RICS®

Disability-inclusive and accessible workplaces

Actions for managers

Creating an inclusive workplace where people with disabilities feel valued and supported requires intentional action.

This is a focused list of actions for line managers to help create an inclusive environment at work where disability is openly discussed and respected.

Building an inclusive team culture

- **Promote open communication**. Encourage team members to share their needs and foster a culture where disability is openly discussed and respected. Ensure colleagues are aware of where and who they can go to discuss their needs, such as their HR Business Partner and/or the Accessibility Network.

- **Recognise and address bias**. Educate yourself and your team on unconscious biases that people may have against those with disabilities. You can point your team in the direction of webinars, events and other training material shared by the organisation.

- **Celebrate diversity**. Recognise, participate in and celebrate disability awareness days and events to promote understanding and inclusion. As a line manager, you should lead by example.

- **Model inclusive language**. Encourage the team to avoid stigmatising or offensive terms. If you are unsure, ask a colleague how they would like to be referred to, rather than assuming. If someone does use offensive language, take them aside and explain to them why this is not appropriate. If they continue to do so, refer to the Global Disciplinary Policy.

Creating a safe and supportive environment

- **Offer a safe space for employees**. Create an environment where employees feel safe to disclose their disabilities and discuss their needs without fear of stigma or discrimination. You can do this by encouraging open communication, actively listening and showing empathy. You can also point colleagues in the direction of further support such as the Accessibility Network or Wellbeing Champions.

- **Utilise the dynamic working policy**. Creating and regularly reviewing your team charter is the perfect opportunity to embed inclusive ways of working into your team's daily practices.

- **Maintain confidentiality**. Any colleague's information should be kept in the strictest of confidence and only shared with HR or specific individuals agreed to by the colleague.

- **Address issues promptly**. Act promptly on any reports of discrimination or harassment, or any accessibility issues related to disabilities. Any issues should be reported to your HR Business Partner. More information can be found in the Dignity at Work policy.

Providing reasonable adjustments when needed

- **Familiarise yourself with RICS' disability inclusion framework and reasonable adjustments policy**. If you are unsure, please contact the DEI team or your HR Business Partner.

- **Implement adjustments promptly**. Reasonable adjustments should be implemented as soon as possible, with the colleague given regular updates as to when they will be implemented. More detailed guidance can be found in the reasonable adjustments policy.
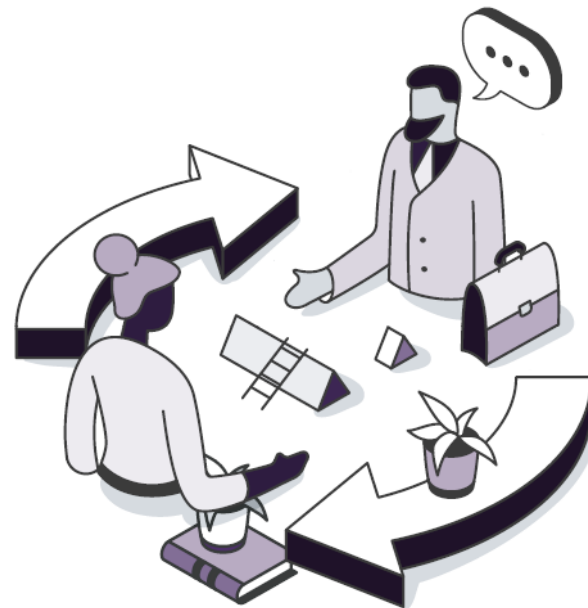
Training and awareness

- **Stay informed**. Keep up-to-date with training provided by the organisation, this may be delivered in the form of webinars, events, LinkedIn Learning or MindTools.

- **Understand neurodiversity**. Everyone works in different ways, so collaborate with your colleagues and team to understand best practice for them. For example, not needing cameras on for all meetings, as this can take focus for neurodiverse colleagues.

- **Promote inclusive leadership**. Develop your leadership skills to better support employees with disabilities, including learning how to have constructive conversations about needs, adjustments and wellbeing. If you are unsure how to develop your skills, please speak to your HR Business Partner and the Learning & Development team.

Ensuring an accessible environment

- **Physical accessibility**. Make sure that colleagues are aware of what is available to support them and their needs. If you need guidance on what is available in our offices, please contact facililitieshelpdesk@rics.org.

- **Digital accessibility**. Ensure digital tools and documents are as accessible as possible. Keep up-to-date with the latest updates on platforms such as Teams (for example, closed captioning and AI-generated transcripts) and ensure your team knows how to utilise these to their benefit.