



easy read



Equality and
Human Rights
Commission

Disabled customers and rules about wearing masks in shops



The **Equality and Human Rights Commission** is writing to shopkeepers because shops are making rules about customers wearing face masks in their shops.

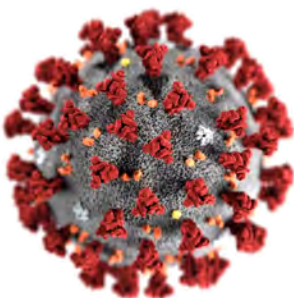


We want shopkeepers to make sure they are being fair to disabled customers.



Face masks

Face masks help to keep everyone safe from **COVID-19**.

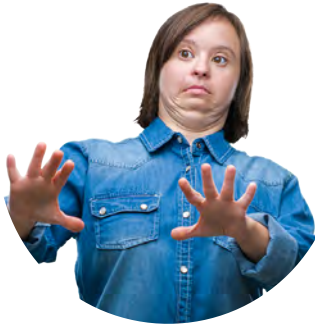


COVID-19 is also called coronavirus. It is a new illness which is spreading around the world. It can affect your lungs and breathing.



Rules about wearing masks in your shops

Shops and supermarkets are making rules about customers having to wear a mask in shops.



But some people including some disabled people don't have to wear a mask.



Some shops and supermarkets are making rules that say that customers must show some proof that they don't have to wear a mask.



Disabled customers

The law says that your rules about masks and face coverings need to be fair to disabled customers.



Your rules might make things more difficult for them.



Other customers might be mean to disabled people if they do not wear a mask or face covering.

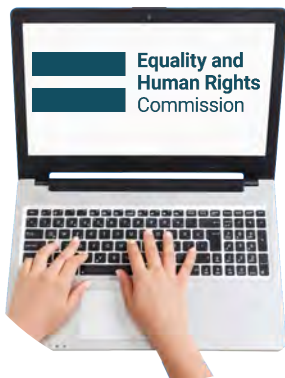


We need to make sure everyone can still go into shops.

Some disabled customers do not have to wear a mask in shops.



They may have a badge or card saying they are disabled, but they may not.



Advice about rules

There is some [advice on our website about making sure your rules follow the law.](#)



What your staff should know

You should make sure that your staff know:

- how to ask a customer about wearing a mask in the shop in a good way
- that some disabled people do not have to wear a mask in shops
- that not all disabled people will be carrying proof that they don't have to wear a mask.



You should let your staff and customers know that some disabled customers do not need to wear a mask.



They do not need to show proof of this and they shouldn't be asked to.



There is [advice from the Government about this](https://www.gov.uk).

What you can do

We are asking everyone in charge of shops in Britain and their staff to make sure:



- disabled people can still use shops like everyone else



- shopping is safe and nice for all disabled people.



Here are some questions you can go through to help with this:

- Does your shop have rules about wearing masks?



- Are some people allowed to not wear a mask in your shop?



- Do they have to prove why they don't have to wear a mask?



- Do you change the rules for some disabled customers?



- Are you sure your rules don't stop some disabled customers from coming into your shop?



- What information do you provide to disabled customers who need help using your shop, for example Deaf people who lip read?



- What training have you given to your staff about how the rules might affect disabled customers?



- What have you done to stop other customers being unkind to disabled customers about masks?



Thank you

Thank you very much for:

- all the good work your staff are doing
- helping us make sure disabled people can still come into your shops.

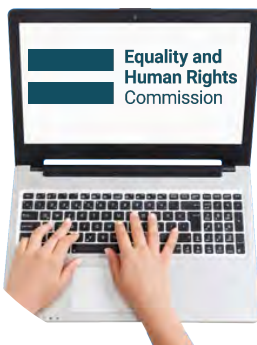


For more information

Telephone: **020 7832 7800**



E-mail:
correspondence@equalityhumanrights.com



Website:
www.equalityhumanrights.com