

Inclusion passport for line managers

a quick-reference resource

What is an inclusion passport?

The inclusion passport is a voluntary “talking tool”, which aids constructive and positive conversations between managers and employees.

It allows individuals to capture what helps them work best, to feel included and supported.

What can be included?

- Disability - including neurodivergent conditions , visible and non-visible disabilities
- Mental Health - including anxiety and depression
- Gender reassignment and sexual orientation
- Bereavement
- Pregnancy, maternity and pregnancy loss
- Race
- Frequent religious practice
- Age - including menopause and caring responsibilities

The benefits

1. A starting point

An inclusion passport should be seen as a starting point to understand how an employee can succeed in their role and what support they may need.

This includes questions about sensory processing, communication preferences, as well what practical tools or assistive technology is needed to support that person.

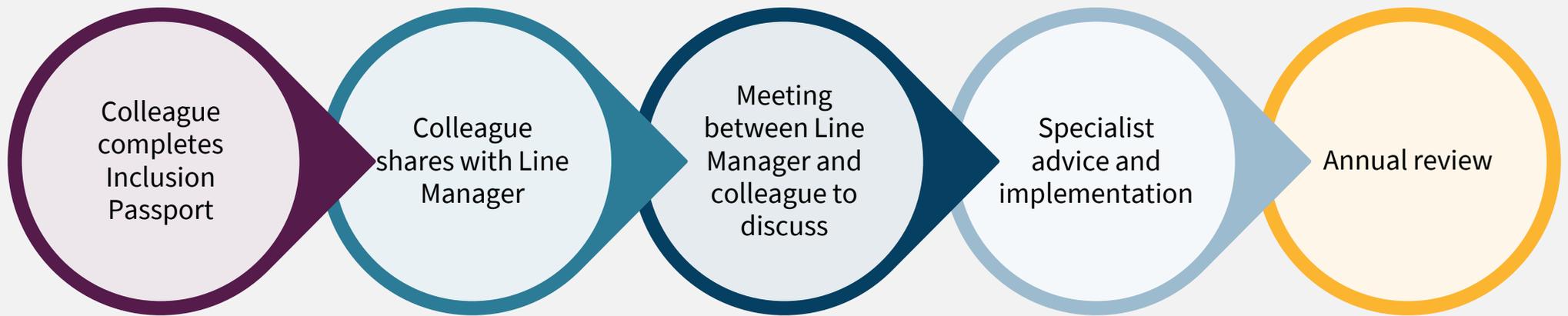
2. Keep a record

Keeping a record of what adjustments an employee requires reduces the need for that person to repeat themselves to different colleagues or when changing line managers.

An inclusion passport should move with staff members, providing a record of what has been agreed, ensuring that adjustments do not need to be renegotiated again if someone takes on a new position in the organisation.

Inclusion passport

The process



Inclusion passport

Line manager guidance

As a manager, take time to explain the inclusion passport's purpose.

Listen to your employee. Your role is to understand their needs and reach a mutually beneficial agreement on what will enable them to perform at their best

Reassure:

- The Inclusion Passport belongs to the employee
- Explain where it will be stored and who can access it to ensure confidentiality
- Encourage them to ask questions and share any concerns
- Show a willingness to learn by asking, “How does neurodivergence impact you at work?” or “Is it OK if I ask questions to understand your experience?”
- Use their preferred terms and pronouns
- Take keynotes, treating them as sensitive information
- Let them explain in their own words—listen more than you speak, intervening only to prompt or clarify
- If needed, seek advice from a neurodiversity charity, union representative, or EDI team (with the employee's consent)

Potential accommodations

Please note that the following list provides various accommodations that may support someone in the workplace. This is not an exhaustive list, and you may find that one, some, or none of these accommodations are required depending on the individuals' needs and preferences.

Align to
communication
preferences

Written
instructions

A
designated
desk

Neurodiversity
training for
team members

Dictation
software

Allowing time
off for
health/mental
health
appointments

Access to a
quiet room or
breakout
space

Noise
cancelling
headphones

Short
breaks
through
out the
day

Flexible
working
arrangements

Task
management
software

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