



Autism Spectrum  
Information Advice  
and Meeting Point



### **Charter of Inclusion**

In Vodafone we are on a journey to make your in-store experience autism-friendly. We have put in place the following measures following a review of our practises supported by AsIAM, Ireland's National Autism Charity':

#### **Sensory Environment**

- We will run a weekly "autism-friendly shopping time". From 9am to 11am every Wednesday we will turn off the television and music and try to create as calm an operational environment as possible. Full list of participating stores will be available on our website
- We are providing a relaxation box in stores participating in Autism Friendly Shopping Hours. This box contains simple tools to allow customers to curate their sensory experience including ear defenders, sun glasses, stress balls and scented tags
- In the medium to long term, we are looking at the design of our stores to reduce surface glares, improve lighting, increase noise absorption and provide comfortable, quiet seating as far as possible

#### **Communication**

- Staff who have received "Understanding Autism" Training will wear a specific lanyard so that customers will be able to identify who best can support their communication needs in store (2020 Commitment)
- Customers who visit a store that participates in Autism Friendly Shopping Hours, may seek priority service by presenting an AsIAM Autism ID Card – including appointments and priority seat (store permitting)

#### **Predictability & Control**

- A Visual Guide for buying a phone, signing up to broadband and asking for assistance with a phone will become available on a dedicated autism section of the Vodafone website (2020 commitment)
- Shop front and in-store photographs of every Vodafone store will also be available for download from our website (2020 Commitment)
- An appointments service is available in a selected number of Vodafone stores which can be booked in store free of charge by presenting an AsIAM Autism Card

#### **Judgement & Attitude**

- We will roll out "Understanding Autism" Training to all in-store staff in participating stores
- We will use our stores to promote autism acceptance amongst customers and explain the importance of our autism-friendly initiative to our business
- We are an assistance dog friendly business