

## Challenge

In today's globalised workplace, language barriers can present significant challenges for individuals who speak a second language or are deaf or hard-of-hearing. For companies like ABM UK, accommodating these individuals in the workplace is crucial to promoting diversity and inclusivity. In particular, finding tools that help with reading and comprehension for dyslexic individuals, as well as translation and communication support for those who use British Sign Language (BSL) or speak a second language, can be a challenge.

## Solution

To address these challenges, ABM UK are implementing innovative tools such as Digital Reader Pens. This software provides a comprehensive solution for a range of needs, including:

- Reading and comprehension support for dyslexic individuals through text-to-speech conversion, reading rulers, color overlays, and a text and picture dictionary.
- Translation to over 20 languages, which can be particularly useful for organisations like ABM with a diverse workforce or for individuals who speak a second language.
- Communication support for British Sign Language (BSL) users through partnership with charity Deaf Action and CiC - SignCodeUK.

## Benefits

Whether used for reading and comprehension support, translation purposes, or communication support for BSL users, Digital Reader Pens can help to create a more accessible, inclusive, and productive workplace for all at ABM UK:

### Social Benefits:

- Improved accessibility and inclusivity for individuals who are dyslexic, deaf, or hard-of-hearing, as well as for those who speak a second language.
- Greater diversity in the workplace, promoting a more inclusive culture and increased employee satisfaction.
- In particular, the partnership with charity Deaf Action and CiC - SignCodeUK provides ABM UK with a unique opportunity to promote inclusivity for British Sign Language (BSL) users in the workplace. This can improve accessibility and inclusivity, helping to fully integrate deaf or hard-of-hearing employees and promote a diverse and inclusive culture at ABM UK.

### Economic Benefits:

- Increased productivity and efficiency, as individuals can read and process information more quickly and accurately.
- Reduced errors and misunderstandings, as individuals are better able to comprehend written instructions and requirements.
- Reduced need for additional training or support, as Digital Reader Pens provides a cost-effective and efficient solution to accommodate language barriers in the workplace.

### Environmental Benefits:

- Reduced paper consumption, as Digital Reader Pens enables individuals to read and process digital documents more easily, reducing the need for printed copies.