

Not every disability is visible



Having two children on the autistic spectrum and attempting shopping is difficult. They may act in a way that seems strange to others but the lanyard may help others understand. It's also great for staff members to identify that we may need extra assistance."

Charley-Ann, visitor, intu Lakeside

100+

dog-lead sleeves for assistance dogs given to visitors in the first five months

500

hidden disability lanyards given to visitors in the first five months

▶ **Our goal is to be the accessible shopping destination of choice. We want to provide the right support to enable people to visit our centres as independently as possible**

We will achieve this through initiatives such as regular quiet hours, autism awareness and Dementia Friends training. Following visitor feedback, we have expanded our accessibility offering to those with disabilities that may not be immediately apparent, known as hidden disabilities.

We are the first shopping centre landlord to launch an accessibility scheme for those with hidden disabilities. At our intu centres we provide free hidden disabilities lanyards, stickers and dog-lead sleeves for assistance dogs for visitors who wish to use them. We are also the first lanyard provider to ensure our lanyards are made from recycled materials.

The hidden disabilities campaign raises awareness among employees and those of our brands and creates a more welcoming and understanding environment for everyone. We hope to raise public awareness that not every disability is visible.