

EBS/AslAm Charter of Inclusion for Autism

At EBS, we are changing our offices, so that everyone can use them.

We asked AslAm, Irelands Autism Charity to review some of our office network, to make sure using an office is a positive and Autism-Friendly experience.

This is what we have done in our offices:

Sensory Environment

Each office has a sensory support box with tools such as ear defenders, handheld sensory mats and stress balls so that customers can manage the effects of sensory stimulus.

A quiet space is available in the majority of our offices.

We are changing and improving the lighting in our offices from fluorescent to LED lighting.

We are developing Sensory maps of our offices and these maps will be available online. They will show areas with heightened stimuli. We expect to have all of the sensory maps completed in 2025.

Communication

With the help of AslAm, all our colleagues in our offices have completed training in Autism Acceptance and Understanding. Our ambition is that members of our team will receive the appropriate training within six months of them starting with us.

Customers may let us know, by telling a staff member, or emailing an office if they may benefit from patience, help and understanding. We can record this so that the next time we will know the support that is needed.

We will have signage in each of our offices which will show the supports that are available to autistic customers.

Predictability and Control

When a customer shows their AslAm Autism ID card, or tells us that they need additional support, we will arrange a time to guide them through the office and its services. We are prepared to take time over meetings if customers need it.

We have developed a visual step by step guide to visiting an EBS Office which will be available online on our website.

Judgement and Attitude

We welcome assistance dogs.

We will continue to work with AsIAM and the EBS Network staff to make all our offices as user-friendly as possible for autistic people.

EBS will renew our Accreditation with AsIAM annually to ensure that up to date training on Understanding Autism is provided to assist us to support all of our customers accessibility needs.



Date: 08th October 2025

Kieran Considine

Head of EBS Distribution