

GSS – Reasonable Adjustments Procedure

1. Policy Statement

Global Solution Services (GSS) is committed to ensuring that people with disabilities are not disadvantaged in accessing our services. To this end we will always endeavor to make reasonable adjustments for all concerned. The Equality Act 2010, protects the right of those with protected characteristic including disability and this policy is intended to provide a general understanding of how we will address each situation and case on its own merits.

This policy will also confirm our commitment to improving accessibility for everybody that we deal with as well as our basic principles of our commitment to provide reasonable adjustment within our remit. It will also set out the steps and factors that we take into account in dealing with requests for reasonable adjustments

2 What is reasonable adjustment

Reasonable adjustment means to make a physical change to premises, work stations and or work practices to remove, reduce or prevent the disadvantage to a person with a disability. Examples of this include:

- Allowing reasonable adjustment to information we send
- Allowing for more time for an individual to provide information that has been requested
- Seeking to provide specialist equipment or additional help to support a person with disability

3. Requesting Reasonable adjustment

Customers attending GSS's training courses can request for reasonable adjustments at any time, however, in order to fully and properly consider any reasonable adjustments, customers may be asked to provide supporting evidence of any substantial disadvantage or the nature of their disability that prevents them accessing our services fairly. Where information is not provided this may limit or affect any adjustments that we can put in place and the time frames we have to do so. We will also let customers know that we can provide reasonable adjustments for example in the following ways:

- By publishing our procedures on our website
- By asking for and seeking representations from customers, any special provisions or adjustments that might be required e.g., over the phone during the booking of an appointment
- By including offers of support in written communications (e.g., in emails or text and by asking candidates during general discussion and interactions with us.

4. Types or Reasonable adjustment we can offer

GSS does not have a prescribed list of reasonable adjustments; the adjustment will depend on the individual's needs. We will discuss the requirements with the person concerned and seek to reach agreement on what may be reasonable in those circumstances. We will not make assumptions about whether a disabled person requires any reasonable adjustments or about what those adjustments should be. Some examples of the adjustments that we could make include:

- Provision of information in appropriate alternative formats (e.g. large print, coloured paper etc)
- Extension of time limits on courses or work (where it is lawful and appropriate to do so)
- Use of email or telephone in preference to hard copy letters
- Use of plain English or Easy Read service and or pictorial information if useful
- Communication through a representative, intermediary or family member
- Rest or comfort breaks in training

5. Our Response to Requests for Reasonable Adjustments

In the vast majority of cases we will be able to agree and deliver the required reasonable adjustment with a minimum of delay. In some cases, we may need to consider in more detail how best to overcome the difficulty a disabled person is experiencing or seek advice from expert disability organisations that can assist with signposting and other forms of support which we will seek to do as quickly as possible.

6. Classification of Reasonable?

The Equality Act 2010 does not define what is 'reasonable' but policy from the Equality and Human Rights Commission suggest that the most relevant factors are:

- A. The effectiveness of the adjustment(s) in preventing or reducing the disadvantage for the disabled person*

It is important that the adjustment should be designed to fully address the disadvantage it is meant to overcome. For example, providing an audio version of documents may not properly overcome the barriers faced by the disabled person if there are other requirements that need to be overcome, for example the customer also has a hearing impairment

- B. The practicality of making the adjustments*

For example, it may not be possible for us to provide additional time to customers if there are legislative deadlines that must be met.

C. The availability of our resources including external assistance and finance

For any adjustment to be reasonable, it should be effective and remove or reduce the disadvantage that would otherwise exist. However, it is important to remember that an adjustment which is deemed effective, may not always be considered reasonable to put in place /implement. For example, resourcing is not just about the cost, but it may involve other factors for example recruiting additional staff with specific skills. The reasonableness of an adjustment will be balanced against the resource available and the financial implications in regards to this. In practice, many reasonable adjustments involve little or no cost or additional resourcing requirements and are relatively easy to implement. In changing policies, criteria or practices we are not required to change the basic nature of the service we offer.

D. Any disruption to the service that making the adjustment may cause.

It would not usually be reasonable for a GSS colleague to cease work on all other activities and devote all of their time to one person as others will inevitably suffer. The amount of extra time provided must therefore be 'reasonable' in all the circumstances.

7. GSS Commitment

We want to make sure that a disabled person is provided with the adjustments they require, whichever part of GSS's business they are interacting with. When GSS staff need to share relevant information with colleagues they will not divulge sensitive information about health or disability, and will instead focus on the adjustment required rather than the person's medical diagnosis. For example, we'll record that a customer may require regular rest breaks during a training session rather than recording the disability itself, unless the disability is directly relevant.

Where staff need to communicate with each other about a particular reasonable adjustment that we need to make, we will only share information about a physical or mental health condition in relation to making a reasonable adjustment.

When we collect information about reasonable adjustments, we'll be clear about how we'll use that information and all information is collated and stored in conjunction with our GDPR and Confidentiality and Privacy policies.

8. Monitoring

GSS will record and monitor any reasonable adjustments requests and made. This will allow us to review the services we provide and help us to identify whether there are any wider steps that we can take to improve our service for all.

9. Complaints

We are committed to provide a high standard of service, dealing with everyone in a way that is fair and free from discrimination. If a customer is dissatisfied with the arrangements, we have made for providing reasonable adjustments, or failed to make such adjustments, we will respond in accordance with GSS Compliments, comments and complaints policy. If necessary when reviewing our decision, we will seek expert advice, including any relevant legal advice.

10. Policy review and monitoring

GSS's Directors and in particular Sonia Benjamin-Leach will be responsible for reviewing this 'Reasonable adjustments procedure' and for monitoring how effectively it meets its aims and objectives.

This procedure will also be reviewed and updated as necessary to reflect best practice, future amendments to any other policies in relation to this and Government central and localised guidelines. This policy is not exhaustive and is in conjunction with GSS Equal Opportunities, Comments, compliments and complaints, appeals, GDPR and Confidentiality and Privacy policies.

A handwritten signature in black ink, appearing to read 'Sonia Benjamin'.

Signed by Sonia Benjamin
Director
V1 February 2021