



WORKPLACE ACCESSIBILITY

Workplace adjustments,
disability awareness,
audits, consultancy,
workshops, DSE



ASSISTIVE TECHNOLOGY

Products, software,
ergonomic solutions,
sit-stand desks
& chairs



DIGITAL ACCESSIBILITY

Websites, mobile apps,
e-commerce, pdf's
CMS platforms,
e-learning



RECRUITMENT ACCESSIBILITY

Interview process,
inclusive onboarding,
accessible settings
interview fairness



BUILT ENVIRONMENT

Signage, ramps,
flooring, lighting,
construction,
audits

Accessible solutions for the world we live and work in.

ACCESSIBILITY SERVICES

Microlink making the workspace accessible and inclusive

MICROLINK ACCESSIBILITY SERVICES

Microlink has been providing accessibility solutions to Disabled people in work and education, since 1992. That is why we are uniquely placed to help your organisation become accessible and inclusive to all. We are the UK's leading providers of Assistive Technology and Workplace Adjustments, offering some of the most cutting-edge tools and solutions on the market.

Our flagship offering is our award-winning Workplace Adjustment Service, which we have delivered to major public and private clients for over a decade, serving over 500,000 cases.

In addition to our WPA service, we offer a variety of accessibility solutions for your recruitment, digital and built environment needs, plus a wide array of trainings and consultancy offerings.

So, no matter the solution you are looking for Microlink has what you need to become a more inclusive and disability-confident organisation.



WORKPLACE ADJUSTMENTS

Microlink making the workspace accessible and inclusive



WORKPLACE ADJUSTMENT SERVICE

Microlink Workplace Adjustment Service (WPA) is a service that helps provide your disabled employees and employees with long term health conditions with the tools and solutions they need to overcome the barriers they face in the workplace.

Our Workplace Adjustment Service comes in three tiers:

Tier 1. Ad-hoc Solutions

Tier 2. Case-Limited | Fully Case Managed

Tier 3. Unlimited Fully Case Managed | 3 Track Solution Routes | Agreed Monthly Fees

Which Tier you decide upon will depend upon your organisation's specific needs. Whichever you choose, Microlink WPA takes the complexity and stress of delivering adjustments out of your hands.

We ensure that a referral portal is clearly signposted within your infrastructure. For Tier 2 & 3, once an employee begins their referral process, the case is quickly picked up by one of Microlink's expert case managers. Whether your employee needs a fast-track solution or an in-depth assessment, Microlink will ensure the appropriate resolution is found and implemented.

Products and services are offered from a pre-approved catalogue, and case managers work with internal stakeholders to implement the adjustments tailored to your organisation's IT infrastructure, culture and working practices.

Throughout the process the employee and line manager are always supported. From referral to review we maintain transparent and open communication. Once the adjustments have been installed and embedded, their success is reviewed to confirm the satisfaction of the employee.

At the organisational level, a dedicated account manager provides measurable and visible control of costs, supply and return on investment.





IMPROVING LIVES

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DIGITAL ACCESSIBILITY SERVICE

With home-working and online communication becoming ubiquitous, the need for proper digital accessibility has become critical.

Whether you need web, mobile or document formatting in isolation or in combination, Microlink's Digital Accessibility Service does the heavy lifting for you. From requesting a quote through to delivery we provide a tailored service to provide precisely what you need. We identify flaws and consult with you on delivering the most appropriate solutions, helping guide you through the process of becoming truly digitally accessible.

Our experts use internationally recognised standards (WCAG-EM) in our rigorous audits and thoroughly test user journeys through your digital assets, from log in to form entry to product purchasing and beyond.

We test your resources in five mainstream browsers: Opera, Edge, Chrome, Firefox and Safari, and for mobile operating systems and apps, we test in both Android and iOS. Throughout our testing we make use of Assistive Technology such as screen readers to ensure compatibility and ease of use.

Microlink also offers a unique service to test and convert pdf files on a large scale. Pdf files are widespread and have significant value. However, they also regularly present challenges for individuals using screen readers and text-to-speech software. Our PDF Remediation Service helps you to convert very high volumes of pdfs to accessible formats.

As with all our services, transparency is key. Our findings are gathered and relayed in comprehensive reports, helping you understand precisely what is happening throughout your journey.



Try our remote assessment

Our experts are on hand to offer remote assessments to make sure you have the right working solutions for whatever challenges you may be facing.

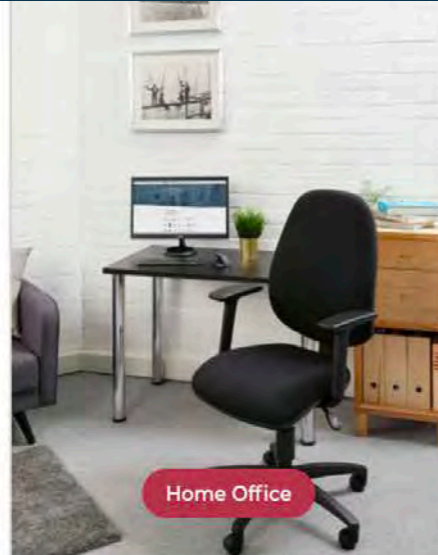
[Learn More](#)

ASSISTIVE PRODUCTIVITY SOLUTIONS

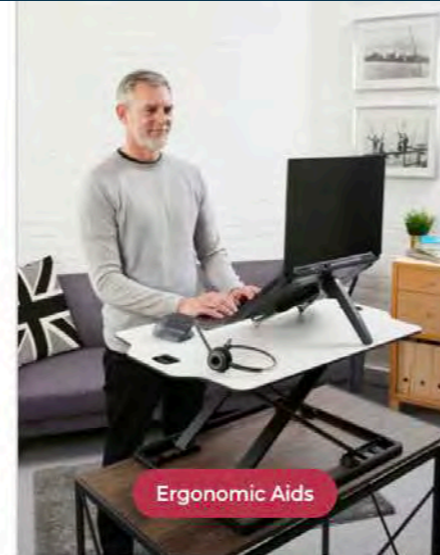
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Sit-Stand Desks



Home Office



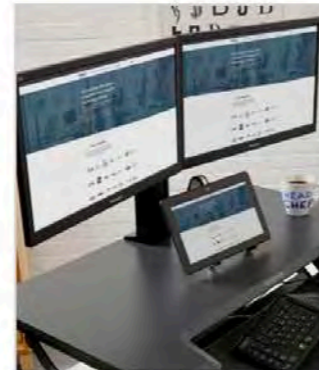
Ergonomic Aids



Orcam MyEye
£3500



Office Chairs
From £165



Monitors
From £99



Assessments
From £175

Mental Health

The pandemic has taken its toll on our mental health. It is imperative that employers and employees make mental health a priority. Our partners Genius Within offer coping strategies, understanding and coaching to get you through this turbulent time.

[Learn More](#)

ASSISTIVE TECHNOLOGY SOLUTIONS

Since 1992, Microlink has been the UK's leading provider of Assistive Technology for individuals in education and work.

Microlink is uniquely positioned to provide world class Assistive Technology solutions. We have decades of experience working in the field, allowing us to identify and supply the very latest and most innovative Assistive Technology products which come to market.

Microlink's portfolio of Assistive Technology is by far the most varied and comprehensive on the market. From powerful, hi-tech hardware to coloured reading overlays, superior ergonomic furniture and sit-stand desks to voice recorders and hearing aids, if there is a barrier in the workplace, we offer an array of solutions to overcome it.

Additionally, we have close links with all major Assistive Technology providers and established supply chains. This means we can provide you with products you order in the swiftest way possible.

Furthermore, we also have the requisite experience to guide your business through all the approval and security requirements you may need along with the assessment know-how to pick the right solution for both your employee and your business.

So, no matter the scale of your business, whether you are an individual or a national organisation, no matter the condition for which you are seeking the relief of assistive technology, and no matter your budget, Microlink is the very best option for you to find the tools you need today.

ATTRACTING DIVERSE TALENT

Microlink making the workspace accessible and inclusive



ACCESSIBILITY RECRUITMENT SERVICE

Microlink's familiarity with workplace challenges faced by disabled people gives us unique insights into the obstacles faced by disabled people in the job market. Our Recruitment service provides effective, long-lasting help to organisations looking to develop more inclusive workforces and hire diverse talent.

Microlink's primary expertise lies in helping people with disabilities, but we champion a holistic, intersectional approach which acknowledges that truly equitable recruitment is impossible without a level playing field for all.

Accessible and Inclusive Recruitment is a significant issue in the world of recruitment and at Microlink we know it is a crowded field. However, from our many years' experience helping disabled people and the organisations who hire them, we understand that the requirements of every individual and company are different. That is why, unlike off-the-shelf solutions offered by competitors, Microlink's solutions are tailored to the individual needs of every client.

We offer audits on your entire recruitment process from job descriptions and advertising to applicant tracking systems and assessment centres, through to interviews and onboarding.

We work to resolve any obstacles we find along the way; whether you have unnoticed access issues or need to offer a candidate assistive technology, we'll help you find and fix the issues, so that your hiring practice is as inclusive and equitable as can be.



REMOVING BARRIERS

Microlink making the workspace accessible and inclusive



PHYSICAL ACCESSIBILITY SERVICE

Microlink specialises in inclusive design for the built environment, providing services to corporations to ensure that spaces are accessible to all, particularly those with disabilities. We offer inclusive design consultancy and innovative solutions to remove barriers and create uplifting environments that exceed minimum standards.

Collaborating with some of the world's top organisations, Microlink transforms office spaces and retail facilities into functional and aesthetically pleasing environments designed with inclusivity in mind. Our goal is to create spaces that serve the needs of diverse communities while embodying beauty and functionality.

Our process is split into five main steps:

Auditing – Our own highly trained and experienced auditors will visit clients' buildings or spaces and create a thorough survey of its current state and required changes.

Reports – From our auditors' surveys we will then compile detailed reports for the client to view our suggested accessibility solutions.

Design – From Neurodiverse friendly spaces and sensory rooms, to adhering to BS 8300-2:2018 code of practice, to the recent welcomed addition of the RIBA Overlay for Inclusive Design, our built environment team offer inclusive design solutions for new build or renovation projects.

User Group – Our wealth of knowledge extends to our access of disabled user groups, over 50% of our employees have a disclosed disability, where better to acquire feedback and guidance from the people who will actually benefit from inclusive design than the end user.

MICROLINK CASE MANAGEMENT

Our managed service and case management fee includes all the below:

- Referral management
- Pre-adjustment Employee consultation with Case Advisor
- Pre-adjustment Line Manager consultation with Case Advisor
- Employee Passport Documentation
- Assessment Report QA
- Signposting to internal support pathways
- Co-ordination and integration of onsite assessment provision
- Co-ordination and integration with Third Party Service Providers
- Post Assessment Employee report consultation with Case Advisor
- Post Assessment Line Manager report consultation with Case Advisor
- Advice, training and guidance on technology recommendations
- Expert coping strategy training and support
- Management of adjustment implementation timeline and delivery schedules
- Line Manager interaction for soft adjustment approval and review
- One-month employee consultation with Case Advisor
- Pre and Post adjustment data capture for analysis
- Distribution and collation of feedback questionnaires at 6/9 months
- Management Information
- Line manager and employee mediation support for HR
- Specialist ad-hoc disability advice and guidance
- Access to Work support in claim reimbursement where appropriate
- Monthly governance meetings and service reviews
- Red flag case escalation and management

MICROLINK ONSITE SERVICES

Nationwide experts providing a full range of services:

- Pan disability assessment (workplace assessment)
- Diagnostic assessments
- Complex hearing and visual impairment assessments
- Building and environment accessibility
- Installation and technical support
- Assistive software training
- Work based coping strategies
- Group disability training – hearing awareness/neurodiversity
- Advanced scripting and configuration
- Line Manager training
- Neurodiversity assessments

MICROLINK PRODUCTS

Largest supplier of Assistive and Ergonomic products:

- Fast delivery and installation
- Managed catalogues to suit any organisational requirements
- Preferential software licencing options
- Software roadmap and version control
- Unbiased product catalogue – best value
- Re-cycle and re-use of high value products
- New product innovation

MICROLINK SUPPORT SERVICES

Microlink cover all requirements:

- Demonstration workshops and awareness days
- System and site accessibility
- ATW support and guidance
- Disability guidance and support to Health and Safety / DSE
- Support in office relocations
- Communication and promotion of disability initiatives
- WPA policy support
- Technical support
- Disability Confident validation
- Menopause awareness workshops & solutions

Corporate Sales

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