mab
mortgage advice bureau

PEOPLE & CULTURE POLICY

Neuroinclusion

Supporting & empowering our neurodivergent colleagues.



Last updated: 1st April 2026

> At MAB, we're working hard to create a diverse and inclusive organisation that fosters an environment of belonging and inclusion for everyone. We recognise that there's a wide range of ways that people perceive and respond to the world around us, and believe that these differences are to be celebrated, embraced and encouraged.

We recognise that neurodivergent colleagues offer valuable perspectives that enhance our creativity, innovation and problem-solving abilities. Whilst we'll always focus on the strengths and positives that neurodivergence brings, we understand it can sometimes cause difficulties at work for those affected.

This policy outlines our commitment to ensuring that neurodivergent colleagues are supported, respected and given equal opportunities for success.

Our commitments

We're committed to taking all reasonable steps to make sure that we:

- listen to you if you tell us you're neurodivergent;
- support you if you are diagnosed as or believe you are neurodivergent, making reasonable adjustments where needed;
- keep all conversations confidential;
- treat you with respect and not make judgements or assumptions about you based on your behaviours, or because you've told us you're neurodivergent;
- treat any issues of bullying or harassment in relation to neurodiversity seriously – please see our Bullying, Harassment & Discrimination Policy for more information.

Inclusive language

The language used around neurodiversity is constantly changing. What works for some, doesn't work for others.

In this guidance, we use *neurodivergent* to describe someone whose brain works differently to what is considered more typical. We also use the terms *neurodivergence* and *neuroinclusive*. We sometimes use *condition* to refer to different types of neurodivergence.

Where possible, we use identity-first language. For example, we say someone 'is autistic', not 'has autism'. This is because many people see neurodivergence as part of who they are, not something they have.

We can all show respect and sensitivity around the words we use by:

- asking colleagues what terms they prefer and listening to what they say;
- matching a colleague's language where appropriate – for example, in a 1:1;
- admitting when we don't know something and making a conscious effort to learn;

- acknowledging and apologising if we get it wrong and taking steps to resolve it;
- remembering that every neurodivergent colleague is different.

Letting us know

If you have been diagnosed or believe that you are neurodivergent, we encourage you to reach out and speak to your manager or a member of the People & Culture Team, to let us know how your neurodiversity affects you and the impact it has on you and your work. We'll talk to you about any reasonable adjustments we could make to alleviate or remove the challenges you're experiencing.

Anything you discuss with us about your neurodivergence will be kept confidential and won't be shared with anyone else, unless you say it's okay (or we have serious concerns for your safety or that of your colleagues).

Offer of support

We recognise that many neurological conditions are on a 'spectrum', meaning that they can affect people differently, in a number of different ways. We'll ensure that any support offered is suited to your individual needs and wishes, and we'll never take a one-size-fits-all approach or make assumptions based on common characteristics associated with neurodivergence. This guidance aims to highlight all the different ways that we can support you – so you can decide what works best for you.

Making reasonable adjustments

There might be some reasonable adjustments we can make to help you manage your condition at work. When looking at any changes, it's important to consider how we can:

- make the most of your strengths; and
- support you with things you find more difficult.

The adjustments we can make will depend on your circumstances but here's an idea of some of the things we can offer:

- changing your working hours or location;
- providing a quiet space to work or take time out, such as the Wellbeing Room at HQ;
- redesigning your workplace or workstation – for example, a permanent workspace or standing desk;
- offering you more regular breaks throughout the day;
- providing noise cancelling headphones;
- software to support with reading or writing – for example, a screen reader or speech-to-text programme;

- providing you with the information you need in advance of meetings or events, allowing you extra time to process it;
- breaking down instructions into clear steps or providing more visual/pictorial processes;
- encouraging you to provide verbal instead of written submissions in the case of survey feedback or award nominations;
- providing you with a locker to help you organise your work and equipment;
- offering you a buddy or mentor to help you with new tasks, or when visiting new places.

This is by no means an exhaustive list and all available options will be explored with you to ensure that any support offered or changes made are appropriate to your individual needs.

If you think you might need to change your working pattern as a result of your neurodivergence, please speak to your manager about this. This will be dealt with as a possible reasonable adjustment, so you don't need to make a formal written request as per our Flexible Working Policy.

Additional advice and support

Your manager might recommend that you contact our independent Employee Assistance Programme (EAP) to seek additional help and support, or they may encourage you to speak to your GP for advice. They might also ask you if you're happy to be referred to occupational health. This will help us understand how your neurodivergence is likely to affect you at work and what adjustments we can make to help you.

Creating an inclusive environment

We're seeking to enable everyone at MAB to have more confident conversations about neurodiversity and to operate in a way that is fully inclusive of neurodivergent colleagues; empowering everyone to be themselves and to feel comfortable discussing their experiences.

We recognise that addressing the stigma surrounding neurodiversity and emphasising the importance of a neuroinclusive workplace can help to build a better understanding and consideration of the working styles, preferences and needs of others. We'll continue to raise awareness and encourage neuroinclusion at MAB by:

- promoting wellbeing initiatives and campaigns via our D&I forum, Unity;
- ensuring internal policies and processes promote diversity & inclusion;
- providing training to managers on supporting neurodivergent team members;
- creating a safe space for neurodivergent colleagues to share ideas and opinions, as well as challenges faced and coping strategies;
- encouraging key people in the business to share their own stories and personal experiences of neurodiversity with pride, with a view to encouraging others to do so;
- supporting parents and carers of neurodivergent children and relatives; and

- ensuring our recruitment and selection processes are inclusive and accessible to neurodivergent candidates, offering interview accommodations and diverse hiring panels as standard.

At MAB, we encourage all colleagues to be themselves and we deliberately look out for and support those who find this difficult. If you feel that you've been exposed to unwanted behaviours because of your neurodivergence or you've witnessed behaviour of this kind, please reach out to your manager or a member of the People & Culture Team in confidence. You can also report your concerns anonymously via the 'Call it Out' form on Chatter.

Any questions?

If you have any questions about something you've read in this document, please reach out to your manager or a member of the People & Culture Team.

> We understand that there may be times when your neurodiversity can have an impact on your mental health and you may need some additional support and guidance. We have Mental Health First Aiders at MAB and an Employee Assistance Programme (EAP) that can provide you with help if things start to feel tough. You can contact the helpline on **0800 023 2296**. It's independent, completely confidential and there's no charge for you or your family members.

Policy review

This policy can be read alongside our Bullying, Harassment & Discrimination Policy and Reasonable Adjustments Policy. It will be reviewed regularly to ensure it remains up to date, effective and aligns with best practice.
Last updated: 1st April 2026.

THE QUICK READ

Neuroinclusion

What is neurodiversity?

It's the different ways that we all perceive, experience and interact with the world around us. Some well-known types of neurodivergence include ADHD, Autism, Dyslexia and Dyspraxia.

Our commitment

We're working hard to create a diverse and inclusive environment where neurodivergent colleagues are supported and empowered, and where every mind can thrive.

Individual approach

We'll provide tailored support to meet your needs, avoiding a one-size-fits-all approach.

Reasonable adjustments

This could be a change to your working hours or location, a review of your workstation or the provision of tools or resources you need to do your job. Talk to your manager about what you need!

Reducing stigma

We're committed to raising awareness and promoting neuroinclusion across MAB through our wellbeing initiatives and support networks, as well as encouraging colleagues to share their stories and experiences with others.

Speak up

MAB has a strict zero-tolerance approach when it comes to bullying and harassment. If you see or experience this type of behaviour in any form, we encourage you to talk to your manager or a member of the People & Culture Team. Prefer to remain anonymous? You can use the 'Call it Out' form to report your concerns.

Support available

If you need to talk, we've got Mental Health First Aiders and an Employee Assistance Programme ready to help you out – it's free of charge and completely confidential.

We all have a part to play

Let's think differently, together!

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