

## Accessibility Audit Checklist

This Accessibility audit checklist has been written to be used by access auditors undertaking access audit of public buildings as a part of the Accessible India Campaign. The checklist may be used as a basic tool and may be further developed and innovated by the user depending on the type of building or service been audited.

The checklist for physical accessibility has been written in a sequential format that the auditor may prefer to follow. However, we have provided the chapter number of the CPWD Handbook it corresponds to for the ease of the checklist user.

The checklist goes beyond the physical accessibility and address issues of making the service provided in the building accessible. The checklist is divided in 4 sections.

- Section 1- Addresses points to be looked into while evaluating accessibility of information and communication relating to the service being provided in the building being audited. The auditor may find it useful to talk to the management and the users with disabilities of the building to get some of this information.
- Section 2 – Evaluation of Services – Looks at how service are provided in the building being audited. The auditor may find it useful to talk to the management and the users with disabilities of the building to get some of this information.
- Section 3 – Audit of the physical aspects of the building. This section is divided in two further sections - External environment and Internal Environment. The 'Handbook on Barrier Free and Accessibility' may be referred to while providing recommendations. Some elements in any public space have to be considered and evaluated for every area. Therefore, the auditor must keep these elements in mind throughout the audit. These elements include signage, illumination, colour contrast and flooring.
- Section 4- must be used as an addendum to the 'Handbook on Barrier Free and Accessibility' as these areas are not adequate addressed in the Handbook.

INFORMATION & COMMUNICATION				
No.	Question	Answer		Remarks/recommendations
		Yes	No	
1.a	The website providing information about the building/service complies with web accessibility standards.			
1.b	There is information detailing the accessible facilities in the building with photographs			
2.	All publications/brochures are available is also available in alternate accessible formats such as: <ul style="list-style-type: none"> <li>- Braille</li> <li>- Large Print</li> <li>- Audio</li> <li>- Pictorial (wherever possible)</li> <li>- Easy-to-read</li> <li>- Plain language</li> <li>- Available in Hindi&amp; English</li> <li>- Accessible Electronic formats that can be shared over email or mobile platforms.</li> </ul>			
3	Printed service related documents such as forms, menu cards, etc. are in accessible formats			
4.	Forms can be filled electronically through an accessible software			
5.	Additional support is available to fill written forms if required.			
6.	Staff members are trained in Indian Sign Language interpretation. If not, then Sign language interpreters are available on call.			
7	Assistive technology such as Loop hearing systems, Audio orientation tools, interpretative video's or audio tours in with captioning or sign language, wheelchairs etc. are available			
8.	There is adequate lighting and no glare for deaf persons and persons with low vision			

9.	Adequate support is available for persons from different cultures, learning disabilities, those not formally educated, in all the above provisions			
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EVALUATION OF THE SERVICE				
No.	Question	Answer		Remarks/recommendations
		Yes	No	
1.	Disability sensitization sessions are part of the staff induction programme.			
2.	Staff are trained to assist persons with disabilities, including persons with learning disabilities			
3.	Staff are trained in basic Indian sign language			
4.	Staff are aware of the accessible facilities that are available and know how to operate them			
5	All accessibility equipment is checked regularly and maintained well.			
6	There is a procedure for a client with disabilities to lodge a complaint or make suggestions			
7.	Guide dogs are allowed in the premises			
8.	Trained live assistance is available in premises for all disability constituencies where it may be required			
9.	There is a plan to improve accessibility over a set timeframe			
10.a	There is an equal opportunities policy within the organisation to promote the employment of staff with disabilities			
10.b	Policy also includes commitment to reasonable adjustment of work place environment to accommodate			

	new staff and clients with disabilities			
11	Organisation has a disability focal person in charge who manages the concerns of employees and clients with disabilities			

## Physical Accessibility

EXTERNAL ENVIRONMENT				
1. PARKING (Chapter 17 of CPWD Handbook)				
No.	Question	Answers		Remarks/recommendations
		Yes	No	
1.a	Is there a parking lot available for visitors and staff?			
1.b	Are there accessible parking bays reserved for persons with disabilities? If yes,			
	How many bays are reserved?			
	Is the size of the bay 3600 x 6000mm?			
	Are they located within 500mm from the accessible entrance?			
	Does it have signage as per requirement?			
	Does the parking have a shelter?			
	Is there a firm, covered, levelled pathway minimally 1200mm wide connecting the parking bay with the building entrance?			
	Is the accessible parking bays monitored to ensure rightful use of the space?			
	Is there tactile floor			

	guidance in the parking area for independent mobility for persons with blindness and low vision. Specifically routes guiding from parking area to entry points of buildings, emergency exits.			
<b>1-c.</b>	If there is no accessible parking bay then identify the space for it			

## 2. ALIGHTING (Chapter 17 of CPWD Handbook)

No.	Question	Answer		Remarks/recommendations
		Yes	No	
<b>2.a</b>	Is there an alighting point for persons with disabilities next to the entrance?			
<b>2.b</b>	If yes			
	Is the space levelled, covered and out of the traffic lane?			
	Is it signposted?			
	Have a step free route leading to entrance?			
	Does not require the disabled person to cross the traffic lane?			
	Does it have a tactile guiding path including directional, hazard warning and positional tiles directing till the entrance?			
<b>2.c</b>	If there is no alighting point then identify space for it			

## 3. ACCESSIBLE ROUTE (Chapter 1 of the CPWD Handbook)

No.	Question	Answers		Remarks/recommendations
		Yes	No	
<b>3.a</b>	An accessible route connects the entrance gate, parking, alighting			

	point all other external facilities with the accessible entrance			
<b>3.b</b>	The accessible path is:			
	Minimally 1200mm wide			
	The surface of the pathway must be firm non-slip and preferably covered			
	There should not be a gradient of more than 1:12 or a cross slope of 1:50 in the pathway			
	If free of any barriers or obstacles. Grating if any is perpendicular to the direction of the path			
	Has a kerb ramp in case there are and level changes between the traffic lane and the accessible path.			
	Has tactile guiding path including directional, hazard warning and positional tiles provided for independent navigation across all the chief functions at the building			
	Has resting spaces and wheelchair parking spaces outside the line of traffic in cases where the walking distance is more than 300mm			
	Has accessible directional signage directing to the accessible entrance (see corresponding section on signage in the Handbook and section 16 below)			
Is there adequate artificial light on the path after sunset?				

<b>3.c</b>	If there is no accessible path or if some elements are missing then record recommendations			
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INTERNAL ENVIRONMENT				
4. ACCESSIBLE ENTRANCE (Chapter 7 of CPWD Handbook)				
No.	Question	Answers		Remarks/recommendations
		Yes	No	
<b>4.a</b>	The main entrance is accessible to all users, if not there is an alternate accessible entrance to the front of the building and into the entrance lobby. (If stairs or ramp are present please refer the corresponding section)			
	The accessible entrance has a landing 1500 x 1500 m			
	The entrance door is usable by disabled persons (see corresponding section 11)			
	There is a difference in floor finish that is identifiable by blind users at the door entrance			
	There is accessible identification signage to identify the accessible entrance (see corresponding section on signage in the Handbook and section 16 below)			

	The entrance is illuminated after sunset if the building is in use at that time.			
	The entrance has an audio signal			
<b>4.b</b>	If an accessible entrance is not present, then identify the best option to create one.			

### 5 RECEPTION & LOBBY (Chapter 6, 11 of CPWD Handbook)

No.	Question	Answers		Remarks/recommendations
		Yes	No	
<b>5.a</b>	Is the reception counter identifiable from the entrance?			
	Is there 900mm wide and 1200mm deep clear space in front of the reception counter?			
	Is a part of the counter between 760 mm to 800mm from the floor with a 400mm to 600mm clear recess under the counter?			
	Does the counter contrast in colour with the background wall and the floor?			
	Is the counter top adequately illuminated?			
	Is the counter top surface non-reflective?			
	Is there accessible identification signage for the reception?(see corresponding section on signage in the Handbook and section 16 below)			



	Is there accessible directional signage directing to various building facilities at the reception?(see corresponding section on signage in the Handbook and section 16 below)			
	In case of glass empaneled receptions there is a microphone that is used by the receptionist			
	Is there an induction loop available at the reception counter?			
	Is there live assistance available at the counter to guide persons to their destination?			
<b>5.b</b>	Is printed information available in accessible alternate formats? (see corresponding section under point 2 of Information and Communication table above)			
	Can any of the staff members' communicate in sign language?			
	Does staff policy require the staff to assist people with disabilities in filling forms if required?			
<b>5.c</b>	The lobby is at one level with adequate manoeuvring space for wheelchair users.			
<b>5.d</b>	The lobby has adequate seating for waiting, based on the function of and human traffic in the building.			

6. STAIRS (Chapter 4 of CPWD Handbook)				
No.	Question	Answers		Remarks/recommendations
		Yes	No	
6.a	Are the step risers 150 mm high and tread 300mm wide?			
	Is there a colour contrasting strip at the edge of the steps?			
	Do the stairs have handrails at two levels on both sides that are continuous on the landing? (also refer to the section on handrails)			
	Do the handrails project beyond the end of the flight and curve back in accordance with section on handrails.			
	Is there tactile warning tiles provided at the beginning and end of each flight?			
	Is there adequate illumination on the stairs?			
	Is the floor surface of the steps non-slippery and non-glary?			
	Is the under-stair area cordoned off to avoid accidents?			
	Are steps uniform in width and height?			
	The staircase is not circular and not sharp?			
	Are the stairs continuous without any abrupt breaks and gaps?			

7. RAMP (Chapter 2 of CPWD Handbook)				
No.	Question	Answers		Remarks/recommendations
		Yes	No	
7.a	Is a ramp is provided as an alternate route to the stairs?			
	Is the ramp gradient not steeper than 1:12. In case of higher height difference the gradient may be gentler			
	Ramp width is not less than 1800mm			
	Handrails have been provided on both sides of the ramp and are continuous on the landing			
	Landings have been provided at specified internals and at the beginning and end of the ramp.			
	Tactile warning blocks have been installed 300mm from the top, bottom and landings of each ramp run in external environments.			
	The ramp is well illuminated			
	The floor surface is non-slippery and non-glary			
	Do the ramps have tactile warning tiles at the beginning and end of each ramp run			
7.b	If alternate access route by ramp has not been provided then identify the space and design for the ramp.			

<b>8. HANDRAIL (Chapter 5 of CPWD Handbook)</b>				
<b>No.</b>	<b>Question</b>	<b>Answers</b>		<b>Remarks/recommendations</b>
		<b>Yes</b>	<b>No</b>	
<b>8.a</b>	Handrails have been provided on both sides of the stairs and ramp?			
	Handrails have been provided at the height of 900 mm and 760 mm.			
	Handrails contrast in colour from the background wall and the floor?			
	Handrails are circular and non-slippery.			
	Have an uninterrupted grip?			
	The end of the handrail is either grouted or turned downwards.			
	There is adequate hand clearance between the wall and the handrail?			
<b>8.b</b>	Handrails are maintained and kept free from dust, especially if they are provided externally? Accessible Signage for directional arrow and floor number provided on all floors at designated location (see corresponding section on signage in the Handbook and section 16 below)			
<b>9. ELEVATOR / LIFT (chapter 13 of CPWD Handbook)</b>				
<b>No.</b>	<b>Question</b>	<b>Answers</b>		<b>Remarks/recommendations</b>
		<b>Yes</b>	<b>No</b>	
<b>9.a</b>	There exists an elevator that connects all floors of the building?			
<b>9.b</b>	If yes, it has -			
	Step free access from			

the entrance to the lift?			
The elevator car has a internal space of 2000mm deepx 1100 mm wide?			
The elevator door width is 900mm wide?			
There is a visual and an audio floor announcement system in the lift.			
The elevator controls in the lift (including alarms /speakers/phones)are between 800mm to 1200mm. They have a good contrast and the buttons are self-illuminating, in raised numbers and Braille?			
The elevator call buttons and floor numbers outside the lift on each floor are in Braille and Raised Lettering.			
There is no use of only touch panels for lift controls in the lift as also at the floor level			
Door opening/closing time is at least 30 seconds			
The floor finish of the car is non-slippery. The walls of the car are non-reflective?			
There are handrails on both the sidewalls and the rear wall of the lift car? (refer to the section on handrails)			
A rear mirror is present in the car?			
There is no level			

	difference between the landing and the lift?			
	Horizontal gap if any between the lift and the landing, is no more than 12 mm?			
	There is a landing 1500 mm x 1500mm in front of the lift?			
	There is signage directing to the accessible lift?			
	The control panel has buttons and not a touch panel			
	There is floor number and floor directory signage on the lift lobby which is visible from all lift cars?			
	The Emergency information given inside the lift car is mounted at eye level and is in accessible format (Braille / font size).			
	The lift has a live attendant when required and at all times for public buildings with a heavy footfall.			
<b>9.c</b>	If there is no lift and it is required then identify a space for it.			
<b>10.</b>	<b>ESCALATORS &amp; PASSENGER CONVEYERS (Chapter 14 of CPWD Handbook)</b>			
	Escalators must not be considered as the barrier-free route, however they must have adequate warning for users with vision			

	impairments			
10.a	Tactile warning strips are provided at the top and bottom end of the the escalator and passenger conveyers			
10.b	The speed of the escalator or the passenger conveyer is slow			
10.c	Angle of inclination of the escalator is not more than 30 degrees			
10.d	There is adequate landing space on top and bottom of the escalator and passenger conveyer for safe alighting and getting off.			
10.e	Each step edge in the escalator has a colour contrasted band.			
10.f	There are colour contrasted moving handrails provided on both sides of the escalator and passenger conveyer.			
10.g	There is an audio indicator indicating moving up or down or moving forward with the escalator or passenger conveyer respectively.			
10.f	There is a alternate accessible route where escalators or passenger conveyers are provided			

10.h	In case of emergency, the stop button of the escalator should be easy to reach and clearly indicated at the landings			
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### 11. CORRIDORS (Chapter 6 of CPDW Handbook)

No.	Question	Answers		Remarks/recommendations
		Yes	No	
11.a	The corridor is minimally 1200mm wide?			
	There are no protruding objects or barriers on the corridor?			
	If there are protruding objects then they are guarded?			
	There is 1500 mm x 1500mm space to allow a wheelchair user to turn around at some point on the corridor?			
	The floor finish is non-slip and non-reflective?			
	The corridor is well illuminated?			
	There are handrails provided on both sides of the corridor?			
	There is a colour contrast between the floor, walls, doors and the ceiling?			
11.b	Are the corridors maintained and kept free of unwanted barriers such as furniture, plants etc?			

### 12. DOORS & DOORWAYS (Chapter 7 of CPDW Handbook)

No.	Question	Answers		Remarks/recommendations
		Yes	No	
12.a	The clear width of the door is minimally 900 mm?			



	It does not take too much energy to open the door?			
	Lever type handle is used with a horizontal bar 800 mm from the floor and a vertical bar in the opening side with its lower edge at 800 mm from the floor.			
	The colour of the doorframe contrasts in colour with the door and the background wall? And the colour of door furniture contrast from the door?			
	The doors have a lever type handle and not a knob type handle?			
	There are no thresholds present on the door? If yes they are less than 12 mm high?			
	The doors are double hinged and swing both ways.			
	The doors have a timed-release spring for shutting			
<b>12.b</b>	There is adequate space available to open the door even by a wheelchair user?			
	No other door opens in the corridor, except the accessible toilet door			
	If there are two doors in a series, there is at least 1500mm deep space between the two doors?			
<b>12.c</b>	If a vision panel is provided, it is			

	comfortable for both wheelchair users and for standing persons?			
	Kick plates have been provided on the doors?			
<b>12.d</b>	If glass doors are present, then do they have manifestations to make them prominent and at what heights?			
	Are there door closures? If any, they should be avoided.			
	Automatic doors should preferably be provided at the building entrance. The automatic door must remain open for at least 5 seconds			
	The door must have a guardrail where it opens into a route of travel			
	Sliding automatic door must have an overhead sensor-operating device or manual large button control.			

### 13. Accessible Toilet (Chapter 8 of CPWD Handbook)

No.	Question	Answers		Remarks/recommendations
		Yes	No	
<b>13.a</b>	Is there an accessible cubicle with dimensions 1750 mm x 2200 mm in the ladies and gents toilet block?			
	Is there a unisex accessible toilet in the building?			
<b>13.b</b>	If a unisex accessible toilet or an accessible cubicle are present then:			
	Are they present on all			

	floors of the building?			
	Toilet door must be outward opening, double hinged or sliding type.			
	The WC should be installed in a corner with centreline of the WC at a distance of 450mm to 500mm from the adjacent wall. The front edge of WC should project 750mm of/from the rear wall.			
	There is a backrest for the WC?			
	The seat height of the WC is 450mm?			
	Lever type flush control is installed at a height of 1100mm from the floor surface, or on the transfer side of the WC? The force required to flush should be comfortable			
	There is 800mm of clear transfer space next to the WC?			
	A horizontal grab bar is installed on the adjacent wall, at a height of 200mm from the WC seat.			
	A fold up grab bar is installed at a centreline distance of 320 m-200mm from the WC seat?			
	A wash basin is installed at a distance of at least 400mm from the side wall.			
	The top-edge of the wash is between the			

	height of 800mm and 840mm from the floor level?			
	There is clear knee space of at least 750mm height x 750mm width x 200mm depth under the wash basin, with additional toe-space of 300mm height x 750mm width x 230mm depth			
	The wash basin has automatic or lever type faucets			
<b>13.c</b>	The floor-surface of the toilet is non-slippery?			
	There is a colour contrast between the floor, wall and sanitary fittings?			
	Is there an alarm system within easy reach to alert persons outside, in case of emergency?			
	Visual alarm must be there to alert people with hearing disability in case of emergency			
	The door can be locked from inside but also released from outside in case of emergency			
<b>13.d</b>	The accessible toilet is not kept locked or used as a janitor's room.			
	It is kept clean and well-maintained.			
<b>13.e</b>	Mirror should be at accessible height			
<b>13.f</b>	All toilet accessories, soap dispensers, coat hooks are at accessible reach. In addition to accessible			

	<p>toilets, do the other toilets following Standardization of placement of utilities?</p> <ul style="list-style-type: none"> <li>- Basin taps to be placed at the centre of the basin,</li> <li>- Soap dispensers must be either at the immediate right or left side of the basin,</li> <li>- Water jets on the right or left side of the WC,</li> <li>- Flush must be either immediately behind the seat or at the centre.</li> <li>- WC water tap must be either at the right or left of the WC.</li> </ul>			
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<b>13.g</b>	If an accessible toilet is not available then identify the space to provide for it.			
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### 13. CAFETERIA

No.	Question	Answers		Remarks/recommendations
		Yes	No	
<b>13.a</b>	The cafeteria has a step-free access?			
	There is adequate circulation space in the cafeteria?			
	Tables allow easy wheelchair access and have a knee space of 750 mm under them?			
<b>13.b</b>	Floor is non-slip and without any heavy			

	patterns?			
	There is colour contrast between the crockery, glassware and the table top?			
	Cafeteria must have a mix of different kinds of cutlery and glassware to allow ease-of-use for people, based on their needs. (For instance, some people may be unable to use disposable cups and cutlery and some may find use of very heavy glasses and cutlery difficult)			
	Hand wash area is accessible (see the section on washbasin)			
	All counters , buffet tables and vending machines should be placed at accessible height. Menus at the cafeteria are available in accessible formats (See section 2 under the information and communication head)			
<b>13.c</b>	Staff is trained to assist persons with disabilities.			
	There is agreed practice to serve food on the table for persons with disabilities.			
<b>14. Drinking Water Facility (Chapter 15 of CPWD)</b>				
<b>No.</b>	<b>Question</b>	<b>Answers</b>		<b>Remarks/recommendations</b>
		<b>Yes</b>	<b>No</b>	
<b>14.a</b>	Can the drinking water facility be easily accessed by persons			

	with disabilities?			
	Is the tap of lever type?			
	Are there glasses available to drink water? Are they kept at accessible height (not higher than 1200 mm).			
<b>14.b</b>	Is the area around the water cooler is mopped frequently and kept dry?			

**15. Controls and Operating Mechanisms (Chapter 15 of CPWD Handbook)**

No.	Question	Answers		Remarks/recommendations
		Yes	No	
<b>15.a</b>	The operable part of controls such as vending machines, electrical switches, wall sockets are:			
	Located adjacent to the clear floor space with dimensions of at least 900 mm x 1200mm			
	Located at the height of between 400mm and 1200mm, measured from the floor, with the exception of vending machines where the upper limit is relax-able to 1300 mm;			
	Electrical sockets must not be placed at a height lower than 400mm from the floor.			
	Controls should be placed at not less than 400mm from room corners			
	No control or switch has a touch panel to operate			
	There is little pressure			

	required to operate the switches or controls			
	Controls should be colour-contrasted, with the surrounding face plate panel and the face plate contrasting with the background wall on which they are mounted.			
	Information on controls and switches is in relief (embossed letters/ symbols accompanied with Braille information) for tactile reading. There is no use of only touch panel switches.			

### 16. Signage (Chapter 10 of CPWD Handbook)

No.	Question	Answers		Remarks/recommendations
		Yes	No	
<b>16.a</b>	Is there prominent visible signage using the international symbol of accessibility, identifying/advertising/signifying accessible entrance and exit, reserved car parking, presence of toilets for persons with disabilities, cloakrooms, and availability of special services?			
<b>16.b</b>	Does the signage size comply with not less than 60 mm for doors, 110 mm for corridors and 200 mm for external use?			
<b>16.c</b>	Are all visual signage in the facility provided with Braille and Tactile supplements?			
<b>16.d</b>	Wherever possible, are			



	Audio signage provided along with Braille and Tactile signage?			
<b>16.e</b>	Are all Braille and tactile signage placed at between the height of 900 mm and 1500mm, with ideal location at 1050 mm above the finished floor level?			
<b>16.f</b>	If braille and tactile signs are provided at a door, are the signs located alongside the door at the latch side? Where tactile signs are provided at double doors with one active leaf, are they located on the inactive leaf? Where tactile signs are provided at double doors with two active leaves, are the signs located at the right hand side of the door?			
<b>16.g</b>	Are the Braille specifications following the handbook specifications?			
<b>16.h</b>	Are Braille and Tactile floor plans provided, where they are available for use of public?			
<b>16.i</b>	Are all visual signage in the building using high colour contrast (See corresponding section 18)			
<b>16.j</b>	Is there adequate illumination of visual signage?			
<b>16.k</b>	Are there both visual and auditory substitutes for			

	public address systems and LED Display board information in the building			
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### 17. Emergency evacuation

Providing a safe system for emergency evacuation to people with disabilities is as important as providing an accessible entrance and building facilities. While most public building are equipped with regular evacuation requirements, additionally it is important to ensure that they are inclusive for people with disabilities. The following may be provided:

- The identified evacuation route must be step-free or ramped without barriers leading to the exit on the ground floor or to the refuge area on the upper floors.
- Alerting systems in the building must be both audible and visual to alert all people, including people with hearing impairments. While audio alerts are common, visual alarms must also be installed at visible locations in all areas of the building, including the toilets. Also, non-auditory visual alarms include flashing beacons must be installed.
- The alerting button must be placed between the height of 600mm and 1200mm, and must have a high contrast with the background wall.
- In multi-story buildings without a ramp exit, identify and create refuge areas - a place of relative safety on floors other than the ground floor, where persons who may not be able to negotiate stairs may await rescue assistance. These are generally located in the staircase landing.
  - The refuge area must have a wheelchair parking space of 900mm x 1200mm.
  - There must be communication system installed in the refuge area at a height of up to 1000 mm.
  - The refuge area must not include any combustible material. Each area of refuge must be separated from the remainder of the story by a smoke barrier having minimally one-hour fire resistance rating. Each area of refuge is to be designed to minimize the intrusion of smoke.
  - All stairs next to the refuge should have a clear width of minimally 1200mm between the handrails.
  - Each area of rescue assistance shall be identified by a sign which states "REFUGE AREA" and displays the international symbol of accessibility. The sign should be illuminated when exit sign illumination is required. Signage should also be installed at all inaccessible exits and where otherwise necessary to clearly indicate the direction to areas of rescue assistance.
  - All emergency signage should be provided in accessible format



(See corresponding section in the checklist)

- Evacuation plans must be displayed in all floors of the building. The accessible evacuation route and the refuge area must be identified on the plan. The fire evacuation plans:
  - Must be not too small making them difficult to read. They must be large enough to be read easily even by people with low vision.
  - 'You are here' point must be marked on the evacuation plan for the viewer to get their orientation
  - The plan should contrast strongly against the background. Where possible, these should incorporate raised letters and tactile routes, and Braille for benefit of persons with visual.
  - The evacuation plan must not have an acrylic sheet over it as it causes reflection making it difficult for people with low vision.
- Direction signs should be installed frequently along the evacuation route and these should preferably be internally illuminated. The evacuation route for wheelchair users should also be signposted. On the upper floors when in the case of emergency the lift would not work, provide signage directing towards the ramp or the refuge area. Emergency directional signage if suspended from ceiling must be at the height of 2000mm and if provided on the wall must be between 1400 mm and 1600mm.
- Staff must be trained to assist disabled people in evacuation.



No.	Question	Answers		Remarks/recommendations
		Yes	No	
17.a	is there an emergency evacuation provision in the building?			
17.b	Does emergency evacuation provision take into account people with disabilities? If yes:			
	Is there a step free or ramped accessible evacuation route identified leading to the exit or the ramp or to the refuge area?			
	is the alerting system both visual and audible?			
	The alerting buttons are between 600 mm and 1200mm from the floor and have a high contrast			

	with the background wall.			
<b>17.c</b>	On upper floors not connected by a ramp, a refuge area has been identified and signposted for wheelchair users. (Some buildings have fire lifts, Check if one of it could be made evacuation lift.)			
	is there a directional signage leading to the refuge area and the evacuation plans have the refuge area marked on them? All emergency and directional signage are accessible (See corresponding section)			
	The refuge area has minimally a 900 mm x 1200mm space for parking a wheelchair			
	Are there smoke barriers around the refuge area that can hold the smoke for at least one hour?			
	Is there an audio and visual two way communication system in the refuge area at the height of 1000mm?			
	Does the Stairs next to the refuge are minimally 1200mm wide?			
	<b>17.d</b>	Are evacuation plans prominently displayed on all floors? The evacuation plans and building maps are available in tactile braille formats.		
	Is the plan of right size			

	and easy to read			
	Have The accessible evacuation route and the refuge points been shown on the plan?			
	Does The plan has 'you are here' point identified on it?			
	Does The plan contrasts well with the background wall?			
<b>17.e</b>	Has the Staff been trained to assist persons with disabilities in evacuation?			
	Are there evacuation chairs available ?			

## 18. COMMON BUILDING ELEMENTS

### 18.a Colour Contrast

Two colours that contrast sharply to someone with normal vision may be far less distinguishable to someone with a vision disorder. Persons with vision disabilities need colours to contrast sharply against the background for them to successfully identify the objects, walls and obstacles.

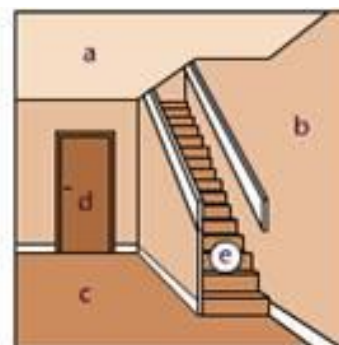
Adequate 'visual contrast' is achieved by careful selection of surfaces and materials that not only contrast in colour but also have sufficient luminance contrast between them.

The way to ascertain adequate contrast is to use Light Reflectance Values (LRV). A LRV difference of 30 percent is required between surfaces/ objects for them to be distinguishable by most people with vision impairments. LRV figures can be easily obtained from most suppliers of paints and materials.



Some design guidelines to assist in orientation and navigation of visually impaired:

- **Critical Surfaces:** Walls should contrast from ceiling and floor.
- **Sudden changes in level:** Any sudden changes in levels should be marked with a contrasting colour form the level flooring to



warn people with vision impairments.

- **Toilets:** The sanitary ware in toilets should contrast from the background as well as the grab bars.
- **Stairs:** Nosings should be well contrasted from the risers and the treads so that people can easily distinguish between the steps.
- **Handrails:** Handrails on stairs, ramps and single steps should contrast from the background wall.
- **Doors:** Doors should contrast from the adjoining wall, door frames should contrast from both the door and the adjoining wall, and door hardware should contrast from the door.
- **Switches and sockets:** Switches, sockets and other operable controls should contrast from the background.
- **Skirting:** Skirting should, (unless it is intended to be used as a handrail) ideally be of the same colour or harmonise with the colour of the wall.
- **Free standing obstacles:** Free standing obstacles such as pillars, furniture and bins should contrast from their background so that people with reduced vision are able to identify these as hazards.
- **Signage:** Text and symbols on the signage should contrast from the frame and the entire sign frame should contrast from the background.



### **18.b Flooring**

Surface finishes should generally be smooth and uniform, avoiding any abrupt changes in texture, reflection index or levels. Choosing the floor finishes and their layouts appropriately can enhance accessibility for disabled guests. Surface materials can offer different sound qualities and textures as an aid to locating the route. Points to consider here are:

- Persons with visual impairments could tell easily different areas if they have differently textured floor finishes that also contrasts in colour from each other.
  - The floor surfaces next to entrances, internal doors, ramps, stairs and any other unavoidable permanent fixtures in the circulation route (such as pillars and lobby centre pieces) should be different in colour and texture from the rest of the surrounding areas, , to highlight the desirable features.
  - For large open and plane areas, consider defining routes with contrasting floor finishes and textures.this will help in their recognition.
  - Surface material for stairs and ramps should be of a different

texture and contrast visually with the landings.

- Avoid too many patterns or textures on floor finishes and carpets, as these tend to confuse people with visual impairments and those with cognitive disabilities.
- Acoustic qualities of surfaces, such as sound absorption, become imperative when choosing floor finishes for lobby areas and conference halls/ meeting rooms, as these can enhance or diminish independence of guests with hearing impairments.
- Surfaces that are highly reflective, especially when polished, have an adverse affect on people who cannot withstand glare. This factor should be given consideration when deciding floor finishes.
- Whilst the surface finish should be as smooth as possible to prevent tripping hazards and to provide an easy travel surface for wheelchairs; it must also be slip resistant, especially when wetlf floor surfaces are carpeted, they should be firmly fixed and have no loose edges. Deep pile carpets should be avoided.


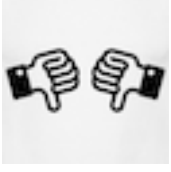



### Sample Rating of recommendations

It is vital to understand that the key aim of an Access Audit Exercise should also take into account the stakeholders view points. Inputs from both perspectives only can result in a sustainable evolutionary process of creating accessible buildings, environments and systems. Knowing well that diverse access audit teams and stakeholder groups lead to a varied interpretation of accessibility audits, an objective evaluation system is being proposed below to build uniformity in the whole process. Within a building system, Access Audit needs to be carried out at Three Levels , viz. Site and open areas level, Building and built space levels and Detail Level.

For ease in implementation, understanding of the report and prioritization, it is proposed to develop a summary sheet using the following five (5) Point rating system for evaluating each element at all the three levels.

<b>Evaluation Rank</b>	<b>Evaluation Criteria</b>	<b>Symbol</b>	<b>Priority for creating access</b>
------------------------	----------------------------	---------------	-------------------------------------



1	Hazardous, Inaccessible and Unsatisfactory		Highest
2	Inaccessible and unsatisfactory		High
3	Unsatisfactory but acceptable		Moderate
4	Accessible and Acceptable - Access Code Compliant		Low
5	Accepted as a Best Practice in Accessibility		Lowest

Towards the end of an Access Audit Exercise, we can make a compilation of which elements and spaces need to be made accessible at the highest priority. This tool can be employed in raising overall priority to the project as well as focus upon other priorities of retrofitting within an element as well. For eg. In a building, an access audit may reveal major retrofit at the entrance itself as a high priority. However, to provide access, it may also be helpful to prioritize whether alternative flooring, provision of ramp, grab rail or any other access alternative as per requirement. The icons used through this tool could be mapped on drawings as well to convey visually the overall highlights of the access audit with clarity.

Further, there is also a need to bring standardisation in the evaluation process itself. while because of subjectivity and based on specific needs at the venue there could be different evaluation ratings of same element of infrastructure in two separate audits, it is essential to have a common understanding of which are highest priority areas for ensuring basic accessibility in each set up.

In order to facilitate this, the auditors may refer to a subsequent addendum to this audit tool in terms of an Evaluation Referral Sheet which will be available soon. This would facilitate the auditor in providing evaluation ratings and bring in a certain degree of homogeneity in accessibility across different buildings worked under the Accessible India Campaign.

## Tips for writing an Access Audit Report Writing

A report is the main deliverable of an accessibility audit. All the observations, measurements, sketches and photographs taken during the audit would be used in developing a comprehensive report covering all parts of the public building audited including both the external and the internal environment. It may be valuable to get feedback of employees and visitors with disabilities with respect to building and the service provided within the building. The report is what the building owners would use to improve accessibility of their premises, therefore, it is important that it is clear, easy to understand and based on some accessibility guidelines.

Typically, an accessibility audit report may be divided in the following:

- **Introduction** – The introduction may cover a brief about the building audited in terms of building type and its use. Dates of the audit and the names of audit team involved including the name and designation of the accompanying officer. Additionally, it may also specify the methodology used to undertake the audit. Apart from these a general overview of the report may be provided with details of how the report is structured and an overview of the report may be provided. Apart from this basic information one may optionally provide some ideas on the implementation plan for the recommendations and may develop a rating for it. (a suggested rating is provided in this document)
- **Audit Report** – This is the main section of the report. This section may be divided in three parts – external environment, internal environment and information and communication and other recommendations. It may be wise to address each part of the building in a sequential manner. For instance,

### **In the external environment one may cover:**

1. Access route from the campus gate to the building entrance
2. External pathways
3. Parking
4. Outdoor facilities if any

### **In internal environment one may cover:**

1. Entrance
2. Reception and lobby
3. Horizontal circulations (corridors, doors)
4. Vertical circulation (stairs, elevator, ramp, escalator)
5. Building facilities (work place, customer counters, ATM, water facilities, cafeteria etc.)

6. Signage
7. Sanitary facilities (toilets, shower areas)
8. Emergency Evacuation

- **In information and communication and others one may cover:**
  1. Information relating to the building
  2. Information relating to the service provided in the building
  3. Communication happening in the building (reception, announcements etc)
  4. Communication relating to the service provided in that building
  5. Sensitization on security staff, service staff, team mates etc.
  6. Details on assistive devices such a wheelchairs, induction loops etc. that may be important for the building owner or the service provider to have to improve accessibility.
  
- For each area one must clearly identify and write about the barriers. Supplementing the text with a photograph highlighting the barrier may make it easier for the reader to understand. It is equally important to identify what are areas that complement accessibility. Disabled Friendly areas are important to identify to let the building owner know what works and also so that in the future they can retain that design element.
  
- For each barrier identified one needs to provide recommendations based on the accessibility guidelines. It must be noted that while doing retrofitting into an existing building, there may be instances where providing accessibility may not be possible. In such instances there may be a need to recommend alternate solutions For example a bank located on the first floor in crowded commercial area without a lift, the only way it can become accessible is for the bank to shift to a more accessible premises. While this may be a long term solution but as a short term recommendation the bank authorities must have a specified procedure on how they would ensure that people who are unable to visit the bank are serviced.
  
- **Annexure** – This section of the report may have the technical specifications for the recommendations made. There can be a reference made to this section in the audit report section. The technical specifications provided must be based on the accessibility guidelines. Illustrations or good photographs of the technical specification being described may be very useful and will make it easier to understand.

The annexure may also be provided with vendor contact details for procuring accessibility products such as tactile tiles, grab rails, platform lifts etc. Information may also be provided of organizations that can support them in undertaking staff sensitization, basic sign language training, converting information in accessible formats etc. It is preferable to provide at least two vendor details for each head. This would make implementation much easier.

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7. Parking
8. Outdoor facilities if any

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12. Vertical circulation (stairs, elevator, ramp, escalator)
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14. Signage
15. Sanitary facilities (toilets, shower areas)
16. Emergency Evacuation

- **In information and communication and others one may cover:**

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