

Louder Than Words Standards

Standard 1 – Train staff to communicate with customers

Standard 2 – Have clear and visible deaf-aware policies

Standard 3 – Provide clear information about your products and services

Standard 4 – Use appropriate equipment and maintain it correctly

Standard 5 – Create a good listening environment

Standard 6 – Produce and follow clear health and safety procedures

Standard 7 – Meet requests for communication support whenever requested

Standard 8 – Offer a range of contact methods and be comfortable using them

Standard 9 – Consult customers and staff

Standard 10 – Be open about your employment practices

Patron: **His Royal Highness The Duke of York, KG**

Chairman: **John Morgan**

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