



The Business Disability Forum, UK has developed a Disability Standard, based on ten disability confident criteria. The standard highlights business areas to focus on to meet the needs of disabled people as customers, employees and stakeholders.

See how your organisation rates:

## **1. Commitment**

We are committed to best practice on disability internally and externally. Disability confidence is promoted at senior management level

## **2. Knowledge**

Our staff have participated in disability awareness training. They are confident interacting with people with a disability.

## **3. Adjustments**

We anticipate the needs of disabled people and have a robust process for making any adjustments which might be needed by individuals.

## **4. Recruitment**

We attract and recruit disabled people, which gives us access to the widest talent pool at every level.

## **5. Retention**

We value all our employees, including those who are disabled or who become disabled, and are committed to their retention and development.

## **6. Products and services**

We value our disabled customers, clients and service users and address their needs when developing and delivering our products and services.

## **7. Suppliers and partners**

We expect our suppliers and corporate partners to reflect and enable us to meet our commitment to disability best practice.

## **8. Communication**

When we communicate with disabled people we are as inclusive as possible and whenever necessary we make adjustments for individuals.

## **9. Premises**

Our premises are accessible to people with disabilities and whenever necessary we make adjustments for individuals.

## **10. Information and communication technology (ICT)**

Our ICT is accessible and usable by disabled people and we also make adjustments for individuals.

