



Ayliff's Garage Accessibility Policy

Effective Date: 1.7.25

1. Our Commitment

At Ayliff's Garage, we are committed to providing an inclusive and accessible environment for all our customers, employees, and visitors. We believe everyone should have equal access to our services, facilities, and employment opportunities, regardless of ability or background.

2. Scope

This policy applies to:

- All employees and job applicants
- Customers and visitors to our premises
- Contractors and service providers working on our behalf

3. Legal Framework

This policy aligns with the Equality Act 2010 and other relevant UK legislation. We aim to meet or exceed the requirements for accessibility and reasonable adjustments.

4. Physical Accessibility

We strive to ensure our premises in Bourne are accessible to all. This includes:

- Small step into main reception, with alternative step-free access via workshop with staff escort.
- Clearly marked signage
- Collection/drop offs where available
- Curb side support available

We regularly review our facilities and welcome feedback to improve accessibility.

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Last reviewed by	Date
Z Ayliff	1.7.25

5. Communication Accessibility

We aim to communicate in ways that are clear and inclusive. This includes:

- Providing information in alternative formats upon request (e.g. large print, digital)
- Offering assistance to customers who may need help understanding or accessing our services
- Training staff to communicate respectfully and effectively with people with different needs

6. Digital Accessibility

We are working towards making our website and digital content accessible in line with WCAG (Web Content Accessibility Guidelines). We welcome feedback on any barriers users may encounter online.

7. Employment and Recruitment

We are an equal opportunities employer and make reasonable adjustments throughout the recruitment process and employment lifecycle. This includes:

- Adjustments to interviews or assessments
- Modifications to workstations or duties
- Flexible working arrangements where appropriate

8. Training and Awareness

All staff receive training on equality, diversity, and inclusion, including how to support customers and colleagues with accessibility needs. We also work with RB HR Services to provide ongoing learning opportunities.

9. Feedback and Continuous Improvement

We encourage feedback from staff, customers, and the community to help us improve. If you have suggestions or encounter any barriers, please contact us at:

Ayliff's Garage Limited
Unit 1, The Slipe, Bourne, PE100DE

✉ enquiries@ayliffsgarage.co.uk

☎ 01778424049

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Z Ayliff	1.7.25