

Benefits of Reasonable Accommodation

Reasonable accommodation means determining which job related tasks are essential and non-essential, and allowing flexibility for non-essential tasks. The benefits of reasonable accommodation include:

1. Promoting a diverse workforce.
2. Facilitating a swifter and smoother return to work following absences and leaves resulting from sickness, maternity, paternity, or parental. This can reduce the costs to employers arising from absenteeism and staff turnover.
3. Benefiting customers - an accommodation that makes the physical environment in the workplace more accessible for all those with reduced mobility.
4. Where providing accommodations is a legal obligation, compliance helps companies to avoid the costs of litigation, compensation awards and related adverse publicity.

Are there quantitative results?

Yes. Research was undertaken in eight companies of varying sizes. Over 100 participants took part in interviews or focus groups, and over 5,000 employees completed an online survey.



- **58.7%** of managers/supervisors said that accommodation improved employee's productivity
- **71.8%** of managers/supervisors said that the accommodation improved the employee's morale
- **71.9%** of employees who received an accommodation said it would make them more likely to stay at the company

Lloyds Banking Group rolled out a workplace adjustments policy in 2010. Research within the company shows the benefit to productivity.

- **62%** of colleagues and **63%** of managers using the service reported a reduction in absenteeism
- **85%** of managers using the service reported a significant improvement in performance

Adapted from the International Labour Organization.

¹ ILO.org. (2016). *Promoting diversity and inclusion through workplace adjustments: A practical guide*. Retrieved from http://www.ilo.org/global/topics/equality-and-discrimination/WCMS_536630/lang--en/index.htm