BRICK'S FOUNDATION FOR AUTISM INCLUSION

Brick's Inclusion Excellence Award

Application questionnaire

Sector R: Retail, Supermarkets & Shopping Centres

How to use this form: type your answers in the boxes, then save the PDF (most PDF readers, including Adobe Acrobat Reader, Preview and web browsers, let you fill it in). Upload it with your evidence at bricksfoundation.co.uk/apply-award.html. Short, honest answers are best: tell us what you really do today, and what you are still working on.

Applying is free. Always. No fee to apply, be assessed, receive the award or renew.

1. About your organisation

Organisation name

Country and city

Contact name

Role

Email

Phone (optional)

Website (optional)

Number of staff / people you serve

2. Core questions (all sectors)

These questions follow the six pillars of the award. Each pillar is scored 0 to 5 by a Brick's specialist.

1. PILLAR 1

Who leads inclusion in your organisation, and what written policy or commitment covers autism, neurodiversity and hidden disabilities?

2. PILLAR 2

What have you changed in your spaces to reduce sensory overload and make them easier to use (lighting, noise, queues, signage, quiet spaces)?

3. PILLAR 3

What training do your staff receive on autism and hidden disabilities (who, how often, from whom), and how does it show in everyday interactions?

4. PILLAR 4

What reasonable adjustments or specific support do you offer, and how can people ask for them discreetly?

5. PILLAR 5

How do you welcome and support families and carers, and involve them in planning and feedback?

6. PILLAR 6

How do you collect feedback, review incidents and measure progress? Give one example of something you changed as a result.

7. AUTISTIC VOICE

How do autistic people themselves help shape your services, spaces or workplace? (This is needed for a score of 5.)

8. REAL EXAMPLE

Tell us about one time your support made a real difference for someone. Please do not use names without permission.

9. NEXT STEPS

What will you improve in the next 12 months?

3. Questions for Retail, Supermarkets & Shopping Centres

R1. Do you offer quiet hours with lower music, lighting and announcements?

R2. Are staff trained to recognise hidden disabilities (for example the Sunflower lanyard) and to help discreetly?

R3. Are store maps or "what to expect" visual guides available before a visit?

R4. Are queues and checkouts adapted (priority or quiet checkouts)?

R5. Is there a calm space or safe place to wait during sensory overload?

4. Evidence checklist

Tick what you are sending with this questionnaire (upload files or share links on the application page).

- ☐ DE&I or inclusion policy documents
- ☐ Autism-specific procedures or guidelines
- ☐ Staff training records (dates, scope, attendance)
- ☐ Photos or videos of sensory-friendly adaptations
- ☐ Sample communication materials (visuals, signage, guides)
- ☐ Feedback mechanisms, or improvements based on user input
- ☐ Appointed inclusion lead or governance structure

Other evidence:

Proportionate evidence: Small organisations (fewer than 10 staff) may replace a formal policy with a short signed statement describing what they do and who is responsible.

Privacy: do not include photos of children or vulnerable people without consent, and remove names and personal details from records.

5. Declaration

I confirm the information in this questionnaire is accurate, and that we have permission to share any photos or documents we send.

Name

Role

Date

Thank you. Inclusion happens because people choose to make it happen.