



## WORKPLACE ADJUSTMENT SERVICE

Accessible solutions for the world we live and work in.

2021



# COMPANY BACKGROUND

**Microlink** making the workspace accessible and inclusive

## MICROLINK & WORKPLACE ADJUSTMENT SERVICE (WPA)

Microlink has been providing accessibility solutions to disabled people in work and education since 1992. As such, we are uniquely placed to help your organisation become accessible and inclusive to all disabled people. We are the UK's leading providers of Workplace Adjustment Services to organisations, having delivered on 300,000 cases over more than a decade. In this time, our award-winning service has been used by major organisations throughout the UK in both the public and private sectors. With well-established supply chains, we have access to the most appropriate technologies and services to ensure that your organisation receives the very best solutions available in an efficient and cost-effective manner. By engaging Microlink's WPA services, you can be assured that any potential work barriers faced by your employees will be removed and the maximum potential be harnessed.



ASSESSMENTS



SERVICES



COACHING



E-LEARNING



ASSISTIVE  
SOFTWARE



TRAINING



SIT-STAND  
DESKS



HARDWARE



ERGONOMIC  
FURNITURE



ERGONOMIC  
CHAIRS



CAPTIONING



HOMEWORKING  
SOLUTIONS



# WORKPLACE ADJUSTMENTS

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## WHAT IS A WORKPLACE ADJUSTMENT SERVICE?

A Workplace Adjustment Service is a Case Managed Process through which an employee can easily access tools and supports to mitigate the barriers and challenges caused by a disability or long-term health condition. Microlink's SLA driven approach is committed to providing the assessments, products, and services which help to do so, in a way that is tailored to your organisation's specific needs. The WPA service offers your company a single point of referral, taking the complexity and stresses of delivering workplace adjustments out of your hands.

Firstly, we ensure your employees have easy access to clearly signposted internal support to make requesting adjustments straightforward and obstacle-free. Once an employee has registered their need for an adjustment, we provide an online referral process which ensures that the case is quickly picked up by one of Microlink's expert Case Managers. By closely consulting with both the employee and their line manager, the Case Manager will confirm the precise requirements of the employee. Often this can be done without the need for any in-depth assessment. However, where further technical assessment is required, the Case Manager will swiftly arrange a remote or on-site assessment through Microlink's extensive network of expert assessors.

Once the most effective solutions have been identified, the Case Manager will then follow the approval route agreed with your organisation. They will coordinate the supply of products and services from a pre-approved catalogue, and work with internal stakeholders to implement the adjustments tailored to your organisation's IT infrastructure, culture and working practices. Where required our Case Managers will make sure that IT teams are provided with roadmaps and technical support.

Throughout the process the Case Manager will ensure that both employees and line managers are fully supported and kept informed of the progress. From referral to review they maintain transparent and open communication to ensure that the customer journey is a happy and efficient one. Once the adjustments have been implemented and embedded, the user experience is reviewed to confirm the satisfaction of the employee.

At the organisational level, a dedicated account manager will provide your organisation with the metrics and dashboards of costs, supply and return on investment, to leave you assured that your money is being well-spent.



# IMPROVING LIVES

**Microlink** making the workspace accessible and inclusive



## WHY YOUR ORGANISATION NEEDS A WPA PROGRAMME?

Here are some revealing statistics which show the value of investing in a WPA service:

- **80% employees** said their adjustments have helped them stay in their job and help them be more productive.
- **60% enjoyed their job more** since having adjustment in place.
- **60% of employees with adjustments** do not have all the adjustments they need.
- **34% of employees have not asked for adjustments** because they fear their manager would treat them differently.
- **Only 30% of employees were confident** their employer would make adjustments for them if they were needed in the future.
- **25% employees waited over a year** to get their adjustments in place.
- **Only 24% employees with adjustments** regularly speak to their manager (or equivalent) about how well their adjustments are working.
- **Only 19% employees** said adjustments remove all barriers they experience in the workplace.
- **76% reduction in condition related absence**
- **100% of line managers** consider it an essential business process.
- **For every £1 pound spent £2.50 is returned**

From these figures the manifold advantages of a WPA service are clear. By building the infrastructure which guarantees an accessible and inclusive environment for your workers, you can attract and retain the best talent. Furthermore, giving your workers all the timely support they require, will help to reduce absenteeism, increase productivity and improve relationships within your organisation.

A WPA service also helps to raise awareness of disability, most importantly among line managers and leaders within your company, which in turn increases employee engagement and disclosure. Should you need any more convincing, a WPA service will safeguard against legal action and protect you from the reputational damage that comes with being labelled as a non-inclusive, inaccessible organisation.



# INCLUDING EVERYONE

**Microlink** making the workspace accessible and inclusive



## WHY CHOOSE MICROLINK?

First and foremost, Microlink is the only company offering a comprehensive end-to-end, SLA-driven Workplace Adjustment Service. As such, we have entirely unrivalled experienced providing adjustments for businesses and organisations in both the public and private sector.

Microlink's WPA service is a true one-stop-shop and fully tailored to your organisation's needs, taking the hassle out of creating an inclusive workplace. We have a unique capacity to offer expertise on accessibility solutions for the built environment, digital assets, inclusive recruitment and occupational health and wellbeing. Our service is based on expertise and communication, we want all our clients to have the best possible experience and that comes through regular contact. That is why from start to finish we provide you with clear documentation and consultation from referral to implementation to review.

We offer cutting-edge, innovative products. With our WPA service you will be set up with a catalogue of assistive technology, ergonomic aids, services and training to suit all requirements. Where the required solution involves software we organise licensing arrangements. We even have a fully equipped bus to bring our products to your workplace and demonstrate all the innovative technology we can offer!

How will it work?

Fill in the referral form to start the WPA process.

Our case advisor will contact you to carry out a consultation.

A full report with approved recommendations will be sent to you and your line manager.

The consultation will ensure the right support, offering advice, solutions or on-site assessment.

Your case advisor will discuss the recommendations and co-ordinate the delivery.

The recommendations will then be implemented and managed for you.



A woman with long brown hair, wearing a light blue button-down shirt and white headphones, is smiling and looking at a computer monitor. In the background, another person with glasses is visible, also working at a computer. The scene is set in a modern office environment with large windows.

## MICROLINK SOLUTIONS

**Microlink** making the workspace accessible and inclusive

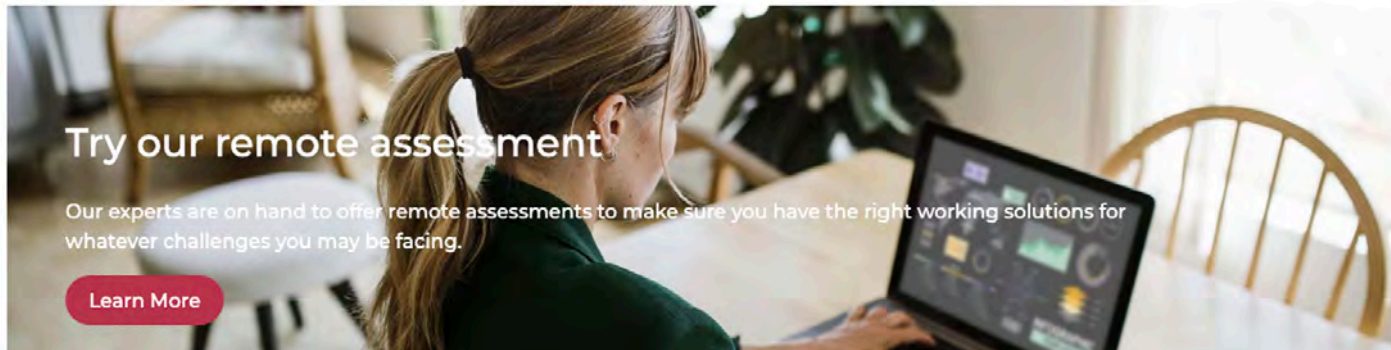
Microlink's WPA service offers true value, avoiding the hidden costs and inefficiencies of internal solutions. We offer flexibility on fee structuring, giving you the choice of both case-by-case or monthly payments, to suit your needs. We also offer the possibility of introducing pilot schemes so your organisation can test our services before rolling them out on a larger scale. Microlink's WPA service comes with a dedicated account manager who will help you understand every step of the process. They will reassure you with transparent, rigorous reports which offer oversight on budget control, supply and return on investment. Our established global supply chain guarantees that your organisation will receive products quickly and at the best possible value. Additionally, for expensive products and software licenses we offer recycling options, so you do not face excessive costs when an employee leaves.

We know that your data is sensitive and are vigilant in protecting it. Our service meets the highest levels of data security, governance, and compliance. We maintain ISO 27001 Standard, to keep you safe in the knowledge that we will safely protect all your information.

Finally, a founding member of Disability Confident and the Business Disability Forum's Technology Taskforce, Microlink have long been involved in conversations to help both businesses and disabled people excel. We pride ourselves on being a diverse organisation which practices what we preach. Among our company and affiliates, we boast several industry innovators and expert panel speakers. Our experts have helped us to develop a global presence, regularly advising on policy and working on task forces, expert panels and steering groups and on behalf of leading industry policy & practice think tanks.

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**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.

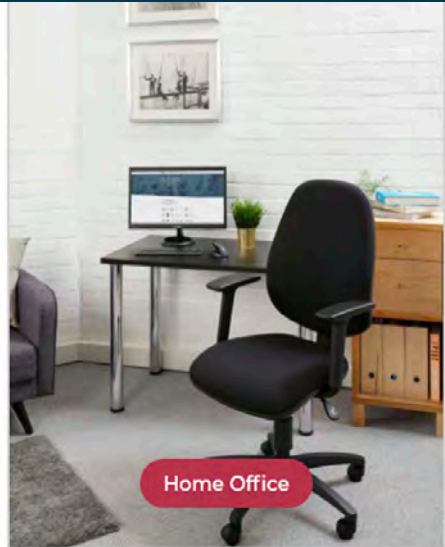
[Learn More](#)

# MICROLINK SOLUTIONS

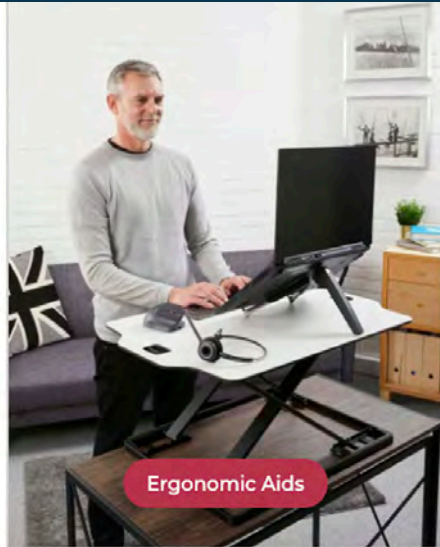
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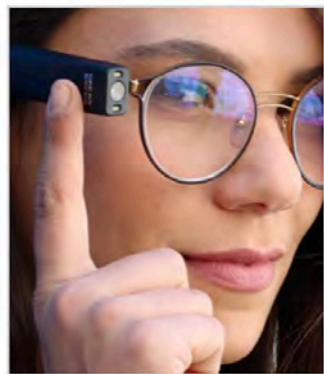
**Sit-Stand Desks**




**Home Office**



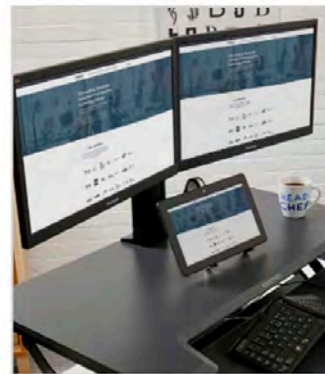
**Ergonomic Aids**




**Orcam MyEye**  
£3500



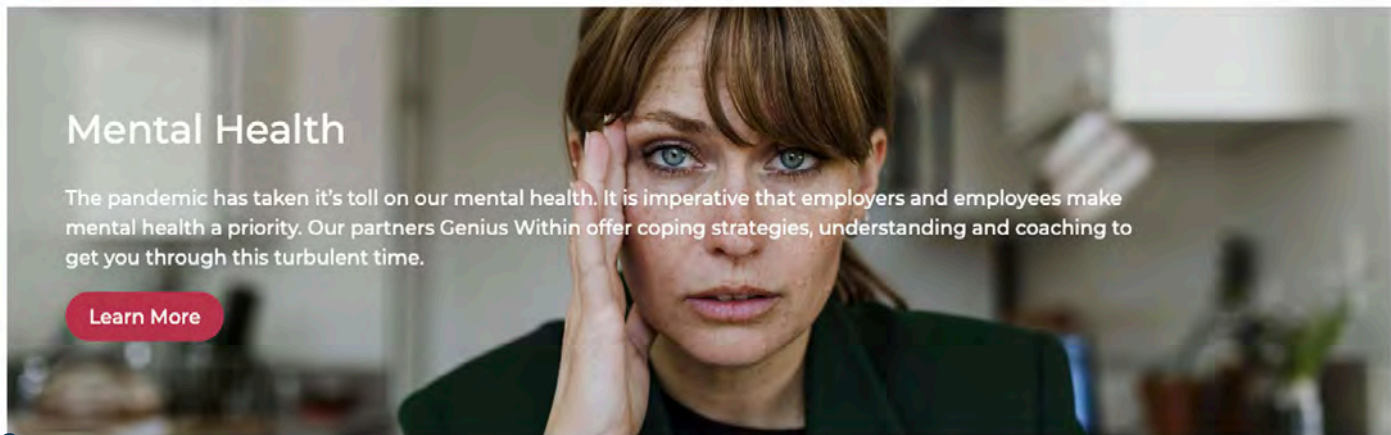
**Office Chairs**  
From £165



**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](#)

## HOW THE JOURNEY BEGINS / GETTING SET UP

At Microlink, we take a project management approach to onboarding. We start by providing you with your dedicated account manager who will get to know your culture, goals and infrastructure and guide you step-by-step through the onboarding process. They will begin a gap analysis to understand the current state of your organisation's accessibility provisions, help to fill any gaps in policy or internal information and then map out a new process. We also offer stakeholder workshops to create a joined-up service across the organisation.

As the gaps in policy and infrastructure are filled, we work to form an approved catalogue of adjustments, flexing around any existing contractual supply within your organisation. Finally, we will create a dedicated landing page to host referral form and helpful information alongside a provision of proper WPA training for stakeholders and process owners.



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