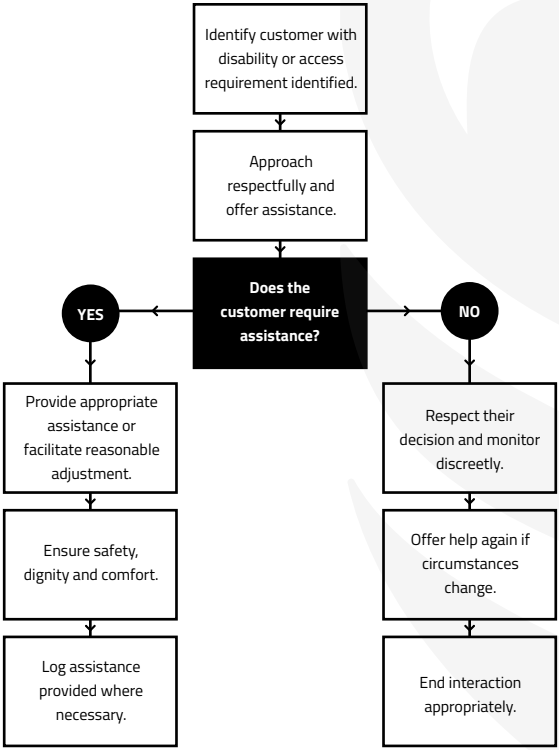
GTWCONSULTANCY



ASSISTING CUSTOMERS WITH DISABILITIES

Security Response

www.gtwconsultancy.co.uk


Identify customer with disability or access requirement identified.
Approach respectfully and offer assistance.
Does the customer require assistance?
YES
NO
Provide appropriate assistance or facilitate reasonable adjustment.
Ensure safety, dignity and comfort.
Log assistance provided where necessary.
Respect their decision and monitor discreetly.
Offer help again if circumstances change.
End interaction appropriately.