

Challenges and successful approaches to making timely and effective adjustments in large organisations

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**Business Disability Forum
UK**

ILO Forum on Reasonable Adjustments in the Workplace



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Who are we?

- A not-for-profit member organisation that makes it easier and more rewarding to do business with and employ people with disabilities.
- We provide pragmatic support to organisations by sharing expertise and advice, providing training and consultancy and facilitating networking opportunities.
- Ultimately, we exist to transform the life chances of people with disabilities as employees and consumers.

Our membership



What are the challenges?

The employee experience

“Managers lack skills and confidence”

“I’ve been waiting 6 months...”

**Employees with disabilities
tell us...**

“It’s difficult to get ‘soft’ adjustments”

“I’m viewed negatively for doing things differently”

Disability Standard

1. Commitment



2. Know-how



3. Adjustments



4. Recruitment



5. Retention



6. Product and services



7. Suppliers and partners



8. Communication



9. Premises



10. Information and communication (ICT)



Leading practice

- Adjustments process is the core ‘structure’ which underpins the whole disability and wider inclusion strategy.
- Adjustments as a ‘service’ available to all employees with ‘customer satisfaction’ feedback gathered.
- Premises and IT-related adjustments integrated to ensure data informs continuous improvement.

Leading practice

- Information on the intranet is tailored to different audiences (e.g. line managers/HR and employees).
- Fast track referrals for musculoskeletal and mental health cases to reduce waiting times and improve satisfaction.
- Robust use of 'passports' includes educating the workforce about what is and is not 'passportable'

Evolving terminology

'Reasonable adjustments'

'Workplace adjustments'

'Productivity tools' / 'The way we work'

How global companies are meeting the challenge

Shell

- Single cross-functional process.
- Consolidated catalogue of IT and real estate adjustments
- Accessibility centre (in Manila) oversees process.
- Piloted in Netherlands/Canada and rolled out in regional waves.



Standard Chartered

- Covers all 63 markets with a single framework and process.
- Key decisions and actions taken locally to ensure speed.
- Updated to include religious requirements, pregnancy and family responsibilities.



Contact us

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