



## Lloyds TSB - Brief

# Positive about disability

### Introduction

Lloyds TSB aims to create a work environment where all staff can achieve their best. This is called providing equal opportunities. Lloyds TSB has put a plan in place to make adjustments within the workplace for any of its employees with a disability. This includes reducing any possible problems disabled people may face at work. It helps those employees to continue to do their job effectively.

### Employment processes and legislation

Discrimination is showing prejudice towards a certain group. There are laws to protect workers against discrimination. The Disability Discrimination Act 1995 is one of these laws within the UK. It sets out what businesses should do to meet the needs of workers with a disability. In addition to the requirements of the law, Lloyds TSB has made additional improvements. It meets the specific needs of each of its disabled workers. By doing this it has built an inclusive work setting. Disabled employees have the same access to development as other staff.

### What is disability?

There are many types of disability. These are not always visible, for example, hearing problems. Disability can be thought of in three ways:

- medical - it is an illness
- charitable - we should 'provide help' for disabled people
- social - it is society that creates problems for disabled people.

Lloyds TSB believes in the social model and aims to remove barriers for its disabled employees. It provides them with the right tools and support to do their job. It also supports disability schemes and charities such as the Royal National Institute for the Deaf.





## Recruitment and development

Recruitment is the process of searching for and hiring new staff. Statistics from the Disability Rights Commission show that around one million disabled people in the UK are not employed but would like to work. It does not make good business sense to ignore this source of people. Research shows that disabled people often stay in jobs longer. It also shows it is better to keep a disabled person rather than train someone new. This is because training staff is expensive for a business. Lloyds TSB runs a Personal Development Programme for disabled employees. This has helped them to gain promotion. This helps Lloyds TSB to keep its staff. It has also helped change the way all employees within Lloyds TSB think about a person with a disability.



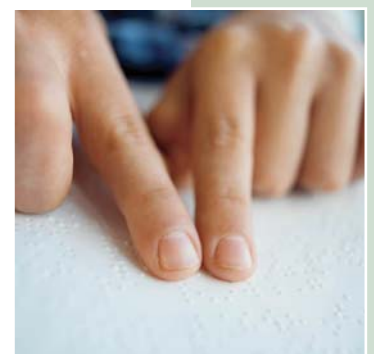
## Strategic benefits

Lloyds TSB has made changes to the workplace to help its disabled employees. These changes encourage a greater awareness of disability. This has advantages for a business because:

- it helps retain staff. Skills are kept within Lloyds TSB
- clear policies and values improve Lloyds TSB's image with customers and the public
- it helps retain current customers and attract new ones.

Lloyds TSB's approach to disability has also helped the business to focus on new developments for its customers. This has allowed it to:

- improve training in customer service for disabled customers
- provide documents in formats such as Braille
- alter branches to provide wheelchair access.



## Conclusion

Lloyds TSB has found solutions to many of the problems disabled people face at work. This has benefited the business and its employees. This has helped Lloyds TSB to draw upon a wider pool of talent that represents the whole of the UK.