

## Neuroinclusion Policy



**Bank of  
Ireland**

# Introduction - why do we have a Neuroinclusion Policy?

At Bank of Ireland, our purpose is helping you thrive and fostering an inclusive culture is an important part of Bank of Ireland's commitment to enabling all colleagues to thrive. Our colleagues are reflective of our customer base and we know that by creating an inclusive workplace that has a wider positive impact on our customers and society.

With our Neuroinclusion policy and associated supports, we aim to foster the right environment and culture for neurodivergent colleagues to have rewarding and lasting careers at Bank of Ireland. We want all colleagues to feel supported and proud to work at Bank of Ireland. We all have a role to play in creating an inclusive workplace for all colleagues to thrive.

For the purposes of this policy we will be taking a person-led approach and will focus on the needs of the individual and not the constraints of diagnoses or labels.

This Neuroinclusion Policy is aligned to Bank of Ireland's Purpose and Values. Our Values – Customer First, Better Together, Take Ownership, and Be Decisive – represent who we are and who we want to be when we are at our best. They guide how we show up every day for each other and how we deliver on our Purpose to help Customers, Colleagues, Shareholders and wider Society to Thrive. We want everyone in the organisation to understand how this policy connects with our Purpose and Values and to think about how it helps guide their behaviour and the work they do every day.

As our understanding of how to support people with neurodevelopmental conditions in the workplace develops, this policy and our approach will be dynamic and continue to be updated as our learning grows.

“

**Neurodiversity, like all forms of diversity, is a source of great strength and value within a genuinely inclusive workplace.**

“

**The typical types of neurological differences that come under the umbrella of 'neurodiversity' as a term include, ADHD, Autism/ ASD, Dyscalcula, Dyslexia, OCD, Dyspraxia. You can find a factsheet on each of these on the neuroinclusion hub on insite.**

## Definitions

**“Neurodiversity”** is a term used to describe differences in the way people's minds work. There is a very wide range of ways that people perceive and respond to the world, and at Bank of Ireland we believe that these differences are to be embraced and encouraged.



**“Neuroinclusion”** refers to having an approach that welcomes and accommodates differences in how the brain works and presupposes an understanding of differences and needs.

**“Neurodivergent”** means to diverge from dominant cultural standards of neurocognitive functioning.

**“Neurodevelopmental”** is the medical umbrella term for a range of neurodiverse conditions.

## Who does it apply to?

This policy applies to all colleagues and agency workers of Bank of Ireland Group including its subsidiaries. An inclusive workplace in which all colleagues can thrive can be achieved through the commitment of all colleagues across the Group.

### 1. Awareness and Education

We are seeking to enable all of our colleagues and teams to have more confident conversations about neurodiversity and to operate in a way that is fully inclusive of neurodivergent colleagues, including providing tools to support this. The NeuroAware certification for all colleagues is currently available on Learning Exchange. It seeks to:

- 1 Increase awareness and understanding of the power of neurodiversity
- 2 Lower fear of neurodiversity and increase enthusiasm
- 3 Help others to understand shared characteristics
- 4 Show lived experiences of life as a neurodivergent person in the workplace



## 2. Inclusive Language

### The language we use at Bank of Ireland

The term 'Neuroinclusion' is becoming more common and we have used it in the name of our policy as it emphasises our approach to welcoming and celebrating all colleagues. It links to our commitment to a truly inclusive culture at Bank of Ireland.

We recognise that Neurodiversity is a deeply personal subject that is the foundation of many people's identities. This means that we should be led by the individual and use language that makes the individual most comfortable.

For clarity, this policy has had to adopt a fixed way of talking about neurodiversity. However, you don't have to. You should try to be flexible when talking about neurodiversity. For example, if a colleague says that they don't like the word 'neurodiverse', try to remember that and avoid using it in relation to your colleague. This is an important part of making the individual feel included.

Similarly, we have opted not to use words such as 'neurotypical' to refer to people who do not have a neurodiverse condition, as this focuses on their supposed 'normality' and implies that neurodiverse people lack this 'normality'. However, this term is used by many within the neurodiverse community and elsewhere.



As we seek to better educate and support our colleagues on neuroinclusion, it is important that we use the right language. However, what is acceptable to one person may be wrong for another.



For example, instead of saying someone is 'neurodivergent', some people use alternatives such as:

- Neurodiverse
- Neurominority
- Neuroatypical
- ND

Similarly, you may hear these words for people who are not neurodiverse, such as:

- Neurotypical
- Neuromajority
- NT

### 3. Implementing Supports - Accommodations

Making workplace accommodations for colleagues who need them is an essential part of Bank of Ireland's commitment helping our colleagues to thrive. The law recognises and upholds the rights of neurodivergent individuals to be treated fairly and without discrimination, promoting a diverse and inclusive working environment.\*

Although the legislation refers to people with disabilities, this policy applies to all colleagues of Bank of Ireland Group, not just those with a visible need, or a formal diagnosis. The aim of this policy is to enable all colleagues to discuss any barriers that they feel are impacting them in their job so that the Bank can consider any reasonable supports it may be able to be put in place to assist the colleague.

Reasonable workplace accommodations are designed to remove or reduce any barriers that colleagues may face and create a workplace where everyone can do their job to the best of their ability and achieve their full potential.

Each individual colleague is unique and so support needs must be identified and implemented on the basis of personal evaluation and individual consultation, not assumptions or stereotypes. People managers will collaborate with individual colleagues to comprehend their specific circumstances, understand any barriers they may

be facing, and explore practical and sustainable options to eliminate these barriers while considering the business's needs and priorities. Our commitment is to foster an environment where every colleague feels valued and supported, and we understand that accommodations should align with both individual needs and the overall sustainability of our business.

#### How are accommodations identified?

There are a number of existing supports for ensuring appropriate workplace accommodations are in place to enable our colleagues to thrive. There are triggers built into the colleague lifecycle to assist Bank of Ireland in identifying accommodations, however a colleague may also approach their people manager or People Services at any point in order to discuss their own circumstances. Any such conversations will be handled sensitively and confidentially as appropriate. Ultimately any accommodations that can reasonably be put in place will be agreed between the colleague and their people manager.

To assist with making a decision in relation what accommodations are needed and can be put in place, colleagues may be referred to our occupational health advisors or our specialist providers in neuroinclusion to ensure that the correct supports are being considered and the

people manager may also need to take into account the needs and resources of the business. Where a colleague is having difficulty in discussing their needs with their people manager they can email [accessibility@boi.com](mailto:accessibility@boi.com) on a confidential basis. An Employee Relations Specialist will then reach out to the colleague directly to support the colleague.



### 3. Implementing Supports - Accommodations (cont'd)

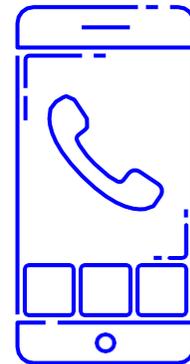
#### Pre employment screening

All external candidates offered a role with BOI, are required to complete a medical assessment process conducted by our occupational health providers. As part of this screening process, our occupational health providers, in consultation with the colleague, may make recommendations regarding any workplace accommodations required to enable the colleague to perform the job to the best of their abilities. Depending on the circumstances, the occupational health provider may refer the colleague to a third party accessibility, workplace needs, ergonomic expert or to Health and Safety for completion of a vulnerable employee risk assessment or workstation assessment. The supports identified will be to help set the colleague up for success from day 1. The hiring manager will be made aware of recommended accommodation.



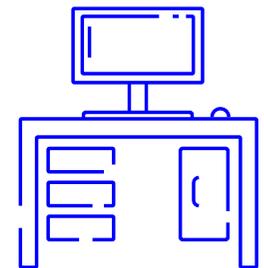
#### Onboarding

In advance of a new colleague's start date, in line with our Onboarding process, their new people manager will call them to welcome them to the team. The people manager should use this phone call as an opportunity to discuss any specific workplace accommodations that may be required by enquiring with the colleague or with reference to any assessment reports prepared as part of onboarding. The Group's onboarding experience is designed to provide colleagues with the tools and supports required from day 1 and to enable success through a consistent Group wide approach.



#### Workstation assessments

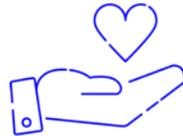
The Workstation Assessment process is designed to proactively implement preventative accommodations for colleagues, aiming to prevent any potential harm or discomfort resulting from an improperly organised workstation. This ensures a workspace that functions well for the colleague, promoting both their physical well-being and overall job satisfaction. If there are issues identified from the assessment both the colleague and their People Manager will receive an email with the relevant question(s) highlighted for resolution. The colleague and their People Manager should discuss and agree how best to close these issues. The workstation assessment must be completed by all colleagues at the start of their employment and every two years thereafter.



### 3. Implementing Supports - Accommodations (cont'd)

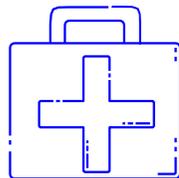
#### Occupational Health Providers

Sometimes a colleague will be referred to our occupational health provider for support in assessing the challenges they are facing at work. The occupational health providers may make recommendations for specific accommodations to be made to support them in reaching their full potential. At times the colleague may be referred on to our specialist providers in neuroinclusion, Tohealth.

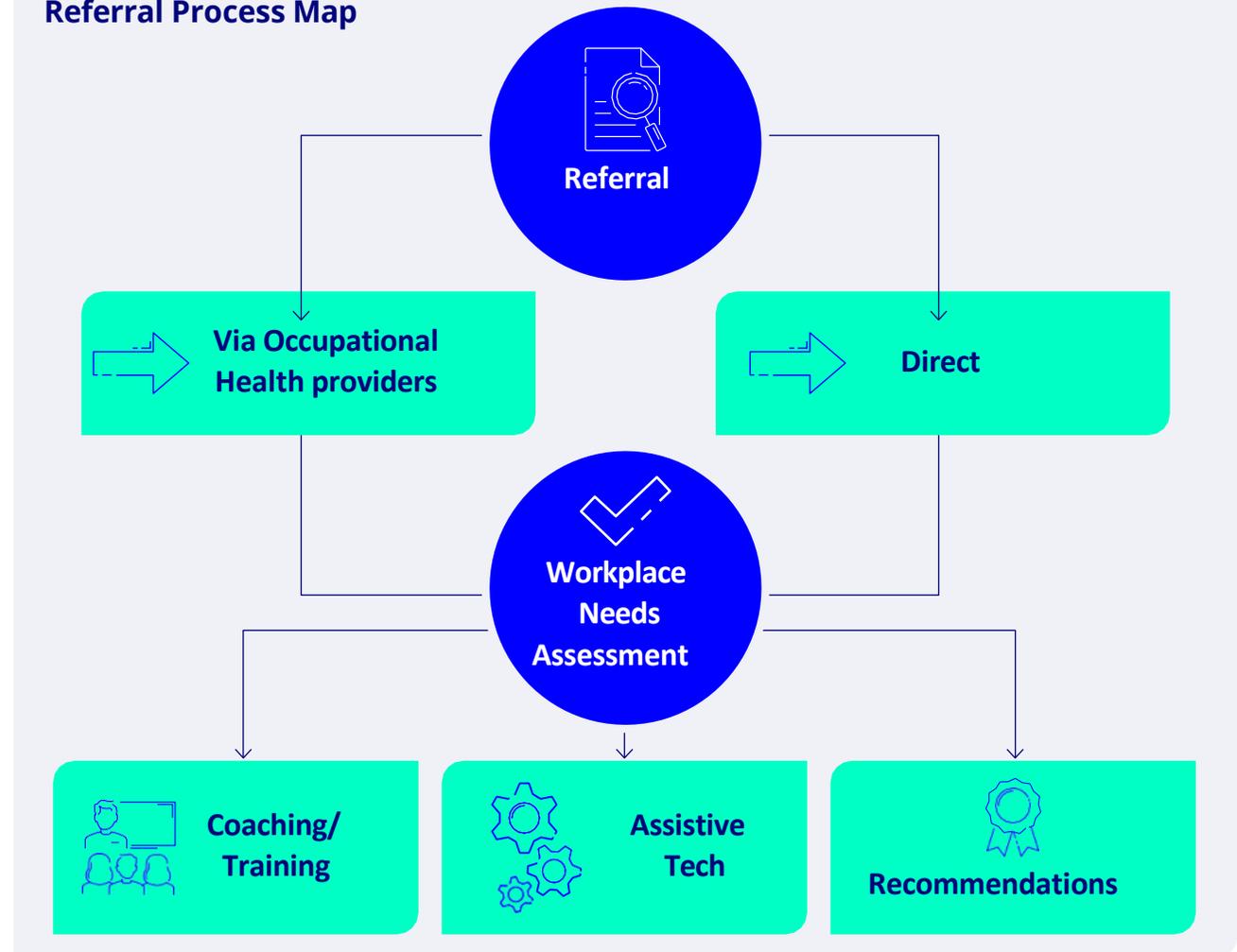


#### ToHealth Providers

ToHealth are our specialist partners in workplace needs assessments relating to neurodiversity. They are experts at identifying the correct support measures for individuals based on their unique situations. They work alongside our occupational health providers but also take direct referrals through our Employee Relations team. (See appendix 2)



#### Referral Process Map



Reasonable accommodations will be implemented as quickly as possible, once identified and agreed with the colleague's people manager.

## 4. Inclusion Passport

The inclusion passport is an important tool for discussing and understanding the needs of the colleague as we enable all colleagues to thrive.

It is a tool that aims to remove barriers that colleagues may face due to their personal circumstances, including but not limited to health conditions, disabilities, caring responsibilities, and other personal circumstances. The passport can help colleagues feel more included in the workplace by providing a space for them to share their unique needs, preferences, and working styles with their colleagues and people manager. See appendix 1 below for examples of common accommodations provided.

The passport can be used however the colleague sees fit, typically being agreed between colleagues and people managers to help them better understand how to work with the colleague in a way that is most productive and inclusive. We encourage all colleagues to complete their own passport and discuss it with their people manager as part of their regular Thrive check ins.

The aim of the inclusion passport is to support colleagues in feeling valued, included and supported to reach their highest potential, irrespective of any health conditions and personal circumstances they may be experiencing. It is a living document that can be revised at any time based on changing needs.

Colleagues are encouraged to use the passport in a 'test and learn' manner - trying accommodations to see if they work while keeping it under review.

The reason this document is called a passport is that it can be shared with a new manager or a new team member easily and avoids the need for the colleague to continually explain their personal circumstances and needs.

While the passport can take whatever form suits best, we have designed a template with prompts for what it might include.

Click [here](#) for guidance and [here](#) for the template passport.



## 5. Team Charter

Our ways of working support deep focus and social connection, all within a flexible framework, with the aim of helping us thrive – as individuals, as teams, and as an organisation. The team charter is a complement to inclusion passports – while inclusion passports reflect ways of working at an individualised level, the team charter reflects the collective ways of working that are agreed upon by a group of colleagues.

Team charters include the following sections, which teams review, discuss, and decide together.

- Work schedule and locations
- Meetings
- Wellbeing activities
- Learning activities
- Inclusion activities

Team charters are available for hybrid-eligible teams as well as teams based in fixed locations. The team charter enables colleagues to discuss how they can work best together, to identify ways they can support one another, and to continually refine their approach to strengthen all outcomes.

For more on team charters, including Thrivetown session materials, discussion guides, and team charter templates, visit the [Team Charter hub on Insite](#).

### Case Study

James, a graphic designer, has always felt a sense of isolation in his workplace due to his difficulty understanding social cues and maintaining eye contact.



His people manager, Simone has noticed that James consistently delivers high-quality design work but struggles with team dynamics and stakeholder interactions. During a regular 121 meeting with James, Simone talks through the inclusion passport with James. She explains that his work is very valuable and she is interested in supporting him to have a way of working that enables him to thrive. That may mean making accommodations to the ways he works currently.

James explains to Simone that he has experienced these challenges in every role he has worked in. He didn't think there was anything he could do about it. Simone probes more to understand examples of the challenges faced and understand that James needs very clear instructions on tasks and works better through written communication where possible.

Simone and James fill out the inclusion passport together. They list the changes that can be made to the ways they work together and overcome challenges. Simone arranges for a team charter session with her team where she emphasises the value in clear and written instructions for tasks, as well as providing a full agenda in advance of any meeting.

With the accommodations in place, James experiences improved collaboration with his team. His unique skills are better integrated into the creative process, leading to more innovative design solutions. With the right accommodations in place, James experiences increased focus and productivity. He feels supported and understood. The team benefits from a more cohesive work environment, where diverse strengths are acknowledged and leveraged.

## 6. Colleague Responsibilities

At Bank of Ireland we embrace and celebrate one another's differences. All colleagues have a responsibility to help maintain an inclusive and respectful working environment.

### Colleagues are responsible for



## 7. Discrimination and Harassment

Bank of Ireland operates a zero tolerance approach to discrimination or harassment of any kind. We seek to understand and appreciate each other's differences. Each colleague has a responsibility to promote positive and supportive culture for all. See our [Respect at Work Policy](#) for more detail. Colleagues will not be subject to unfavourable treatment if they choose to disclose a neurodivergent condition.

All reasonable steps will be taken by Bank of Ireland to ensure that policies, practices and culture do not discriminate against neurodivergent colleagues either directly or indirectly.

## 8. Disclosure

We hope that the launch of this policy and associated supports will lead to colleagues feeling comfortable in discussing their needs with their people manager and other colleagues.

It is up to each individual colleague what information about their circumstances, challenges or diagnosis they wish to provide and disclosure of such information will be received with sensitivity and confidentiality. At Bank of Ireland we focus on the individual colleague and what they need in order to thrive. Focusing on labels can lead to stereotyping and assumptions rather than seeing the individual with unique abilities, challenges and circumstances. In addition, there may be colleagues who are unaware that they are neurodiverse and others who choose not to use any of the labels. There may be other colleagues who are not neurodiverse but still encounter some of the same barriers for other reasons, including other disabilities.

Sometimes the adjustment requested appears as something small or just a part of being at work. It's important to remember colleagues with neurodiverse conditions can experience a greater impact of these challenges. The colleague is raising it because it's important to them.

When discussing environments or accommodations it is more helpful to talk about how these affect work and processes, rather than whether a colleague has a condition.

## 9. Inclusion – an Intersectionality Perspective

Intersectionality is a term coined by Professor Kimberley Crenshaw to describe how race, class, gender, and other individual characteristics “intersect” with one another and overlap. This can result in a convergence of stereotypes and impact on the person even more.

In the context of neurodiversity, intersectionality emphasises the diverse experiences of neurodivergent individuals shaped by crossing and converging factors like race, gender, and socioeconomic status, highlighting the need for inclusive support that addresses these intersections.

Neurodivergent individuals often face additional challenges in the workplace due to their race, gender identity, sexual identity or co-occurring conditions such as mental health concerns.

At Bank of Ireland we seek to understand and support the whole person. There is no ‘one size fits all’ as each of us has our own particular set of challenges at work. We seek to demonstrate this by:

- Designing our processes as individual-led
- Providing a range of different supports
- Not making assumptions about colleagues but truly listening to their lived experience
- Educating teams about unconscious bias and its effects on workplace dynamics.
- Provide culturally competent support and accommodations tailored to the needs of diverse racial and ethnic groups.

For more information on considerations for intersectionality see our [Neuroinclusion hub](#).



## 10. Internal Supports

If you have any questions you should look to speak with your people manager in the first instance. Further supports are outlined below.

For general queries, please submit your query on the [People Portal](#).

**Confidential colleague queries and support**  
[accessibility@boi.com](mailto:accessibility@boi.com)

### Neuroinclusion Network

For colleague to colleague support and guidance contact the BOI Neuroinclusion network on [inclusionanddiversity@boi.com](mailto:inclusionanddiversity@boi.com)

### Family Network

For colleague to colleague support and guidance relating to neurodivergent family members contact the BOI Family Network on [inclusionanddiversity@boi.com](mailto:inclusionanddiversity@boi.com)

### NeuroPositive ambassadors

We are currently looking to train colleagues who are particularly enthusiastic about promoting a neuro inclusive workplace. These colleagues will be key in helping to lay the cultural groundwork for neurodiversity, supporting and advocating for neurodivergent colleagues and their managers.

### For People Manager Advice:

People Managers drive the success of Group policies by embedding them into what they do on a day to day basis. If you are a People Manager and need any support contact the Employee Relations team on email: [Employeerelations@boi.com](mailto:Employeerelations@boi.com)

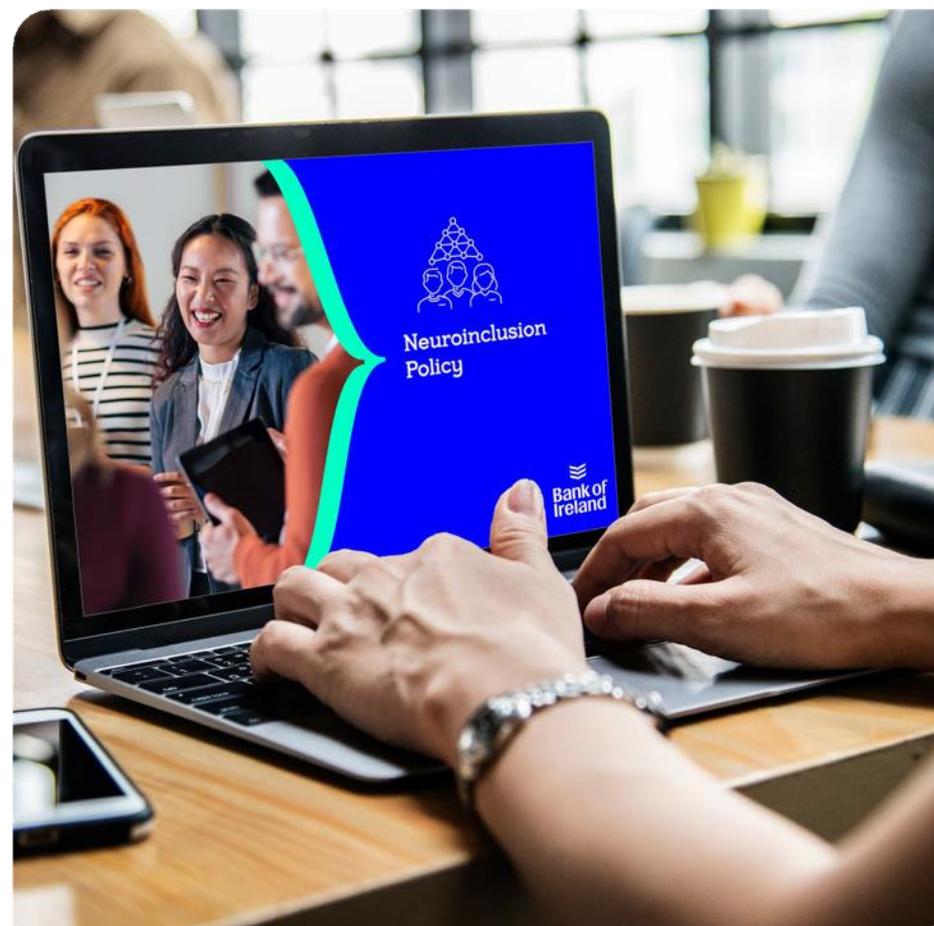
### Employee Assistance Programme:

Here for You 24/7

(RoI) 1800 911 909

(UK) 0800 0988 355

WhatsApp: +353 87 369 0010



## External Supports



### Ireland

- Dyslexia Association of Ireland - <https://dyslexia.ie/>
- Dyspraxia Ireland - <https://www.dyspraxia.ie/>
- ASIAM - <https://asiam.ie/>
- Irish Society for Autism - <https://autism.ie/>
- Neurodiversity Ireland - <https://neurodiversityireland.com/>



### UK

- British Dyslexia Association - <https://www.bdadyslexia.org.uk/>
- Dyspraxia Association - <https://dyspraxiafoundation.org.uk/>
- National Autistic Society - <https://www.autism.org.uk/>
- Disability Rights UK - <https://www.disabilityrightsuk.org/>
- ADHD Foundation – The Neurodiversity Charity - <https://www.adhdfoundation.org.uk/>
- Business Disability Forum - [www.businessdisabilityforum.org.uk](http://www.businessdisabilityforum.org.uk)
- Bank Workers Charity – [www.BWCharity.org.uk](http://www.BWCharity.org.uk)



### France

- La Neurodiversité France - <https://laneurodiversite-france.fr/>
- Autisme Info Service - <https://www.autismeinfoservice.fr/>



### Germany

- NeuroDivers e.V. - <https://neurodivers.net/>



### Spain

- Confederación Autismo España - <https://autismo.org.es/>



### United States of America

- Neurodiversity Hub - <https://www.neurodiversityhub.org/>

## Appendix 1

### List of typical Accommodations

Below you will find some ideas for accommodations that might be useful for the mentioned challenges. Please bear in mind that this list below is not exhaustive. It can help provide a framework on how to approach different types of needs and challenges. It can be used as a resource in those cases where you and the colleague need some ideas for potential solutions, or have tried some and not found them satisfactory. However, accommodations will need to be considered on a case by case basis and should align with both individual needs and the overall sustainability of our business.

Challenge	Accommodation (examples)
Slower processing of written communication	<ul style="list-style-type: none"><li>• Give instructions verbally, then send written summary</li><li>• Keep emails short and concise</li><li>• Text-to-speech software</li><li>• 15-minute check-ins, scheduled in recurring or spontaneous, rather than messaging</li></ul>
For those with passive communication	<ul style="list-style-type: none"><li>• Take a direct approach</li><li>• Enquire about opinions in a way that gives the individual time to think of their response, e.g., via email</li><li>• Have key questions noted within the meeting agenda so people can adequately prepare</li><li>• Align to preferred communication method</li></ul>
Sensory & workspace	<ul style="list-style-type: none"><li>• Provide noise-cancelling headphones</li><li>• Provide any ergonomic office equipment</li><li>• Flexible workstations to be able to adjust lighting and away from noisier areas on the workplace</li><li>• Physically accessible workplaces</li><li>• Designated quiet areas with dim lighting, comfortable seating and reduced noise</li><li>• Flexibility with the dress code</li><li>• Designated desk</li></ul>

## Appendix 1

### List of typical Accommodations (cont'd)

Challenge	Accommodation (examples)
Distraction	<ul style="list-style-type: none"><li>• Set desk away from flow of traffic within the office</li><li>• Quiet zones to work from</li><li>• Hold meetings or important conversations in private rooms</li><li>• Assistive software to support note taking in meetings</li><li>• Record virtual meetings for individuals to review when needed</li></ul>
Fatigue	<ul style="list-style-type: none"><li>• Normalise and encourage short breaks throughout the day – e.g., note this in onboarding documentation</li><li>• Flexible working hours</li><li>• Hybrid and WFH options</li><li>• Limit back-to-back meetings</li><li>• No meeting days</li><li>• Allow 'cameras off' in virtual meetings</li></ul>
Prioritisation	<ul style="list-style-type: none"><li>• Give clear deadlines</li><li>• Break larger tasks down into smaller chunks with individual deadlines</li><li>• Regular feedback meetings to assess priorities</li></ul>
Executive function & time Management	<ul style="list-style-type: none"><li>• Making use of task management tools and apps</li><li>• Structured task management</li><li>• Using visual schedules and checklists</li><li>• Regular-checklines to manage deadlines</li></ul>
Taking longer to process things	<ul style="list-style-type: none"><li>• Give time to prepare – provide agendas and key questions ahead of time</li><li>• Have frequent short breaks throughout the day</li><li>• Provide the context around a topic, where possible</li><li>• Key point of contact available to answer questions</li></ul>

## Appendix 1

### List of typical Accommodations (cont'd)

Challenge	Accommodation (examples)
Productivity	<ul style="list-style-type: none"><li>• Flexible working (hours and hybrid/WFH options)</li><li>• Break large tasks down into smaller chunks with specified deadlines</li></ul>
Focus	<ul style="list-style-type: none"><li>• Allow the use of fidget tools</li><li>• Encourage regular breaks to prevent burnout</li><li>• Support flexible working hours</li></ul>
Virtual meetings	<ul style="list-style-type: none"><li>• Option to have cameras off or on</li><li>• Meetings scheduled into calendars ahead of time</li><li>• Agendas sent prior to meetings</li><li>• Follow-up message sent post meeting</li><li>• Give people the option to input both verbally and using the chat function, depending on preference</li><li>• Using a system for sharing thoughts and comments, e.g., raise hand function</li><li>• Limit number of attendees</li><li>• Explicit and co-negotiated rules around contributions (e.g., raise hand; write into chat)</li></ul>
Meeting engagement	<ul style="list-style-type: none"><li>• Share meeting agendas in advance</li><li>• Define the expectations and purpose of an individual's role for the meeting</li><li>• Allow someone to shadow their first few meetings before expecting them to be active contributors</li><li>• Offer alternative methods of participation such as written feedback or a quick follow up meeting after</li></ul>
Recurring interruptions during meetings	<ul style="list-style-type: none"><li>• Using a system for sharing thoughts and comments, e.g., raise hand function</li><li>• Individual can share thoughts immediately via chat function</li><li>• Provide individual with a notepad/pen to write down thoughts/comments immediately (in person)</li></ul>
Workplace culture	<ul style="list-style-type: none"><li>• Offer the use of a workplace buddy/mentor</li><li>• Explain any unwritten rules within the team and company</li></ul>

## Appendix 1

### List of typical Accommodations (cont'd)

Challenge	Accommodation (examples)
Encouragement	<ul style="list-style-type: none"><li>• Encourage and recognise progress and contributions</li><li>• Recognising unique skills and cognitive benefits within teams and the organisation</li><li>• Deliver positive reinforcement alongside any constructive feedback</li></ul>
Reading and Writing (Dyslexia)	<ul style="list-style-type: none"><li>• Dyslexic friendly materials</li><li>• Speech-to-text software and assistive technologies</li><li>• Considering unique communication preferences such as verbal and visual communication</li><li>• Extra time for reading and writing related tasks</li></ul>
Physical Environment (Dyspraxia)	<ul style="list-style-type: none"><li>• Ergonomic workstations and furniture</li><li>• Assistive tools and technologies (keyboards, mice, voice recognition)</li><li>• Structured breaks to manage physical fatigue</li><li>• Clear pathways in the office</li></ul>
Mental health and wellbeing	<ul style="list-style-type: none"><li>• Ensure easy access to any necessary resources and tools to support with wellbeing and mental health</li><li>• Foster an environment and workplace policies that are open and supportive of mental health and wellbeing</li><li>• Provide access to external counselling or support</li><li>• Regular and recurring 1-2-1 meetings to check in on stress =, anxiety and general wellbeing at work</li></ul>
Isolation & social inclusion	<ul style="list-style-type: none"><li>• Inviting all staff even if they have said “no” to previous social events</li><li>• Looking at the sensory elements and how inclusive work social events are and encourage feedback from neurodivergent staff</li><li>• Provide structured networking opportunities</li><li>• Undertaking inclusive communication training for managers and the team</li><li>• Create peer-to-peer support groups</li><li>• Regular and recurring 1-2-1 meetings</li><li>• Regular and recurring team meetings</li></ul>

## Appendix 1

### List of typical Accommodations (cont'd)

Challenge	Accommodation (examples)
Career development	<ul style="list-style-type: none"><li>• Offer career development guidance and mentorship</li><li>• Recognise neurodivergent talent as positive examples within the company</li><li>• Explain career paths and progression opportunities that recognise someone's unique skills</li></ul>
Unsure of where to go for help	<ul style="list-style-type: none"><li>• Provide a mentor/buddy</li><li>• Provide information on team members areas of expertise during onboarding and keep information in an easy to find place</li><li>• Provide a key point of contact at the end of each meeting</li></ul>
Learning/ Support for colleagues and teams	<ul style="list-style-type: none"><li>• Offer neurodiversity training for the whole organisation</li><li>• Direct to available resources and support</li></ul>

## Appendix 2

### What to Expect at your Workplace Needs Assessment

Welcome! You have been referred for an appointment with one of our Workplace Needs Assessors.

#### **What is a Workplace Needs Assessment?**

A workplace needs assessment identifies areas of challenge a person has at work and provides recommendations to overcome those challenges. It is like an interview and takes approximately one hour.

The assessor will talk to you about your job role, ask you questions about what you do day to day, where you work, the equipment you use, and the environment you work in. They will also want to know details about the challenges you are experiencing at work and your areas of strength.

#### **What happens next?**

A case manager will allocate a date and time for your online appointment which will take place over MS Teams.

In advance of your appointment, the assessor will have received some feedback from your people manager or your employee relations team and will take this information into account alongside the information you have provided. Your assessor will discuss some potential recommendations for you and your team.

After the assessment, employee relations will receive the Workplace Needs Assessment report and they will share this with you.

The report usually takes approximately 10 working days to produce. It is uploaded onto our secure portal and the referrer from the employee relations team will be notified when it is ready to read.

Your people manager or a member of People Services will share a copy of the report with you. We would strongly recommend that you meet with your people manager or a member of People Services to discuss the recommendations and seek to work collaboratively to agree what can reasonably be put in place. We are on hand to support with any of the recommendations which have been agreed. For example: providing the assistive technology software, carrying out bespoke training in how to use the software for your role, strategy coaching or awareness training.

