



A culture of inclusion

Description

Creating an inclusive workplace isn't just about compliance – it's about unlocking the full potential of every team member and building a stronger, more innovative organisation.

Our commitment to transformation and empowerment, diversity, equity and inclusion (DEI) are critical strategic enablers for our business growth. When we support those of our colleagues with vision and hearing impairments, we're not only doing what's right, we're also tapping into diverse perspectives that drive creativity and success.

Considering you

Vision



Keep it clear:

Avoid leaving bags, boxes, or equipment in walkways, and always push chairs back under desks after meetings.



Announce yourself:

Introduce yourself by name in a conversation to help your colleague know who's present and follow the flow of conversation.



Be specific

Offer specific assistance, such as saying, "Would you like me to read out the agenda items for today's meeting?" And wait for permission to help.



Be descriptive

During presentations or meetings, describe what's happening on screen, for example, "The graph shows a 15% increase in sales over the last quarter." This ensures everyone can participate fully in discussions.



Be direct

Speak directly to your colleague and use normal volume and speed. Natural, respectful communication builds stronger professional relationships.

Hearing



Face forward:

Many people with hearing impairment read lips or rely on facial expressions to understand communication. Always face your colleague when speaking.



Get attention:

Gain your colleague's attention by speaking by a gentle tap on the shoulder or wave. This simple courtesy prevents frustration and ensures important information isn't missed.



Write it down

For complex topics, important details, or critical instructions, write down key points or send a follow-up email. Written communication is a reasonable accommodation that benefits everyone.



Use tech

In meetings, arrange seating strategically so that your colleague can see who is speaking. Encourage chat functions in virtual meetings for questions or comments.



Keep it clear

In open office environments, be mindful of background noise that may interfere with hearing aids or cochlear implants. Speak clearly and at a normal pace. Don't over-enunciate or shout, as this may require lip reading.

Always ask your colleague directly about their preferences and needs when communicating with them. Every person's experience with disability is unique, and what works for one person may not work for another.

Category

1. Our DEI

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