

## 1.5 DISABILITY DISCRIMINATION ACT POLICY STATEMENT

The Company is aware of and has taken steps to comply fully with the Disability Discrimination Act.

A holistic approach has been taken in order to embrace all aspects which need to be considered.

A few of these items are as follows:-

- Staff attitudes and awareness
- Customer communications
- Design of the built environment
- Management of the buildings
- Policies and procedures
- Alternative ways to provide our service
- Assistive technology and aids
- Alternative information formats
- Website accessibility

The Company will undertake an access statement which covers areas such as action already taken and future plans for improvements. Many alterations or improvements can be gradually addressed as areas are refurbished or decorated, thus planned implementation of change can often be achieved at minimal expense. The access statement is a living document which will change throughout the life of the building or space and will show a clearly defined audit trail and rationale behind decisions taken and demonstrate that the best solutions have been sought.