UNITED GRAND LODGE OF ENGLAND

ELIZABETH GAY, HEAD OF HR

United Grand Lodge of England is acutely aware that all our staff deserve to be treated as equals; undergoing the same level of training and being awarded access to all staff meetings when appropriate.

At the time we first contacted terptree, we employed one member of staff who is deaf. As such, they were unable to participate fully and benefit from regular team meetings and training sessions.

As we don't currently have the resource to employ a full time Sign Language Interpreter, we recognised that we were not treating deaf staff as equals.

Not only was this frustrating and demotivating for them, but it also did not comply with our ethics and belief that we must treat all our valued staff with respect and understanding to their specific needs.
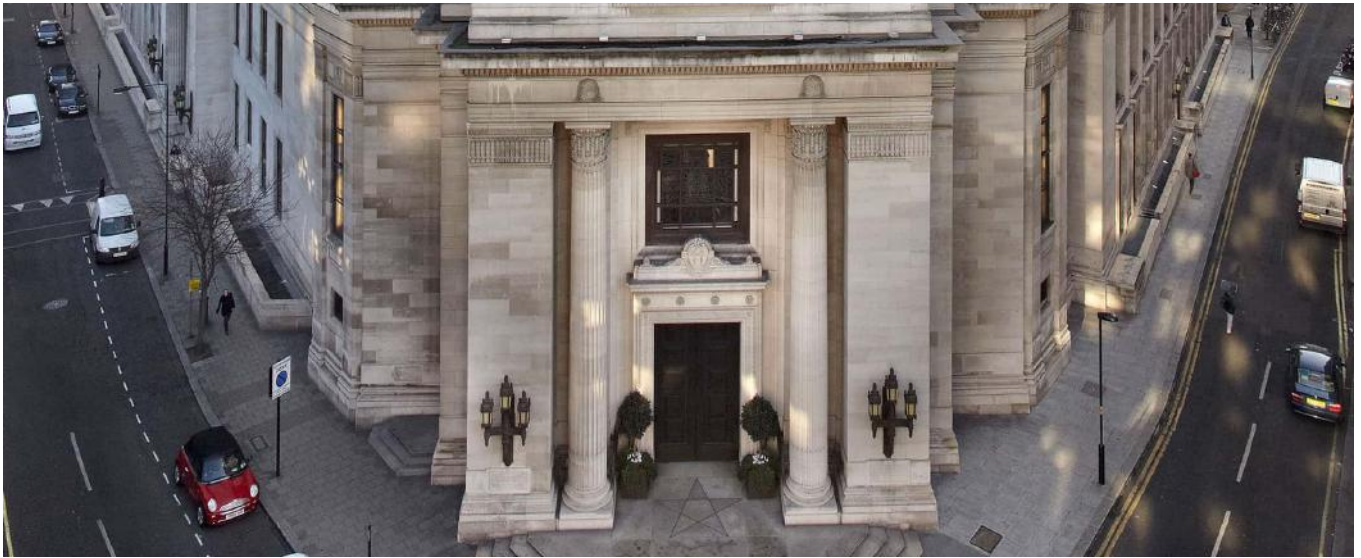
By not finding a solution, we risked not benefitting from the fantastic skill set available within the deaf community.It was imperative, therefore, that we looked for a practical and effective solution. And we discovered terptree.

Very quickly they assessed our situation and provided a plan that addressed both our immediate needs and prepared us for the future.

By fully understanding our requirements, and ensuring they matched the perfect Sign Language Interpreter with the particular staff member
they provided excellent customer service.

It has guaranteed a secure long-term relationship with us at United Grand Lodge. We are now in the fourth year of that working relationship and are confident it will continue for many more.

We wholeheartedly recommend Victoria and her team at terptree. By adeptly identifying our needs at the request stage, right through to the end of the booking, she provides the perfect solution every time.

We can now provide an equal opportunities environment; one that is mutually beneficial to us and our deaf team members now and in the future.

Hi, I'm Victoria, founder of terptree - Call us today to find out how you can attract and retain deaf customers and make your services deaf-friendly on 01635 886 264

terptree™
changing the world for deaf people