

Disability Statement

ESA Business Development is committed to the development of positive policies encompassing all aspects of disability, and will ensure that no disabled person is treated less favourably than someone else for a reason relating to his or her disability without justification.

ESA Business Development will take reasonable steps to:

- Change a practice, policy or procedure, which makes it unreasonably difficult or impossible for a disabled person to make use of its services.
- Provide additional aids or services where it would help disabled people to access its services.
- Provide an alternative method of making services accessible where a physical feature makes access unreasonably difficult.

ESA Business Development will make certain that there are opportunities for staff training in this area, and ensure that all employees are fully aware of the policies relating to disability and the implications of non-compliance with the Disability Discrimination Act (1995).

All policies relating to disability will be reviewed annually to ensure that they are up-to-date and effective.

If any learner, employee or customer considers that they have suffered unequal treatment in any area outlined above, they may have a complaint, which will be dealt with through the established complaints, disciplinary and grievance procedures.

The following points may provide useful information regarding our premises and current actions in complying with the DDA

1. ESA occupies both ground and first floor premises. There is no lift to gain access to the first floor.
2. There is ramp access to rear of building. As all visits to our premises are by appointment, preparations can be made to use this doorway where necessary.
3. The ground floor is equipped with accessible toilet facilities.
4. ESA continues to liaise with Doncaster MBC, owners of Mexborough Business Centre re plans to implement access improvements to the premises.
5. We will attempt to comply with any reasonable request for enhance materials e.g. paper materials in large print, DVD training videos with subtitles.
6. Provided sufficient notice is given, we will make relevant requests from our catering suppliers to meet various dietary requirements.
7. Where access to the first floor training facilities is an issue, we will investigate options to hire additional ground floor facilities subject to availability and commercial viability.
8. When hiring external venues, ESA will that the relevant DDA criteria is fully considered.
9. Provided sufficient notice is given, we will make relevant arrangements to accommodate carers / guide dogs etc.
10. ESA welcomes feedback from clients/visitors with disabilities as part of our ethos of continual improvement.