



# THE TIMES 100

Edition 14

## **Lloyds TSB: Positive about disability** **Answer sheet**

1. Using the case study, list the different Acts mentioned.  
Race Relations Act 1976; The Sex Discrimination Act 1975; Age Discrimination Act 2006
2. What do the listed Acts mean?  
Race Relations Act 1976 . protects individuals from unfair treatment on the grounds of race.  
The Sex Discrimination Act 1975 aims to ensure that men and women are treated equally in the workplace.  
Age Discrimination Act 2006 . makes it illegal to discriminate against individuals simply on the basis of their age.
3. What are the advantages to a business of acquiring another business?  
The advantages are that the business may have a broader range of expertise, more brands, more customers and possibly more diversity in their business.
4. What is market share?  
The percentage of all sales held by one brand in one particular market. Usually measured by volume or revenue.
5. How has Lloyds TSB adapted its workforce to incorporate disability?  
It has incorporated a workplace programme of activity that helps disabled people adjust in the workplace. Basic ergonomics have been addressed as well as running a Personal Development Programme which is a 4 day residential course aimed at making participants question their attitude to life.
6. What are the key facts about disability in Britain?  
Around 16% of working age adults has a disability. Around 1% of the working age population uses a wheelchair. Only 50% of disabled adults are in employment. By comparison, 87% of non disabled have jobs. Only 17% of disabled people are born with a disability.  
100 000 people acquire some form of disability each year.
7. What is Lloyds TSB Personal Development Programme?  
The Personal Development Programme which is a 4 day residential course aimed at making participants question their attitude to life.
8. How has Lloyds TSB turned disability to its advantage?  
Lloyds TSB have turned this to their advantage because they research has shown that disabled people generally stay in their jobs longer and therefore staff retention is lower



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and retraining and recruitment costs are cheaper. As there are many laws against discrimination, it makes sense to embrace these changes rather than have them thrust upon you, therefore doing it on their own terms and becoming a leader in this area. This also gives Lloyds TSB more positive PR and provides social benefits to the community.