

Protect Your Business

Simply, quickly and cost-effectively with the **Essential Accessibility Pack**

The pack is not designed to sit on a shelf gathering dust! Make it part of running your business by training and encouraging your employees to use the contents. Not only will you be providing a better level of service to everyone, you'll also be helping to protect your business in the event of a disabled person bringing a prosecution against you under the Act.

The Best Solution For Your Business

Under the Disability Discrimination Act 1995, as an employer, you are responsible for the actions of your employees.

The Act makes it unlawful for service providers to:

- Refuse to provide a disabled person with a service which is provided to others
- Offer service on different terms
- Offer a different standard or manner of service

Configure is the largest commercial disability access consultancy in the UK and Ireland, providing integrated solutions for businesses to meet their obligations under the Disability Discrimination Act. By working closely with disabled people we've developed a comprehensive range of cost-effective and easy to implement services that include access audits, auxiliary aids and equipment, building adjustments, and staff disability equality training.

To order your pack, CALL NOW ON 07812 034533

or email info@inclusion.me.uk

This information is available in alternative formats

www.inclusion.me.uk

The Disability Discrimination Act 1995



Do you and your employees...

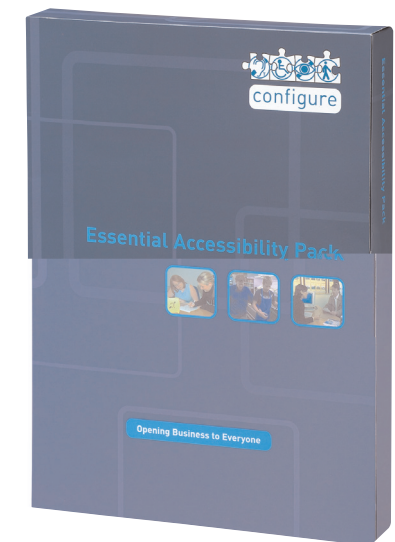
A ...know how to help customers with a visual or hearing impairment?

B ...use appropriate language when serving disabled customers?

C ...know what to do if a disabled person falls in an accessible WC?

The Disability Discrimination Act gives disabled people the right to claim compensation for injury to their feelings or loss of dignity if they are discriminated against.

If you fail to provide adequate disability equality training to your employees, you may not be able to defend yourself against any claims that your staff have treated a disabled customer inappropriately.



The Disability Discrimination Act 1995

One in every six people in the UK is disabled, which is a very good reason to open your business to everyone.

But making sure that all your products and services are fully accessible to them isn't just about getting your building right - it's about good customer service too.

That's why we've developed the **Essential Accessibility Pack**, which contains everything you need to help you and your team to deliver the best possible customer service to disabled people whilst meeting some of your obligations under the Disability Discrimination Act.



What's inside the pack?

Interact Training Film and Interact Learning Handbook

If you fail to provide adequate disability equality training to your employees, you may not be able to defend yourself against any claims that your staff have treated a disabled customer inappropriately. The **Interact** Training Film and **Interact** Learning Handbook increase employee awareness of disabled customers and their needs, and gives them the competence and confidence to assist them.

Welcome sign

There are around 10 million disabled people in the UK with an estimated £80 billion to spend. By displaying this Welcome Sign in your window, you'll be letting disabled customers know that you're open for business to them and that all your staff are trained to meet their needs.

Customer Care Kit

Keeping a selection of auxiliary aids such as these magnifying lenses, signature signing template, and easy grip pen aid can really help customers who have a visual impairment or reduced dexterity in their hands. A Braille and tactile counter sticker is included to let your customers know that you have these aids available.

Employers' Compliance Pack

Making sure all your policies and procedures take the needs of disabled people into account can sound like a daunting task - but the Employers' Compliance Pack contains a set of useful templates and employers' advice which makes it easy.

Guide to Accessibility

The Premises Access guide gives an overview of the Act itself, sets out in plain English many of the physical barriers to access that disabled people face, and identifies practical solutions and adjustments to help you overcome them.

Discount Voucher

To offer some practical help in making adjustments to your premises, the **Essential Accessibility Pack** includes a discount voucher, valid for a full six months, that entitles you to 10% off your first order from Configure's range of products and services.*