

Reasonable adjustments policy

Purpose

This reasonable adjustments policy aims to provide support for colleagues who may require workplace adaptations due to physical or mental health conditions and/or disability. By implementing tailored adjustments, our goal is to ensure that all colleagues can work effectively and comfortably, fostering an inclusive and supportive environment where all employees can thrive.

RICS' commitment

We are committed to supporting employees with disabilities and accessibility needs, ensuring they can perform at their best. By prioritising employee wellbeing and providing opportunities for success, we foster an inclusive and empowering workplace for all. RICS will ensure confidentiality, right of privacy and a fair and consistent process.

Scope

The policy applies to all colleagues, including those on a permanent contract or fixed-term contract, as well as:

- agency workers
- contractors
- consultants
- self-employed contractors and
- non-executive directors.

Principles

It is our obligation to provide reasonable adjustments for people with a disability or health condition. This includes those with a physical or mental impairment and/or chronic illness that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities. There is no need for a person to have a medically diagnosed cause for their impairment. What matters is the effect of the impairment, not the cause.

As part of RICS' overarching Disability Inclusion Framework, we will follow an individualised, case-by-case approach as well as taking proactive measures to create an inclusive work environment for all, where it is reasonably practicable to do so.

Definitions

Disability

Disability refers to a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities.

In this policy, reference to physical or mental health conditions or disability also includes neurodivergence and chronic ill-health.

Reasonable adjustment

A reasonable adjustment involves making a change to the way we usually do things to ensure that a person with physical or mental health condition or disability is not substantially disadvantaged when doing their job.

Adjustments can include a change to the physical workplace environment, IT systems, or workplace practices to avoid or correct disadvantages to a person with a health condition or disability.

Responsibilities

Colleagues are encouraged to speak to their line manager as soon as they become aware of an accessibility need. This enables the manager to understand your needs, seek advice from their HR business partner, and support you to the best of their ability. If you do not feel comfortable speaking to your line manager, please contact your HR business partner who will be able to support you.

It's the responsibility of the line manager and/or HR business partner, in conjunction with the Workplace team, to support colleagues through the reasonable adjustment process and ensure colleagues are empowered and enabled to perform their job to their full potential.

Support departments (IT, Facilities) must support where possible in implementing accommodations that fall within their remit. For instance, additional computer software updates to a colleague's computer.

The Finance team will be responsible for reviewing and ensuring timely budget approval for any reasonable adjustment costs. It is the responsibility of the Internal DEI Manager to review this policy annually.

Request process

We will ensure colleagues are aware of the option to request reasonable adjustments by:

- making it clear on job advertisements
- publishing this policy on our intranet
- including reasonable adjustments information in the onboarding process and employee manual
- asking candidates and employees directly
- releasing consistent internal communications around accessibility and reasonable adjustments
- encouraging HR business partners, HR Operations team, Employee Resource Groups and Accessibility Champions to share this policy and educate colleagues, and
- ensuring line managers are aware and educated on reasonable adjustments and how to discuss this with their direct reports.

How to request a reasonable adjustment

There are two pathways for requesting reasonable adjustments:

Pathway 1 – you know what reasonable adjustments you need, or

Pathway 2 – you are unsure of what reasonable adjustments you need.

Pathway 1 – you know what reasonable adjustments you need

1. Identify your needs – make a note of the reasonable adjustments you know you need to perform your job comfortably and effectively.
2. Initiate your request – you can do this by scheduling a meeting with your line manager. This allows you to share how you can be better supported and allows your line manager to discuss your request with you and then with your directorate's HR business partner.
3. Formalise your request – if your reasonable adjustment is straightforward for your line manager to implement (for instance, more frequent breaks, flexible working) your line manager can formalise the request via RICS People and implement it for you.
4. Implement adjustments – If the reasonable adjustment requires implementation from a support function (for instance, the workplace team or IT team) your line manager can

contact the team directly with the request. Your line manager should also notify your directorate HR business partner of the request so it can be documented. If it is decided by your directorate HR business partner that you would benefit from [Access to Work](#) (UK employees only), you will need to follow a separate process.

5. Provide feedback - after the adjustments have been implemented, you are encouraged to provide feedback on their effectiveness. This allows your line manager to request further adjustments to fully support you. There is no limit to the number of reasonable adjustment requests you can make.

Pathway 2 – you are unsure of what reasonable adjustments you need

1. Identify your needs – determine what reasonable adjustments would help you perform your job comfortably and effectively. Some examples of these can be found below. If you are unsure of what adjustments you would benefit from you can request an Occupational Health assessment via your directorate HR business partner.
2. Initiate your request – you can do this by scheduling a meeting with your line manager. This allows you to share how you can be better supported. Your line manager can then ask for support and advice from your directorate HR business partner who can advise on how to proceed, this may include arranging an Occupational Health assessment or recommending you to seek support from [Access to Work](#) (for UK employees).
3. Formalise the request – once you, your line manager and HR business partner have agreed on reasonable adjustments, your line manager can formalise the request on RICS People.
4. Await confirmation – your HR business partner will confirm receipt of your request. They will then review the request and determine the feasibility of implementing the adjustments. If you request support via the Access to Work scheme, RICS has no control over the time it takes for your request to be confirmed and implemented. More information on Access to Work can be found under [Further support](#).
5. Implement adjustments – depending on what reasonable adjustment(s) you have requested, this will be discussed with the relevant support function, for instance, the Workplace team or IT team. If your reasonable adjustments request is accepted, you will be updated via your line manager or HR business partner. The organisation will endeavor to implement the adjustments within a reasonable timeframe. This will be dependent on the complexity of the request. Your line manager and/or HR business partner should keep you updated regularly on the status of the implementation.

6. Provide feedback – after the adjustments have been implemented, you are encouraged to provide feedback on how effective they have been in supporting you at work. This allows your line manager to request further adjustments to fully support you. There is no limit to the number of reasonable adjustment requests, so if further down the line you need to request further adjustments you can do this.

Examples of a reasonable adjustment include:

- supplying documents in a preferred format (such as braille or large font size) for an employee with sight impairments
- allowing more frequent comfort breaks for an employee with Crohn's disease or diabetes
- providing adjustable desks, ergonomic chairs, or specialised equipment like an alternative keyboard and mouse for an employee with musculoskeletal disorders or chronic back pain
- providing coloured screen overlays and/or assistive software for an employee with dyslexia, and
- providing a quiet working environment and assistive software for an employee with ADHD.

Assessment and implementation

Deciding what is 'reasonable'

Each request is different and we consider each one carefully, taking care to support colleagues who make requests. Whether an adjustment is reasonable will be assessed against a number of criteria, including but not limited to:

- the effectiveness of the adjustment in preventing the disadvantage
- the extent to which the adjustment is practicable for RICS to implement, and
- the cost and availability of resources needed to implement the adjustment.

The final decision on what is reasonable sits with the head of the support function who has the responsibility for implementing the adjustment. For example, if you request changes to your computer software, the final decision maker is the Head of Digital Services. However, the DEI team, HR team and your line manager will work collaboratively to come to an agreement and/or compromise.

Limits to reasonable adjustments

1. Certain adjustments may not always be feasible. For instance, if lighting controls cover an entire floor, adjusting a single light fixture may not be possible. Additionally, some adjustments, such as widening all doorways in a listed building, may not be financially viable.
2. However, we are committed to making reasonable adjustments wherever possible and will always communicate openly and honestly if certain modifications cannot be made.

Timeline

We will aim to review your request within ten working days, however, timelines of when reasonable adjustment decisions are made and implemented will vary on a case-by-case basis depending on the complexity of the request. Employees should be kept informed of the expected timeline for their case.

Appeals process

RICS is committed to ensuring that it continues to provide a level of support to employees that is fair and inclusive. If, however, someone believes we have failed to do so, or is in any other way dissatisfied with our application of this policy or the decision of a reasonable adjustment request, they can discuss this with their line manager and HR business partner to see if a compromise can be agreed. If a satisfactory conclusion has not been reached, employees can refer to the RICS [Grievance policy](#).

Recruitment and onboarding

RICS is committed to ensuring that candidates with a physical or mental health condition or disability have an equal opportunity to succeed during the attraction and recruitment process and that they are onboarded with their access needs considered a priority. Below are some of the ways that we ensure equity in our recruitment process

Job advertisements

Each job advertisement will include a clear statement that invites candidates to request reasonable adjustments. This statement will inform candidates that RICS is committed to accommodating their needs during the recruitment process.

Requesting adjustments

Candidates can request reasonable adjustments at any stage of the recruitment process by contacting the Talent Acquisition team. This includes adjustments for interviews, assessments and other selection activities.

Accessibility in the process

The Talent Acquisition team will:

- engage in discussions with candidates to understand their specific requirements
- document and coordinate the necessary adjustments to ensure candidates can participate fully in the recruitment process
- provide guidance to candidates on how to request adjustments and the types of support available
- notify the hiring manager of any adjustments required by candidates to facilitate a fair assessment process, and
- ensure that all recruitment activities are accessible and inclusive.

Examples of reasonable adjustments

These may include, but are not limited to:

- providing application forms in alternative formats to support those with additional needs
- adjusting interview times or locations to be more accessible.
- allowing additional time for assessments or providing alternative methods of assessment, and
- ensuring that interview and assessment venues are accessible to all candidates.

Confidentiality and sensitivity

All requests for reasonable adjustments will be handled confidentially. Information regarding a candidate's disability or condition and required adjustments will only be shared with relevant personnel involved in the recruitment process.

Monitoring and feedback

The Talent Acquisition team will regularly review the effectiveness of this policy and seek feedback from candidates who have requested adjustments. This feedback will be used to continuously improve our recruitment practices.

Further support

UK employees – Access to Work

Access to Work can help you get to or stay in work if you have a physical or mental health condition or disability. The support you will receive will depend on your needs; some examples include:

- specialist equipment and assistive technology
- support for travel to and from work in the case of mental health or physical conditions
- support workers, such as a British Sign Language (BSL) interpreter and
- physical changes to your workplace

Access to Work will not pay for reasonable adjustments, this is the responsibility of your employer. You can find out more about Access to Work [here](#).

Review and monitoring

All reasonable adjustment requests and implementations will remain anonymous. However, the HR team will monitor requests to identify whether there are wider steps to take to improve our workplace environment for more employees.

The Disability Inclusion working group will periodically review and evaluate the effectiveness of reasonable adjustments through an audit process.

Line managers will gather feedback from employees on the effectiveness of implemented adjustments within a month of the implementation and then continue an open dialogue with employees to ensure that their needs are being met.

The working group commits to continuous improvement and adjustment of the policy based on legislation, feedback, and changing needs.

Training and awareness

We encourage all colleagues to increase their understanding of accessibility needs through our [education platforms](#) such as LinkedIn Learning and MindTools, as well as guidance on the [wellbeing](#) and [DEI hub](#). For general queries or additional training, colleagues can contact the DEI team at dei@rics.org or their HR business partner at hr@rics.org.

Compliance and enforcement

HR business partners are an integral part of all reasonable adjustment requests and will support the employee, line manager, and support functions in the process of agreeing to and implementing reasonable adjustments where appropriate.

The HR and DEI team will document the decision-making process and individuals involved, to ensure accountability and consistency across the process. The identity of the employee who requests the reasonable adjustment will be kept anonymous.

Contact information

For further information on reasonable adjustments please contact the internal DEI manager or your HR business partner.