



Creating a disability-smart
world together

Business Disability Forum

Adrian Ward

Director of Operations – Business Disability Forum

About Business Disability Forum

- ✓ Business Disability Forum is the UK's leading disability focused membership organisation.
- ✓ We support organisations to get disability inclusion right for its workforce and for their service users.
- ✓ BDF represent around 600 organisations that employ almost 20% of the UK workforce and around 50% of our membership have a global presence.
- ✓ Just over 65% of our employees have a disability of long-term condition.
- ✓ Pan-Disability focused.

The breadth and scale of disability?





There are around 14.6 million disabled people in the UK, in the world there are estimated to be 1.3 billion disabled people.

Around 90% of disabilities are not visible

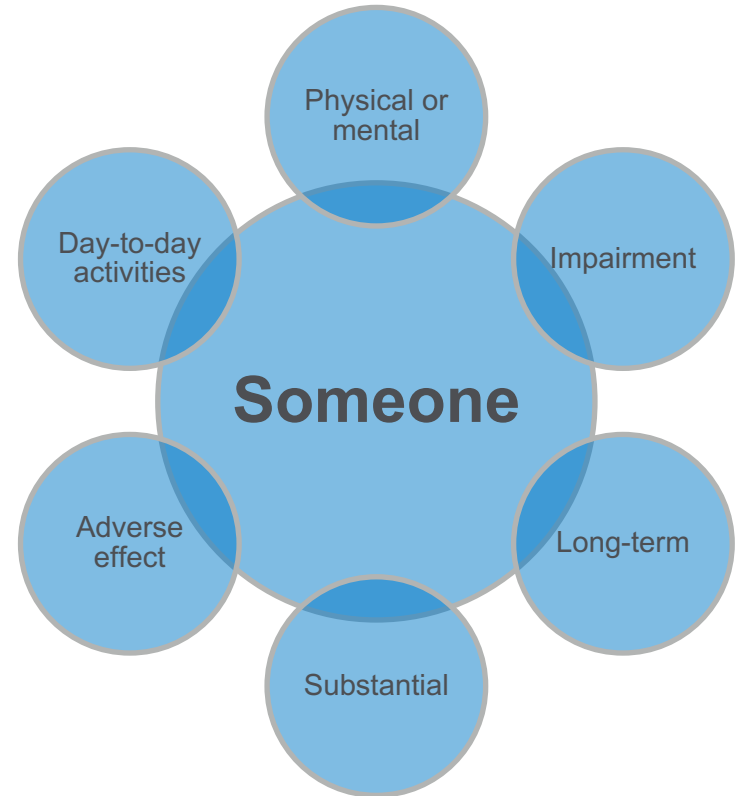
Around 1 in 7 people have a neurodiverse condition

Most people are not born with a disability. The average age of acquiring a disability is around 53

The spending power of disabled people in the UK is estimated to be over £274bn a year, across the world this figure is estimated to be \$8 trillion.

The Equality Act 2010 defines a disabled person as:

Someone with a physical or mental impairment that has a long-term, substantial adverse effect on their ability to carry out day-to-day activities.



Disability is not always 'obvious'

Visible	Non-visible
Disfigurement Limb loss Wheelchair user Visual impairment Hearing impairment	Visual impairment Hearing impairment Speech impairment MS Cancer HIV Epilepsy Mental health conditions Diabetes Dyslexia Autism spectrum conditions

How do we make travel management accessible?



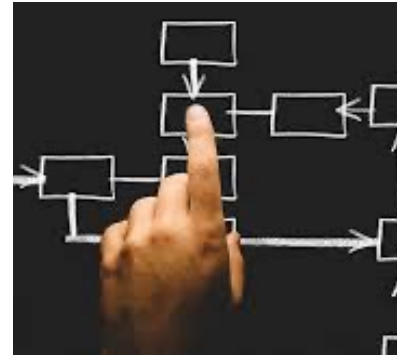
The four 'P's



Policy



Procurement



Processes



People

Policy

- Ensure that your policy is actually accessible or available in alternative formats.
- Ensure that accessibility is a key consideration in your travel policy (venues, accommodation, transport and accessible transport links).
- What do you currently do/say in your policy that shows consideration for the barriers some disabled people may face?



Policy (2)

- Consider what exceptions can be made on a case-by-case basis. The policy should reflect that some people may have different or specific requirements as a result of their disability or long-term condition.
- Don't be prescriptive on what alternatives may be but do illustrate how the policy can be flexed.



Procurement

- Ensure in the procurement process you test suppliers/vendors on their ability to provide accessible products/services/accommodation.
- Place an expectation on suppliers to make adjustments if a user experiences barriers.



Procurement (2)

- Monitor supplier performance over the life of a contract highlighting accessibility issues where required.
- Seek feedback from disabled end users to monitor their experience and factor in this feedback to future decisions related to travel management.



Processes

- Consider the user experience from the lens of disability and ensure you design inclusively.
- Think about accessibility during the different touch points in the process (online forms, portals, contact details).



Processes (2)

- It is difficult to ensure that everything is 100% accessible for everyone so be able to make adjustments where required.
- Adapt the processes if necessary, for example could you allow someone to book travel or accommodation on behalf of someone else if necessary.



People

You can have a well written policy and clear processes but it's your people that bring these to life.

- Consider how easy is it for an individual to contact someone if they need to discuss accessibility matters.
- Are staff trained to understand the barriers that disabled people face and consider the adjustments that can be made?



People (2)

- Focus on the barriers not on the individual's condition.
- Be confident in flexing the policy or process, this in itself could be a reasonable adjustment.
- Consult and involve disabled people in decisions that you might be making, for example when you change a policy or process.



Examples of good practice

- ✓ Clear policies that show clear consideration of the requirements that some disabled people may have and reference accessibility throughout (booking systems, venues, accommodation, transport links).
- ✓ Policies that demonstrate they can be flexed, for example recognising that public transport may not be suitable for some disabled people.
- ✓ Policies that go beyond legal compliance, i.e. look at disability, long-term conditions and shorter –term situations such as injuries.
- ✓ Developed online information/booking system which highlights accessibility challenges or positive accessibility features.

Examples of good practice (2)

- ✓ Having a dedicated team or point of contact where accessibility requirements can be adjusted. Training is also important here to ensure the right support is provided.
- ✓ Offer alternative formats for people. E-tickets, apps and QR codes might present some accessibility challenges for example.
- ✓ Test all online platforms to ensure they are accessible (better still, don't use any systems until you know they are accessible).
- ✓ Demonstrating how additional costs will be picked up, for example where additional luggage may be required by a disabled person, travel companions, parking costs).

How do BDF support companies?



Some of our Members and Partners.....



Some take aways from today

- Sign up to receive the BDF newsletter (available to Members and Non-Members) - [Sign up to our updates - Business Disability Forum](#)
- Access our free resources - [Disability Essentials - Business Disability Forum](#)
- Access upcoming free events;
[Legal Ease for the Financial Sector - webinar \(businessdisabilityforum.org.uk\)](#)
[Navigating the Disability Confident Journey - Business Disability Forum](#)

Advice Service

Our team of disability advisors are available to help Members on all disability issues ranging from employment matters to customers service matters.

advice@businessdisabilityforum.org.uk



Resources – Knowledge Hub

Cutting edge guidance for HR professionals and line managers on a range of disability-related topics.

Recently added toolkits;

- Mental Health
- Neurodiversity
- Inclusive Communications
- Redundancy and Redeployment
- Covid19

[account-register - Business Disability Forum](#)



Events

We hold a wide range of events such as;

- Online conferences
- Taskforces/Networks (e.g. Employment, Customer, Neurodiversity, Communications)
- Webinars (Covid19, Accessible Online Events, Autism Awareness)
- BDF representation at your events

[Events - Business Disability Forum](#)



Any Questions?



Contact us

Business Disability Forum

businessdisabilityforum.org.uk

E: adrianw@businessdisabilityforum.org.uk

T: 07866 890 936

