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Disability Awareness Policy

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1. Introduction

Whitbread is recognised for excellence in how we treat our people, and for providing a working environment where everyone is treated with dignity and respect. We work pro-actively to ensure equal treatment for all.

This Policy is designed to set out the Company's expectations of you, in ensuring that disabled people can enjoy their leisure time, and/or working, in our establishments.

2. Disability - the facts

- 19% of the working population are disabled, and only half are in work
- 1 child in 20 is disabled - therefore disability affects a considerable amount of families
- 11% of people are unpaid carers

It is unlikely, but you may not employ anyone with a disability however, the legislation still impacts your business as disability legislation covers all of these areas. So remember, when you're dealing with your colleagues, customers and suppliers that, we do not discriminate against anyone on the basis of a disability.

Definition

The legal definition of a disability is laid out below. However, whether someone is legally regarded as having a disability or not, should not impact on your decision to make any reasonable adjustments necessary to support someone in our business.

A person has a disability if:-

- They have a physical or mental impairment (i.e. blindness, deafness, heart disease, paralysis)
- The impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities (i.e. learning disabilities and medically recognised illnesses such as depression, dyslexia, tourettes syndrome, Attention Deficit Hyperactivity Disorder (ADHD))

This means:-

- 'Substantial' - more than minor or trivial
- 'Long-term' - the effect of the impairment has lasted or is likely to last for at least twelve months
- 'Normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

People who have had a disability in the past that meets this definition are also protected by the Act.

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3. What you need to do

We expect all team members and managers to develop constructive, mutually respectful working environments, working together and embracing diversity. You need to ensure that your actions are not discriminatory and, as Whitbread values integrity and open dialogue, if you see anyone acting in a discriminatory way you must report it to your line manager.

People with disabilities have the right not to be discriminated against or harassed
People have the right not to be discriminated against or harassed because they have an association with a disabled person - applies to a carer or parent of a disabled person
People must not be discriminated against or harassed because you wrongly perceived they are disabled

You are required to complete Disability Awareness Training, within your first 3 months of joining us, so you can provide appropriate assistance as and when it is needed, as you may need to be flexible with your customers with disabilities to meet their needs.

You are required to deal with people with disabilities appropriately and sensitively. There are some examples below:-

Be yourself	Make eye contact	Use positive, respectful, every day language
Ask your customer to tell you how you can help them	Talk directly to the person and not through their companion	Be confident

Blind & Partially Sighted

- Always speak to a blind guest as you approach them
- Introduce yourself
- Guide them by walking slightly in front of them and, if necessary ask if they would like to hold your arm.
- If they have a guide dog, ensure there is a space for the dog and it is comfortable
- Offer to read information to them or provide them with a Braille menu
- In the case of partially sighted, offer large print menus
- Tell them when you move away - do not leave them talking to an empty space
- When they pay:
 - count out their change
 - check that they pick up their possessions when leaving

Deaf & Hard of Hearing

- Talk clearly at normal speed
- Look directly at them
- Eliminate any background noise if possible
- Use hearing loop to enhance communication
- Use pen and paper and write it down if they cannot understand you
- Face the light and keep hands away from your face

Wheel Chair User or Restricted Moving Ability

- Listen out for the bell to quickly attend individual waiting by the door entrance
- Ask, "How can I best assist you?"
- Come round to their side of the counter/table
- Consider whether it's appropriate to position yourself at your customers level
- Offer a clipboard if guest is signing cheques, cards or completing forms (if not at a table) and help them free up their hands when appropriate
- Offer a chair to those on crutches/sticks or with other mobility problems

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Speech and/or Language Difficulty

- Be patient and encouraging, let them finish their sentence
- Ask questions that require only short answers or a nod
- Concentrate on what the guest says rather than how they say it

People with Learning Difficulties

- May need extra help or time with filling in and understanding forms
- Be clear, simple and precise
- Offer further help and assistance
- Be patient and supportive

People with Other Mental Health Problems

- Be patient and non-judgmental
- Give them time to make decisions
- If an individual behaves erratically, always treat it as if it is a disability matter and respond firmly to them (don't remove them from the premises)

Raising concerns

We take all issues of this nature raised very seriously, if you believe you are being treated differently to other team members or being harassed by customers or suppliers: -

- Don't ignore the issues
- Consider whether the problem can be resolved by speaking with the person directly
- Talk to your line manager
- Read the [Grievance Policy](#) for steps on how to take positive action to resolve the situation
- If you would like to talk to someone outside the Company, call Hospitality Action, a free and confidential counselling service/information and advice helpline - available 24 hours a day, 7 days a week to all employees and any family they live with - 0808 802 2111

If we believe that any member of Whitbread's team members have been bullying, harassing or victimising a colleague, this may be regarded as gross misconduct under Company's [Disciplinary Policy](#). Likewise, for line managers who have witnessed (or are aware of) any form of discriminatory treatment, and haven't taken positive action.

4. Your Line Managers responsibilities

No one is obligated to tell their manager about a disability but if you have any health concerns, talk to your manager in confidence about how they can help you at work.

We have an uncompromising commitment to equal opportunities, which means your line managers have received training to ensure they understand unlawful discrimination and how to resolve such matters. Your line manager has a duty of care towards you, and to ensure equal and responsible treatment of the people who report into them.

Additionally, as your line manager is responsible for ensuring that there is no discrimination in your place of work.

We will make reasonable adjustments if necessary and where possible. These reasonable adjustments could be: -

Simplifying instructions or manuals	Changing equipment	Being flexible with working hours	Providing additional training
Appropriate supervision	Using an interpreter	Using modified equipment	Transferring minor duties to someone else

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The duty to make reasonable adjustments applies throughout employment and could include arrangements for interview, induction and training. All Line Managers are encouraged to liaise closely with the Employment Policy Team on these issues.

Any reasonable adjustments must make a real difference and be practical.

5. Facilities within your site

Our designers and architects design facilities for disabled customers and ensure that each site has both wheelchair access and accessible toilets. We have a small number of older properties, many of which are listed buildings, where it has not been possible for us to make the changes that we would like and we continue to look for ways to overcome this.

Details of facilities available at our restaurants can be found on our brand websites, in our location guides and at individual premises.

Facility	What you need to do
Bell push for access assistance	<ul style="list-style-type: none">• Know where it is located and how it operates• On each shift, establish who's in charge of attending when you hear the bell and how to communicate to the team that the disabled access matter has been dealt with• Know what to do when attending the individual with a disability• Ensure all fire doors spring mechanisms are checked and adjusted for easy operation
Pull cord warning/assistance in disabled toilets	<ul style="list-style-type: none">• Ensure it is fitted in disabled toilets• Know how it works and how to access a locked toilet in case of emergency• On each shift, establish who's in charge of attending when you hear the bell and how to communicate to the team that the disabled access matter has been dealt with
Access to service bars	<ul style="list-style-type: none">• Ensure you know which parts of the bars are constructed suitably for customers with a disability• If bar access is not available, offer table service
Reserved disabled service areas (easy access & exit)	<ul style="list-style-type: none">• At busy times, ensure your team knows that they must use other tables first and disabled reserved tables should be allocated to non-disabled guests as a last resort• Ensure sufficient gaps between tables, chairs, etc for comfort and safety
Personal Emergency Evacuation Plans (PEEP)	<ul style="list-style-type: none">• Ensure duty manager knows numbers and locations of customers with physical disabilities• Ensure you know what to do if you are serving customers with disabilities at the time of an evacuation• Ensure you know where your "safe refugee area" is, and gather all people with disabilities, until they can be evacuated
Access to gardens	<ul style="list-style-type: none">• If there are no ramps for wheelchair users to access gardens, consider bringing some tables closer to the main building to create a suitable seating area closer to the gardens
Car park maintenance and disabled parking	<ul style="list-style-type: none">• On each shift, establish who's in charge of ensuring that all disabled bays are clearly visible and monitored to ensure only disabled people occupy them• Ensure all wet leaves, plastic bags, gravel, etc swept clean to avoid trips and accidents