

## Accessibility checklist for Customers

Complete the following checklist to help identify how accessible your business office is. This can be used as a guide when planning changes to your office or if you are moving to new premises.

Does your workplace have:	Yes √	No X
A recorded telephone message whilst a person is on hold about inclusion and accessibility and the services on offer/provided		
Accessible bell or buzzer at reception		
Accessible emergency exits		
Accessible parking close by for people with a disability?		
Accessible public transport close by?		
An accessible website		
Appropriate safety markings across glass doors and adjacent panels		
Clear external and internal directional signage including symbols		
Clear space between furniture for a person to manoeuvre a mobility aid (eg: wheelchair, scooter, walking frame, stick, crutches)		
Consistent and even lightening throughout the office		
Direct access to an accessible toilet with access signage		



Does your workplace have:	Yes √	No X
Door handles at an accessible height		
Easy grip pens at reception		
Information about services for people with a disability eg: lift, accessible toilet, emergency procedures		
Is a parking bay identified as for disabled drivers?		
Low height, clutter free reception counters with seats with backrests and armrests		
Low pile carpet or slip resistant floor surfaces		
Ramp or lift access to all levels		
Recharge point for people to charge electric wheelchairs and scooters		
Seating with backs and armrests		
Seating with colour contrast with walls and floors		
Staff trained in access awareness		
Step free one level access eg: ramps		
Wide, clear internal walkways		
Wide, self-opening or easy to open doors		

