



## Lloyds TSB - Summary

# Positive about disability

## Introduction

Lloyds TSB strives to create a working environment where all employees can reach their full potential. This is known as providing equal opportunities. With regards to disability, this means removing any restrictions disabled people may face and encouraging development opportunities. Lloyds TSB has taken a positive approach to meet the needs of employees with a disability. By developing good working practices that deal with disability, both employers and employees can benefit.

## Employment processes and legislation

Discrimination is prejudice towards a person or particular group. To ensure that businesses meet their responsibilities, governments have introduced legislation through Acts of Parliament. These laws are designed to protect employees against discrimination. The Disability Discrimination Act 1995 places a duty on companies to make 'reasonable adjustments' to accommodate disability. Lloyds TSB has gone beyond these requirements. It meets the specific needs of each of its disabled employees. In doing this it looks to create an inclusive work environment. Disabled employees have the same access to development opportunities as other colleagues.

## What is disability?

There are many types of disability. A hearing impairment is the most common one in the UK. There are several models of disability:

- medical – viewing disability as an illness
- charitable – suggesting that people with disabilities 'need help'
- social – is based on the idea that it is society not disability that creates barriers for disabled people. Lloyds TSB promotes this model.

Lloyds TSB has created an environment in which disabled people are given the necessary tools and assistance to work effectively. It also supports wider disability initiatives and charities.

## Recruitment and development

Recruitment is the process of searching for and appointing new employees. The Disability Rights Commission states there are around one million disabled people in the UK who are not in paid employment and who would like to work. It does not make good business sense for companies to ignore this source of potential recruits. Research shows disabled people in general stay longer in the same job. It shows it is better to keep a disabled employee rather than to incur the costs of training someone new. Lloyds TSB runs a Personal Development Programme for disabled employees. This helps to promote and retain valuable staff and has also helped change the culture and the way in which Lloyds TSB operates.

## Strategic benefits

A greater understanding of disability benefits Lloyds TSB because:

- staff are retained and skills kept within the organisation
- clear policies and values improve the image of the business
- it helps retain existing customers and attract new ones.





Changes had to be made to achieve these benefits. This approach also helped Lloyds TSB to focus on new developments for customers. This has enabled it to:

- improve training in customer service for disabled customers
- provide literature in different formats, such as Braille
- change the layout of some of its branches so they are wheelchair accessible.

## Conclusion

Lloyds TSB's approach to disability is to tackle many of the barriers that disabled people face at work. This has brought benefits to the business. Being positive about disability has enabled Lloyds TSB to draw upon a wider pool of talent that represents the whole population.

