



## Disability Policy

### Our Commitment to People with Disabilities

Cordie Ltd is committed to equality of opportunity for people with disabilities and to preventing discrimination in every aspect of our work and services. This policy sets out our commitment.

### Our Objective

We want all people working with us to be able to realise their full potential, with equal opportunity, irrespective of disabilities or otherwise. To this end, we are committed to achieving this through the following actions:

- Prohibiting and removing barriers that prevent people with disabilities from gaining access to the services provided by us.
- Consultation with disabled people (and providers of specialist resources that assist those with disabilities) to provide accessible services to people with disabilities.
- Acting as an example of good practice to encourage other organisations to similar efforts.

### Guiding Principles

We are guided by the following principles:

- **Anti-discrimination** - such that people with disabilities are not subject to discriminatory practices from any of the services provided by us or our Associates and suppliers.
- **Equality of opportunity** - for everyone in every aspect of their dealings with us.
- **Individual needs** - recognising that every person has individual needs, abilities, rights and responsibilities.
- **Integration and inclusion** - such that, wherever feasibly possible, services for people with disabilities are provided as part of an integrated whole, not separately.
- **Involvement in decision-making** - so that people with disabilities, or their advocates, are consulted before decisions that affect them are made.





## Providing Access to our Services

We aim to remove the barriers to obtaining our services and will seek to ensure that the services we provide are those that are required. To help achieve this we will:

- **Consult** with disabled people appropriately about their needs and the levels of satisfaction they have with the services they use.
- **Appraise** our own services, with the help of people with disabilities, to remove and prevent barriers to access.
- **Train** our staff and Associates, particularly those who are in contact with the public, so that they are more aware of the barriers against people with disabilities and how accessible services can be provided.
- **Influence** Associates and suppliers providing services on our behalf to take similar initiatives.
- **Monitor our performance** against agreed targets and seek continuous improvement.

## Cordie Ltd as an Employer

This Disability Policy demonstrates our commitment to achieving equality of opportunity for people with disabilities in employment. We will support this in:

- **Recruitment** - by ensuring that applications from people with disabilities are treated with equal opportunity and that there is nothing discriminatory in our recruitment processes.
- **Working environment** - by taking all reasonable steps to ensure that the working environment does not prevent suitably qualified people, with disabilities, from taking up or staying in employment with us.
- **Career development** - by ensuring that people with disabilities have the same opportunity as other staff to develop their full potential with us.
- **Staff training** - by ensuring staff, particularly those involved in people management and/or the provision of customer-facing services, are more aware of the circumstances and needs of people with disabilities.
- **Monitoring our performance** – against agreed targets and seeking continuous improvement.





This policy applies to all the operating divisions of Cordie Ltd. Cordie reserves the right to amend the Disability Policy from time to time. Thank you for your commitment to this policy.

**Andrea Reynolds**  
Managing Director, Cordie Ltd

