ireland Youth Ambassadors in DEIS secondary schools

Our new hires in 2022 included people who:

- are from Ethnic Minority backgrounds
- are LGBTQIA+, or
- have a disability

Other initiatives included a €25,000 donation to DCU Access Programme for students from socio-economically disadvantaged backgrounds, and €5,000 to TCPID in addition to 279 different accommodations provided in response to 147 requests from colleagues

Enterprise Ireland

For Enterprise, 2022 was very much about creating awareness - we have mentored and coached people from marginalised backgrounds. The new People Strategy included commitments to extending their reach much further in 2023 and beyond.

Mentoring is being provided to entrepreneurs from marginalised backgrounds by EI employees and clients - the plan is to expand this further in 2023 and will launch an EI Mentoring Programme which

will include reverse mentoring.

Enterprise Ireland has an ongoing programme with St. Michael's House, a provider of services to people with intellectual disabilities. For many years, service users from St. Michael's House have been employed by Enterprise Ireland on a 6-month paid work experience programme. The nature of the work undertaken by the participants means that they have the opportunity to interact and communicate with our people across the organisation and the feedback we have received from participants and from their support workers in St. Michael's House is very positive.

A previous participant in the programme went on to be recruited to a permanent part-time role in the organisation. Plans are underway to recommence our engagement with St. Michael's House and explore options for how this programme can be continued and expanded.

Enterprise Ireland is at the start of our journey here but efforts have been made to ensure that their website and building are accessible and that our application processes are inclusive. We have included dedicated actions to develop this in 2023 and will be partnering with a number of organisations to enhance our efforts.



Measurements and Reporting

Since The Open Doors Initiative was established, ODI and member companies have been able to support over 74,000 people who are marginalised to access work, further education or entrepreneurship.

We continue the process of refining our metrics to develop a more comprehensive picture of the work of ODI and member companies in this area. This is a process that will be built on throughout 2023 in order to capture the extensive work being done by ODI and member companies to enhance the prospects and opportunities of people who are marginalised in their journeys to employment, education and entrepreneurship.

Participant companies have measured their interventions for employability, the outputs of the participants, and the overall progress towards their inclusion goals. Companies provides individual reports, and these data points are consolidated for analysis.

The effect of coming out of the pandemic was cited by a number of companies as having an impact on their ability to carry out this work. We look forward to an uptake in figures next year as these vital interventions are grown by the members and ODI itself.

Many of the corporate inclusive employment and training programs have been running for an extended period, making it challenging to accurately measure the total time and resources invested by the companies.

Additionally, capturing the qualitative aspects of their work and dedication presents further challenges. We are actively working on improving our measurement matrix to effectively capture all the valuable feedback shared by the participant companies.

The following are some of the highlights of 2022, which capture just a portion of the work done by ODI and member companies.

16,714 SKILLED

People who successfully completed an intervention led by a participant company that enhanced their employment prospects through the development of new market-relevant, or enhancement of market-relevant skills

626 SECURED FULL TIME EMPLOYMENT

People who successfully completed an intervention led by a participant company that enhanced their employment prospects through the development of new market-relevant, or enhancement of market-relevant skills

75 BUSINESSES

People supported to establish a business with 12 new businesses set up in 2022

361 INTERVENTIONS DELIVERED

The number of learning interventions delivered across companies

€370,125 EXPENDED

NGO programme funding, training materials and stipends by companies to fund or support programmes and participation

62 PAID INTERNSHIPS

People secured a paid placement in a participant company

5,184 BARRIERS REMOVED

These are the participant barriers (monetary, language, physical or virtual accessibility, etc.) removed through actions by or on behalf of companies

786 MENTORED

People were mentored by the participating companies

45 TRAINED

People progressed to further education and training

245 EMPLOYMENT SCHEMES

People progressed to other employment schemes through companies' programs

“Open Doors managed to give me information and advice and get me into an interview prepared and ready. I was lucky enough to get the job, and then I realised it wasn't just about an interview process, it was about all the support around that. It's about engaging with the community giving back, hopefully in time, to the great project that is Open Doors.”

- Conor Howard



Programmes of The Open Doors Initiative

Employers for Change

Employers for Change was launched by the Open Doors Initiative in March 2021. Since then, it has gone from strength to strength. Since its inception, Employers for Change has driven disability to the fore of the diversity, equity and inclusion agenda amongst the employer community.

Year Two has seen greater 'in-person' engagement with a move towards a more hybrid world. This has given Employers for Change the opportunity to engage with more employers while also ensuring full accessibility for people with disabilities.

In 2022, Employers for Change delivered research with the Open Doors Initiative on Inclusive Recruitment Practices which was carried out by Atlantic Technological University Sligo. This has led to a pilot of a new 'Inclusive Recruitment' training programme for employers and recruiters, currently being rolled out.

In addition, Employers for Change has delivered multiple training sessions with employers on disability awareness as well as actively participating in employer fora and events.

Events and Media

- [Inclusive Recruitment Toolkit Launch](#)
- Employers for Change - [Inclusive and Accessible Communications Seminar](#)
- Employers for Change and Ibec [Reasonable Accommodation Passport Launch](#)
- [Supporting Neurodiverse Talent at Work Seminar](#)
- Employers for Change at [Free Now Access Now Conference](#)
- Employers for Change on the [Insight HR Podcast](#)



Funding

The work of Employers for Change is funded by the Department of Children, Equality, Disability, Integration and Youth

Towards Work

Assistive Technology Workshop - January 2022

In partnership with the Open Doors Initiative's supporting partner, the Dyslexia Association of Ireland, Towards Work created an online workshop exploring assistive technology in the context of how it can support an individual in work or further education.

Job Shadow Days

A new initiative developed between Towards Work and NCBI, Job Shadow Days provide an inside perspective on the hiring practices of particular organisations, as well as tips and training on preparing for the job interview process.

Utilising the member companies who make up the Open Doors Initiative network, the first Job Shadow Day was held in March 2022 with Circle K. Representatives from the HR and recruiting departments in Circle K prepared a presentation about their job application processes, the best practices for successful CVs and interviews, as well as answering questions from the participants.

A second Job Shadow Day took place in June 2022 with An Post, following a similar format and providing a unique opportunity for participants to understand the scope of the business and the range of roles and interview options.

Feedback from both events has been very positive, the participants found them very beneficial, as they could learn exactly what was expected of them during the application and hiring process. The companies also found it a huge learning experience as it gave them a better perspective on the barriers facing many people with disabilities while applying for jobs, and it was an opportunity to evaluate if their hiring practices are truly inclusive and accessible.

Entrepreneurship for People with Disabilities Course at TU Dublin

Feedback and evaluation from the pilot year of the course in 2021 has been overwhelmingly positive, with participants responding that the main benefits they perceived were: "a greater understanding of the role and responsibilities of a business owner" and "an understanding of the practicalities of being an entrepreneur with a disability". Professor Cooney remarked: "Quite a lot of people said that the course helped develop their self-esteem, that they felt a whole lot more positive about themselves and their skill sets, that even if they don't set up a business, they feel they are more employable again and they feel that they have a contribution to make to the labour market."

In June 2022, Towards Work held an Entrepreneur Showcase, an online event to celebrate the first year of the TU Dublin course. Professor Cooney shared positive feedback and we heard from course participant, Niamh Malone, who has already been very successful, securing significant seed funding. She spoke about her process of bringing her business from an idea to a fully rounded plan that's ready to launch. It was also an opportunity to announce that AIB has stepped in to provide their support to run the course for the next three years, so it can be free for all applicants.

Denis Doolan, Strategic Head of Inclusion & Diversity at AIB, spoke about why they got involved, "from an AIB perspective we're trying to pursue inclusion and diversity work that's action and not just words and support things that have real people involved and drive tangible impact on those individuals and the communities they're part of". Video of the Showcase available [here](#).

Reasonable Accommodation Submission

Towards Work and the Open Doors Initiative prepared a submission for the public consultation on Reasonable Accommodation Fund grants, through the Department of Social Protection. The aim of this submission is to establish the difficulties and obstacles people with disabilities are faced with during the Reasonable Accommodation process. The full submission can be accessed [here](#).



An Roinn Leanaí, Comhionannais,
Míchumais, Lánpháirtíochta agus Óige
Department of Children, Equality,
Disability, Integration and Youth

Funding

The work of Towards Work is funded by the Department of Children, Equality, Disability, Integration and Youth

Pathways to Progress

The Open Doors Initiative launched Pathways to Progress on May 18th 2022 with Tánaiste Leo Varadkar, along with Open Doors former Chair and Bank of Ireland CEO, Francesca McDonagh and Open Doors CEO, Jeanne McDonagh.

Direct Support

In 2022, Pathways to Progress provided comprehensive support to migrants, refugees, and asylum seekers, having directly supported 109 individuals via email.

Approximately 90% were job seekers looking for support with their CVs, cover letters, and interview skills. The other 10% included people looking for information about further education, self-employment, and visa/work permit issues.

Mentorship

34 migrants, refugees, and asylum seekers received individual mentorship from employees at our member companies, including Accenture, EY, and AIG.

Training

57 individuals enrolled in Business English courses, which was funded by Open Doors through a Dublin City Council grant. Students were enrolled in 2022, and received training in January/February 2023.

20 Pathways to Progress participants were awarded scholarships by INCO Academy for their Digital Marketing course.

Migrant Hub

Over 1,900 people have visited our Migrant Hub in 2022, with the page 'Recruitment Aids for Migrants' being the most accessed.

Outcomes

We are delighted to report that our programmes have led to positive outcomes for migrants, refugees, and asylum seekers in their job search.

In 2022, 23 individuals from a migrant/refugee background have found permanent work through our efforts, including eight individuals who received direct support via phone/email, six individuals who participated in our mentorship program, and nine individuals who attended our recruitment events.

Additionally, our internship/placement programmes have enabled three individuals to gain valuable local experience and develop their skills through internships with member companies. These outcomes demonstrate the effectiveness of our programmes in providing opportunities for migrants, refugees, and asylum seekers to integrate into the Irish workforce and contribute to the economy.

Event	Month	Participants
Pathways to progress Launch	May	117
Working in Ireland Webinar	June	150
Recruitment Drive (ESB)	August	30
CV Guide Launch	October	124
Business Canva Model Workshop	October	41
Recruitment Drive (Sodexo, Circle K, SIRO)	November	49
CV Workshop	December	47
Total		558



Funding

Pathways to Progress has been awarded funding from the following sources in 2022:

Diageo €9,026.02
DCC €10,000.00
ESB €10,000.00
Deloitte €10,000.00
DCC €10,000.00
Ireland for Ukraine €25,000.00
IP Integration Fund €20,000.00
Bank of America €101,440.45

Design and Communications

As a very active organisation, communicating our events, activities and opportunities in a consistent, professional and engaging manner is critical for our success. Within Open Doors, we have two main audiences, our member companies and supporting partners, and our participants across our many programmes. Certain opportunities are promoted only to member companies or supporting partners and we engage with them directly to share information or upcoming events. Participant focused content is shared broadly across many formats and we connect with specific groups, such as those with a disability focus, as an example, to ensure our information is reaching those to whom it is most relevant and useful.

Our communications are primarily focused on online platforms, including our websites, social media accounts, email correspondence and webinars or online training events. We aim to reach a wide spectrum of people who could benefit from our services, and constantly seek to broaden our approach and raise greater awareness of Open Doors as an organisation. For example, we introduced a new Instagram

account for Open Doors, which has brought our content to a new demographic, gaining 536 followers by the end of 2022.

A key focus was ensuring that all communications adhere to the highest standard for accessibility and inclusion, and we took that a step further by developing a training programme and toolkit which can be used to share best practices with other organisations. Simple changes, such as ensuring descriptive alt text is used for any visual element in documents or promotional material, is key to make certain all communication is accurately conveyed for all users. By highlighting the importance of this approach, we hope to enable our member companies and other organisations to take additional tangible steps towards becoming truly inclusive and accessible.

“The Open Doors Initiative are not only concerned with my career growth but my personal growth too. Since I’ve started working with ODI I’m much more happy and I feel empowered and confident.”

- Viviane Calixto, Intern



“Coming from Mongolia, it was difficult for me to find a professional job in Ireland. I was fortunate enough to get the chance to get help from such a wonderful organisation like the Open Doors Initiative.”

- Ganchimeg Tumurkhuu, Accountancy Trainee, Icon Accounting



In a busy year full of events and activities, there were a few memorable initiatives which involved a great deal of advance marketing, promotion and coordination, teamwork with colleagues, as well as with members and supporting partner organisations.

Launching our brand new programme, Pathways to Progress, involved high profile guests and speakers, and has been very active ever since, with numerous events and extensive informative content, critical for the many refugees and migrants requiring support.

Developing the content for the Inclusive and Accessible Communications toolkit and training, in collaboration with Employers for Change colleagues, provided a welcome challenge to present the information in a clear manner with practical steps for implementation.

As part of attracting and retaining member companies, we created a comprehensive guide to explain the purpose of ODI, our varied programmes, the many membership benefits, as well as opportunities to become further involved through developing new initiatives such as workshops, internships and recruitment events.

Creating video content has become an increasing aspect of our communications. We created a video reel that showcased as many highlights of our activities and programmes as could fit into less than two minutes.

The Company Forum in May, held as our first hybrid in-person and online event had contributions from participants who have benefited from our work with members.

Website and Social Media

We continue to tell our story on social media across numerous social media platforms including Twitter, LinkedIn and Instagram. Our website remains the core of our communications strategy and ensures we amplify the stories of our organisation, member companies and supporting partners throughout the year.

Some of our Projects

Cairde – the Allies Network is a partner organisation of The Open Community. It is run by The Open Doors Initiative with the purpose of creating links with key areas of Irish society such as business, education, sports, the religious and other groups who can leverage their connections to enable families to integrate. This can be by a number of ways and we encourage innovative and creative thinking. The North Star is to welcome families and help them create a home from home.

Community Sponsorship was pioneered in Canada in the 1970s. After four decades of the programme's success, we know that this is hugely positive for the lives of both refugees and local communities.

Refugees referred to the Community Sponsorship programme go directly to the community where they will reside and immediately begin the process of settlement.

**THE OPEN
COMMUNITY**
LOCAL WELCOME GLOBAL IMPACT

Under community sponsorship, private citizens and community organisations, rather than government officials, become the face of welcome for resettled refugees arriving to their country; supporting them through the process by providing a range of social and emotional supports, as well as providing accommodation, assisting in learning the language and seeking employment, enrolling in schools and any other necessary assistance.

With Community Sponsorship programme in Ireland, communities will be supported to provide direct assistance to refugees settling in their locality through a structured programme backed by a unique collaboration between government, UNHCR, NGOs and civil society.

Cairde is the means by which all of society can link in with this work and create a home from home. We look forward to future engagement with existing and other partners in this work. Open Doors secured legal and insurance support for the work and several corporate partners to help amplify its aims. We continue to grow this area of work.

A photograph of a man with short dark hair and a beard, smiling. He is sitting on a wooden director's chair. He is wearing a white t-shirt with a graphic that says 'MANGA SALOE', dark blue trousers, and white sneakers. He has a watch on his left wrist and a bracelet on his right. The background is a solid light blue color.

“The Open Doors helped me integrate into the Irish work society by shaping my career path, through tailoring my CV, giving me a mentor, going out for courses that might help me throughout my career... It’s like you’re building a house on a beautiful foundation.”

- Mohamad Camara

Diversity in PR Scholarships

We created a Public relationships Scholarship with the PRII and the in the second year, the successful applicant, Sandra Rocha, went forward after a competitive interview process, to start the year long course and accreditation. They are being mentored on their journey and will have a placement with a public relations company after their course to cement their learning.

iapi

IAPi Course

The second year of the Break Into Advertising programme with IAPi was a great success, with 15 participants going on to paid internships with top advertising firms in Ireland. This course took people from marginalised backgrounds and transformed them into advertising and creative stars. Following an intensive training schedule, they were paired with mentors and embarked on a three month paid placement in a creative agency. Thanks to the stellar support of IAPi and its members in this programme and we hope to see even greater success with ongoing work.

“Living in a cyber age, advertising has become the core of everyday living in the global village. Am super excited to have empowered my knowledge of advertising by completing the Break into Advertising training program facilitated by IAPi - Institute of Advertising Practitioners in Ireland and Open Doors Initiative.”

- Lebogang Proctor, IAPi Course 2022



Mentoring Programme

The Open Doors Mentorship Programme continues to have huge impact for the participants we work with. Through the programme mentees have an opportunity to build connections with experienced professionals who can support and advise them on their professional journey. Over 2022, the programme's procedures and training developed further, this was informed by feedback from all involved. New guides and brochures were created and designed as part of the updating of the programme.

Due to demand, mentee training sessions were facilitated monthly as well as a mentor monthly Q&A session. Member companies, such as Accenture and EY, hosted mentor training for large number of their teams.

The Impact Hub
@ crann

New guides and brochures were created and designed as part of the updating of the programme.

A check-in report was introduced including a GROW table to be updated every two sessions and shared with Open Doors. This allowed us to be more involved in the mentor/mentee partnership and support them in keeping track of their goals.

Remote Working Centre for People with Disabilities

The Impact Hub @ Crann Centre - David Stanton TD and local businesses people from the Ballincollig Business Association have been all involved in the development of this centre, the first of its kind in Ireland. The Open Doors have been a partner since its inception and have sourced 60% of the funding in partnership with AIB, with Cork City Council making up the balance. The Impact Hub is a brand new modern, fully-inclusive co-working space based in Ballincollig, West Cork. It was launched in March 2022 by Sarah Dullea, Dr Colm Hunt, CEO AIB and Chair and Founder of the Crann Centre Kate Jarvey.

The Impact Hub offers a spacious and vibrant environment for individuals or teams, with a full range of amenities to allow you to work in a pleasant and productive environment. It consists of a 17-desk facility with high-speed broadband, a fully accessible working environment and free parking, set on a three-acre site. Members of the hub have access to key business supports from The Rubicon Centre at Munster Technological University (MTU), Cork



City Council Local Enterprise Office, and the Open Doors Initiative.

Speak Up Radio Training Programme

The Open Doors Initiative teamed up with Radio Kerry to provide the Speak Up training programme for Open Doors participants.

Speak Up looks to address the imbalance in media by training marginalised groups. Many minority groups don't have the confidence to speak with the media or in some cases have had a previous negative experience of media coverage.

Radio Kerry has always sought to be The Voice of the Kingdom – and it is important to them that this includes all voices. Speak Up provides training in areas such as media literacy skills, things like storytelling, interview skills, recording, editing, podcasting and media law.

As part of the week participants got hands on experience in putting a two hour radio show together which was broadcast live the following Saturday morning from 9 to 11am on Radio Kerry. The participants with the help of the trainer and programme presenter got to decide on the content, research and produce it themselves and use it as an opportunity to tell stories they wish to highlight or challenge misconceptions. As well as being broadcast in a primetime slot on Radio Kerry, the participant organisations were also given a podcast of the final show for use on their own websites or social media.

Paid Internships

In 2022, Open Doors member company, IDA, created two opportunities in the form of a placement for Open Doors participants. The Open Doors Team supported in the creation of this, by managing the advertising of the roles as well as the screening and selection of applications. The team advised on inclusive recruitment practices for job descriptions, interview processes as well as sitting on interview panels.

Through these two placements, Open Doors participants have had the opportunity to further develop skills and gain important experience in a well-respected organisation which will serve to strength their CV as well creating networking opportunities.

Computers for Refugees

We are working with a range of migrant groups to collect computers for people in Direct Provision who are in education or looking for work. Several companies have already contributed hugely to this appeal, empowering people to move on and have access to supports

Ongoing Projects with Partners

Dublin Regional Forum – Open Doors is leading out on an Inclusion Pillar to encourage business in the greater Dublin area towards more inclusive hiring of marginalised people. This work begins next year over a three-year period

Recruit Refugees – the collection and distribution of computers to enable access to education and work for people in Direct Provision. Placing people in employment who come through this group

Employ Refugees – placing highly skilled refugees in appropriate employment

Dublin City Learning Festival – a collection of our work was shared with community groups and a wider audience, aimed at those looking for employment. This festival continues to expand.



External Relations

We spoke to companies and organisations across Ireland through a wide range of talks and training including the AMIF conference in Venice on refugee responses, the UNHCR conference in Nairobi on pathways to employment for refugees, several Oireachtas Committees on varying issues; Pride and Transgender events; support for people living with HIV, International Women's Day events; Ibec, Chambers Ireland and other business events, on rights for various marginalised cohorts in a range of seminars and general diversity and inclusion topics.

For our own members, we supported and spoke at over 30 different inhouse events on various DEI topics and gave training in a range of areas to their Leadership teams, HR and employees

Memberships & Associations

- The Open Community – lead on the Cairde allies network
- Lord Mayor's Integration Taskforce member – engagement on making Dublin a city of inclusion
- Dublin Regional Enterprise Committee - supporting them in meeting their goals on

- inclusion in employment
- Dept of Business, Enterprise and Employment
- National CSR Hub members
- Dublin City PPN
- Dublin City Council Inclusivity Forum
- Diversity Charter Ireland
- INAR – Irish Network Against Racism
- Cork Chamber of Commerce
- Ukraine Civil Society response Forum

We have signed the third UNHCR Refugee Pledge with our updated numbers from this year and work to date

Research

We carried out a number of research projects during the year, to underpin and form a solid basis for our work, grow knowledge in the area of employment for marginalised people and help us plan future projects and work. We also inputted into other organisations research to aid them with our knowledge and experience in these areas.

These include:
Atlantic Technological University research, with

Employers for Change, into the recruitment and employment of people from marginalised backgrounds and abilities. This has formed the basis for our Inclusive Recruitment Training

Government Submissions

- Oireachtas Disability Committee - After school options oral and written submission in February
- OECD/Dept of Enterprise - Entrepreneurship submission in April
- Reasonable Accommodation Grants written submission in May

We also spoke with Government Ministers and departments throughout the year on various topics in an effort to improve policy and supports for people who are marginalised. We made a submission on Budget 2022 highlighted the need for supports across a wide range of groups and progressive policies that will help them.



Open Doors Initiative Podcast Series

The aim of the podcasts is to help people in all aspects of employment and into the future. These podcasts feature experts in various fields including mental health, diversity and inclusion, employers and trade unions and those from marginalised groups.

Media

January

- Marketing.ie - IAPI Course

March

- RTÉ Morning Ireland - Ukrainian refugees
- RTÉ - St Patricks Day - Afghan refugees
- Dublin Inquirer - Afghan refugees
- RTÉ/Virgin/Examiner/Biz Plus/Irish Times - Crann Hub Launch

May

- Irish Times - Launch of Migrant Hub
- Limerick Leader - Launch of Migrant Hub
- Biz Plus - Launch of Migrant Hub
- Gorm Media - This is Them Video

June

- Virgin Media, 95 FM - Pathways to Progress at the Limerick Job Fair
- Phoenix - Entrepreneurs showcase
- Silicon Republic - Entrepreneur course
- Irish Times - Compensation for workers
- Global Compact - UNHCR

August

- Silicon Republic - Four supports that can help employees outside of work
- Irish Examiner - People with disabilities primed to launch new startups

Open Doors Participant Training

The Open Doors initiative offers a variety of free online training resources. These courses have assisted participants in building confidence and key employability skills required to secure job opportunities.

A number of our member companies and supported

partners have provided us with the courses and training aids below, available on the ODI website to interested participants. These include the following:

Modern Hire An excellent opportunity to practice interview techniques, the Modern Hire platform allows participants to complete a series of interview questions in a mock interview video format

Accenture Digital Skills Courses An easy to use package of information and skills in the digital area

Solas eCollege A leading online learning platform, allowing participants to learn at their own pace. Courses include: project management, information technology, graphic design, web design, digital marketing, software development and basic computer literacy

Hays Thrive Engaging training content comprised of videos, quizzes and assessments – frequently updated for relevance

Olive Group The unique Learning Management System, Academy HQ platform enables users to take the course of their choice, online, anytime and anywhere. The courses are accredited by Solas, QQI and RoSPA

Skills Summary A series of online quizzes which assist young people to assess their career skills, and provides courses to improve any areas where they might need further development, including communication, interpersonal skills and much more

Positions, Apprenticeships and Internships

The Open Doors Initiative works with companies who practice inclusive recruitment. To further support the participants we work with, an available positions section on the website has been created. These are positions from our companies who encourage applications from people with diverse backgrounds, abilities and skills. Training and mentoring are offered with these positions to assist individuals reaching their potential. Many of our companies have started internships with us as support and we are delighted with the outcomes to date

Some Examples of Company Internships and Scholarships

- IDA - internships
- Dell – neurodiverse internships
- Siro – disability internships
- Microsoft - internship
- Gilead – internships
- Fragomen - internships
- PRII Scholarship - Migrant internships
- IAPI Placements

Awards

- Diversity in Tech Impact Award Overall winner Irish Enterprise Awards 2022, on behalf of EU Business News, 'Best New Employment Services Social Enterprise 2022'
- Think Global Inclusivity/Accessibility category - Overall winner
- Shortlisted for the 2022 Corporate LiveWire Innovation & Excellence Awards
- Cork Chamber Social Good Nomination



Governance



“The Open Doors Initiative has been a real help to me making the career transition to CEO. Board member Veronica has been a mentor to me over the last year. She has been a real inspiration, critical friend, ally, and confidant over the last year. The wider ODI team have been so helpful to me and Outhouse in helping us recruit diverse talent so that we can deliver our mission.”

- Oisín O'Reilly, CEO Outhouse

The Open Doors Initiative has a robust Governance structure and is supported by CEOs and Directors from a number of the member companies

Last year we were delighted to have Francesca McDonagh, CEO of Bank of Ireland, join us as Chairperson. We were also delighted to welcome more new directors to increase our governance and oversight standards and provide support to the team and work of Open Doors

Leadership Advisory Board

Company Directors

- Chair – Francesca McDonagh, CEO, The Bank of Ireland, 9/12/2021 – 17/9/2022
- Patrick Doyle, eFrontiers, Director, 18/09/2018
- Siobhan O'Shea, CPL Director, 9/12/2021
- Veronica Rodriguez Cabezas, Director, Strategy and Operations, Glassdoor, 9/12/2021
- Fernando Vicario, CEO Bank of America DAC, 9/12/2021
- Sharon Murphy, MD, WHPR, 9/12/2021
- David Stanton TD, 9/12/2021
- Barry O'Sullivan, MD, Diageo Ireland, 1/2/2022

Members

Secretary - Gerard Kiernan, Icon Accounting, CEO, 18/09/2018
Alistair Blair 18/09/2018 (Accenture CEO)
Ian Anderson 18/09/2018 (Momentum CEO)
Prof Thomas Stone 18/09/2018 (Vice President, TUD)
Denis Doolan, (9/11/2021) Strategic Head of Inclusion, AIB
David Fox 19/03/2020 (Sodexo CEO Ireland)

*Date joined the Board

Date of Meetings

February 2022

March 2022

May 2022

June 2022 (AGM)

December 2022

Employees

Jeanne McDonagh, CEO
Christabelle Feeney, Director, Employers for Change
Claire Hayes, Engagement and Policy Manager
Jessica Reid, Design and Admin Executive
Lidia Oborina, Migrant Co-ordinator
Patrick Flanagan, Disability Co-ordinator
Talita Holzer, Programme Manager, Pathways to Progress

Financial Statements

for the financial year ended 31 December 2022*

Income and Expenditure Account

for the financial year ended 31 December 2022

	2022 €	2021 €
Income	578,484	621,938
Expenditure	(413,430)	(462,357)
Surplus before tax	165,418	159,581
Tax on surplus		
Surplus for the financial year	165,418	159,581
Total comprehensive income	165,418	159,581

Balance Sheet

as at 31 December 2022

	2022 €	2021 €
Fixed Assets		
Tangible Assets	<u>1,436</u>	<u>175</u>
Current Assets		
Debtors	101,250	41,725
Cash and cash equivalents	<u>753,329</u>	<u>435,310</u>
	854,579	477,035
Creditors: Amounts falling due within one year	(438,942)	(225,555)
Net Current Assets	<u>415,637</u>	<u>251,480</u>
Total Assets less Current Liabilities	<u>417,073</u>	<u>251,655</u>
Reserves		
Income and expenditure account	<u>417,073</u>	<u>251,655</u>
Equity attributable to owners of the company	<u>417,073</u>	<u>251,655</u>

*Full audited financial accounts are available at www.opendoorsinitiative.ie

Supplementary Information Relating to the Financial Statements

Schedule 1: Overhead Expenses

for the financial year ended 31 December 2022

	2022 €	2021 €
Administration Expenses		
Wages and salaries	254,439	221,901
Social welfare costs	27,958	24,520
Employee Pension Contributions	18,000	18,000
Insurance	1,029	930
Printing, postage and stationery	1,276	3,163
Marketing and Events	8,818	39,224
Telephone	1,129	39
Computer costs	30,144	30,709
Travelling and entertainment	3,393	3,546
Legal and professional	-	1,016
Consultancy fees	50,748	35,202
Bank charges	73	31
Bad debts	-	46,875
General expenses	13,503	12,161
Subscriptions	-	23,890
Auditor's remuneration	2,441	1,150
Depreciation of tangible assets	479	-
	<u>413,430</u>	<u>462,357</u>

Trading Statement

for the financial year ended 31 December 2022

Income

	2022 €	2021 €
Membership Fees	221,388	200,775
Direct Funding Income	130,977	132,250
Pobal Income	58,143	90,000
DCEDIY - Dept. of Children	117,855	141,905
Dublin City Council	20,000	-
Bank of America	22,210	-
Other income	8,275	57,008
	<hr/> 578,848	<hr/> 621,938
Overhead expenses	(413,430)	(462,357)
Net surplus	<hr/> <hr/> 165,418	<hr/> <hr/> 159,581

Funding

A sincere thank you to all our funders and supporters for various initiatives, without whom we could not carry out our work:



DIAGEO
IRELAND

Deloitte



An Roinn Leanaí, Comhionannais,
Míchumais, Lánpháirtíochta agus Óige
Department of Children, Equality,
Disability, Integration and Youth

ciste na
gcuntas díomhaoin
the dormant
accounts fund

**Community
Foundation
Ireland**

Thank you to our supporters of events and projects:



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