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**Changes to legislation:** Equality Act 2010, Cross Heading: The duty is up to date with all changes known to be in force on or before 17 October 2018. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)

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## SCHEDULES

### SCHEDULE 2

#### SERVICES AND PUBLIC FUNCTIONS: REASONABLE ADJUSTMENTS

##### *The duty*

- 2 (1) A must comply with the first, second and third requirements.
- (2) For the purposes of this paragraph, the reference in section 20(3), (4) or (5) to a disabled person is to disabled persons generally.
- (3) Section 20 has effect as if, in subsection (4), for “to avoid the disadvantage” there were substituted—
- “(a) to avoid the disadvantage, or
  - (b) to adopt a reasonable alternative method of providing the service or exercising the function.”
- (4) In relation to each requirement, the relevant matter is the provision of the service, or the exercise of the function, by A.
- (5) Being placed at a substantial disadvantage in relation to the exercise of a function means—
- (a) if a benefit is or may be conferred in the exercise of the function, being placed at a substantial disadvantage in relation to the conferment of the benefit, or
  - (b) if a person is or may be subjected to a detriment in the exercise of the function, suffering an unreasonably adverse experience when being subjected to the detriment.
- (6) In relation to the second requirement, a physical feature includes a physical feature brought by or on behalf of A, in the course of providing the service or exercising the function, on to premises other than those that A occupies (as well as including a physical feature in or on premises that A occupies).
- (7) If A is a service-provider, nothing in this paragraph requires A to take a step which would fundamentally alter—
- (a) the nature of the service, or
  - (b) the nature of A's trade or profession.
- (8) If A exercises a public function, nothing in this paragraph requires A to take a step which A has no power to take.

#### **Annotations:**

#### **Commencement Information**

- II** [Sch. 2 para. 2](#)  
wholly in force at 1.9.2012;  
[para. 2](#)

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not in force at Royal assent see

s. 216

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para. 2

in force at 1.10.2010 for certain purposes by

S.I. 2010/2317

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**art. 2(3)**

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para. 2

in force so far as not already in force at 1.9.2012 by

S.I. 2012/2184

,

**art. 2(a)**

**Changes to legislation:**

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**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 209(3)(e) inserted by  
2018 anaw 2  
Sch. 1  
para. 19(4)
- Sch. 17 para. 6AA and cross-heading inserted by  
2018 anaw 2  
Sch. 1  
para. 19(5)(f)
- Sch. 17 para. 6F inserted by  
2018 anaw 2  
Sch. 1  
para. 19(5)(h)
- Sch. 17 para. 3A(1)(a)(b) substituted for words by  
2018 anaw 2  
Sch. 1  
para. 19(5)(d)(i)