

## Disabled Workers and Access Policy

### 51 Lime Street Building, London

#### General Policy Statement

It is the policy of Willis Towers Watson to treat all disabled colleagues and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities.

Risk assessments are undertaken of the special requirements of disabled persons and workplace tasks are amended in line with such audits.

Colleagues with special requirements are encouraged to suggest any premises or task improvements to their line managers.

Any colleague who treats a disabled colleague with less than the expected standards of respect and dignity may be subject to disciplinary proceedings.

In a fire or bomb threat evacuation, colleagues are expected to help disabled persons to leave the premises swiftly following their Personal Emergency Evacuation Plan.

It is recognised that some manual tasks may be unsuitable for disabled colleagues, and workplace tasks might need to be amended. In certain cases, a task could be moved to another person or appropriate assistance given.

All premises that Willis Towers Watson occupy are subject to an equality impact assessment.

#### Accessible Toilets

There are wheelchair accessible toilets on all floors except Ground. For the Auditorium on Level B1 these are in the break-out area.

#### Hearing Facility

There is an induction loop in Reception and the Auditorium. You can use this by adjusting your hearing aid to the 'T' setting.

#### Emergency Evacuation

There is a Disabled Refuge on every floor for disabled persons (either permanently disabled or temporarily, ie broken leg or heavily pregnant). This is an area that is both separated from the fire by a fire-resisting construction and which has access via a safe route to a fire exit. It provides a temporary space for disabled people to await assistance for their evacuation.

Please note: refuges are relatively safe waiting areas for short periods. They are not areas where disabled people should be left alone indefinitely until rescued by the fire brigade or until the fire is extinguished.

Our Disabled Refuges are in the Firemen's Lift Lobbies and have a telephone for direct communication with the Fire Command Centre on the 1<sup>st</sup> floor.

Disabled persons (and the person assisting them) can use the Firemen's Lift to evacuate the building before the Fire Service arrives, at which point the Fire Service takes control of the lift. Therefore it is essential that you evacuate the building immediately you hear the alarm, regardless of whether it is advising you to evacuate or putting you on standby.

Floors 2-15 have two Firemen's Lifts, whereas floors 16-23 have only one on the South side. **Please note that the Firemen's Lift on the South Side only goes to Ground Floor and to the final fire exit; therefore please ensure you use the Firemen's Lift on the South Side only.** The Firemen's Lift on the North side goes to the First Floor only and you would have to negotiate stairs to the Ground Floor and final fire exit.

#### Auditorium

If you are unable to use the stairs, there is a Firemen's Lift at the South Escape Route. To reach this lift from the Breakout Area (B1 Level) you must use the fire exit route to the right of the Breakout Area. To reach this lift from the Auditorium on B2 Level (bottom of stairs), you must use the fire exit route to the left of the stage and follow the fire exit route represented by wheelchair fire exit signs. This will lead you to the South Escape route and to the Firemen's Lift which will take you to **Ground** Level and the final fire exit.