

**AJR FACILITIES CONSULTANCY LTD**

**St Julians, Lennox Terrace, Huntly, Aberdeenshire AB54 8HG**

**ACCESSIBILITY POLICY**

AJR Facilities Consultancy Ltd is committed to ensuring that its services, communications and business practices are accessible and inclusive. The company is operated by its sole director and has no employees. This policy sets out how the company will identify and remove barriers to access for clients, contractors, disabled people and other members of the public.

The policy applies to all aspects of the company's business, including client communications, meetings, site visits, documents, digital content and any premises used in the course of its work, whether provided directly or through contractors, suppliers or professional contacts.

**Accessibility objectives**

The company will take reasonable steps to ensure that its services, communications and business practices do not disadvantage disabled people, and that barriers to access are identified and removed or reduced wherever reasonably practicable.

**Responsibilities**

The sole director has overall responsibility for accessibility and will ensure that services, documents and communications are provided in a way that supports equal access for clients, contractors and other members of the public. Where contractors, suppliers or service providers are engaged, reasonable checks will be made to ensure they support the company's approach to accessibility.

**Client communications and documents**

Correspondence, reports and other documents produced by the company will be written in clear, plain language. Alternative formats, such as large print or accessible electronic versions, will be provided on request wherever reasonably practicable.

**Digital accessibility**

Digital content produced or used by the company, including emails, electronic documents and any website content, will follow recognised accessibility good practice, such as the Web Content Accessibility Guidelines (WCAG), wherever reasonably practicable.

**Meetings and site visits**

Where meetings are arranged or site visits are conducted, the choice of venue, format and timing will take accessibility into account. Reasonable adjustments will be considered to enable disabled clients, contractors or other attendees to participate fully.

**Reasonable adjustments**

Requests for reasonable adjustments will be considered on a case-by-case basis and responded to promptly. Where an adjustment cannot be accommodated, an explanation will be given and alternative options considered where possible.

**Training and awareness**

The sole director will keep up to date with accessibility good practice and relevant legal requirements, and will apply this understanding to the way the company delivers its services.

**Monitoring, feedback and complaints**

Feedback or complaints about accessibility will be taken seriously, investigated promptly and used to improve the company's approach where appropriate.

**Legal compliance**

This policy reflects the company's commitment to compliance with the Equality Act 2010 and other applicable accessibility legislation, regulations and guidance relevant to its business.

**Review and improvement**

This policy and the company's accessibility practices will be reviewed at least annually, and sooner if there are significant changes to the company's services, working practices, legal requirements or accessibility standards.

A handwritten signature in black ink, appearing to read 'Riach', with a stylized, flowing script.

Alexander Riach  
Director

5 August 2026