

Guide on reasonable accommodation



Useful information on reasonable accommodation

The GSC aims to create a working environment that is open, inclusive and accessible to persons with a disability. Providing reasonable accommodation to staff with a disability is key.



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What is reasonable accommodation?

According to Article 1d(4) of our Staff Regulations, reasonable accommodation covers “*appropriate measures, where needed, to enable a person with a disability to have access to, participate in, or advance in employment, or to undergo training, unless such measures would impose a disproportionate burden on the employer*”.

Only persons with disabilities may benefit from reasonable accommodation and at the same time must go through this procedure to submit requests related to their disability.

Our internal rules and procedure for reasonable accommodation are included in SG Decision 12/2024. This document aims to provide additional information and guidance. For further questions, you may write to reasonable.accommodation@consilium.europa.eu.

What is not reasonable accommodation?

Any measure aimed at preventing risks or improving working conditions which is not related to disability (e.g., ergonomic measures or flexible working arrangements when these are not related to disability) do not fall under the scope of reasonable accommodation. When there is no disability, colleagues cannot benefit from reasonable accommodation but they of course benefit from any other measure provided by the administration.

What is “reasonable”?

Accommodation is reasonable when its nature and cost do not represent a disproportionate burden for the administration. For the purpose of assessing the administrative burden, the following elements may be taken into consideration:

- ▶ the cost and effort to provide it
- ▶ its expected benefit on the performance of the person requesting it
- ▶ its impact on adjustments granted to other staff members
- ▶ its overall impact on other colleagues and the workplace
- ▶ the availability of alternative solutions.

Who is entitled to reasonable accommodation?

Staff members (officials, temporary staff, contract staff), seconded national experts and trainees with a disability.

What can I ask as reasonable accommodation?

As every case is assessed individually, there is no “list” of what can be given as reasonable accommodation for each type of impairment. Colleagues may find useful to know what has been granted over the years 2019-2023 under SG Decision 12/19. However, the examples of reasonable accommodation granted in previous years are purely indicative. Every case, the condition and needs of every person, are assessed individually. These examples could simply serve as a guide and a source of information for colleagues considering submitting a request.

Mobility impairments

- ▶ more flexibility with teleworking, additional equipment to work more easily from home
- ▶ individual timetable adapted to the needs of the staff member
- ▶ accessible parking
- ▶ assistance by floor messengers
- ▶ assistance with transportation
- ▶ ergonomic equipment
- ▶ more than the standards 36 hours of medical appointments per year



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Sensory (visual or hearing) impairments

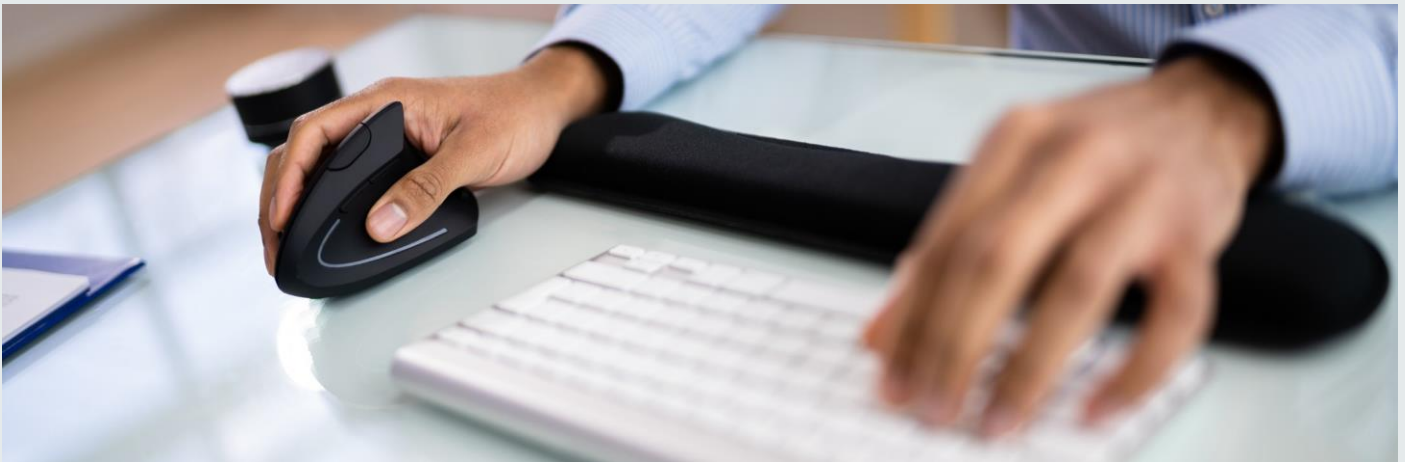
- ▶ radio aids, accessible devices
- ▶ text-to-speech and speech-to-text software, accessible software
- ▶ additional or more convenient hardware (braille display, second/larger screen)
- ▶ assistance by floor messengers, access of personal assistant or guide dog

Mental or intellectual impairments

- more flexibility with working arrangements and telework
- additional time, room with less distractors in internal competitions

Medical conditions

- more flexibility with working arrangements and telework
- additional time for medical visits beyond the 36 hours per year
- additional hardware (second laptop, mouse, headset, keyboard) for the home office
- additional software (dictation)
- assistive technology software, hardware and corporate device supporting it
- ergonomic equipment (e.g. chair, desk)
- longer breaks, additional time, adjustments to the testing space, room with less distractors in internal competitions



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Who takes the decision?

Decisions are made on a case-by-case basis, since no 'one-fits-all' solution is possible. The Medical Service confirms the disability of the staff member, an Advisory Committee assesses the link between the given disability and the request and issues an opinion to the Appointing Authority, and the Appointing Authority takes the Decision. The Diversity and Inclusion Office receives the request and coordinates the procedure.

Who sits the advisory committee?

Each request is examined by an Advisory Committee, composed by the Diversity and Inclusion Officer, the line manager of the person submitting the request, and a doctor from the Medical Service. The Committee adopts its opinion during a meeting or via written procedure. Where necessary, other services may be consulted. The Advisory Committee submits its opinion to the Appointing Authority.

Can I appeal against the decision of the appointing authority?

The person whose request was refused may submit a complaint on grounds of Article 90 of the Staff Regulations.

Is reasonable accommodation granted forever?

Part of the assessment made in each specific case is also the timeline of the granted accommodation. There may be cases where the Advisory Committee proposes, and the Appointing Authority decides, to grant reasonable accommodation for a specific period in time before then reviewing the situation.

This could be the case when:

- ▶ the person's condition is expected to evolve/change
- ▶ the person has new tasks or changes work environment
- ▶ it is necessary to assess the effectiveness of the accommodation

Are protection of personal data and confidentiality ensured?

Attached to the form that is used to submit the request for reasonable accommodation is the record of processing of personal data and related privacy statement covering the procedure. Personal data and medical information are protected and only shared confidentially with the limited number of colleagues who are involved in the procedure on a strict need-to-know basis.