

# Improving the customer experience for disabled people

Join local experts at our drop-in session to explore improving the customer experience, physical access and digital access.

**Tuesday 2nd November 2021 at the Digital Greenhouse**

- 8:45** Drop in sessions with light refreshments
- 9:30** Introduction to Purple Tuesday and the Purple Pound
- 10:00** AccessAble webinar on local accessibility guides
- 10:30** Close



**Karen Blanchford**  
We All Matter, Eh?  
Access for All



**Don Lowe**  
Submarine  
Digital Access



**Paul Watts**  
Savills  
Access Auditor



**Gill Evans**  
Disability Officer  
Access for All

## How to Book

Book online by visiting [eventbrite.com](https://www.eventbrite.com)

[Book Now](#)

# Top tips

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Purple Tuesday in Guernsey is led by the disability member organisation the GDA; Access for All and We All Matter, Eh?

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## Online Accessibility Audit

Identify where you can make improvements to your website to improve online accessibility with an online audit



## Complete a site Access Audit

To identify where you can make accessibility improvements to your physical space



## Customer Service Training

For your staff through face-to-face and online delivery, to support your staff to confidently communicate with disabled people, without fear of unintentionally causing offence.



## Recognise Hidden Disabilities

Implement the Hidden Disability Sunflower Lanyard Scheme to make it easier for employees to know when they are supporting a customer with disabilities.

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