

## **Disabled Workers and Access Policy The Willis Building, London**

### **General Policy Statement**

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

Regular risk assessments are undertaken of the special needs of disabled persons and workplace tasks are amended in line with such audits.

Associates with special needs are encouraged to suggest any premises or task improvements to their line managers.

Any Associate who treats a disabled colleague with less than the expected standards of respect and dignity may be subject to disciplinary proceedings. Associates are referred to the Willis Respect in the Workplace Policy for further information.

In a fire or bomb threat evacuation, Associates are expected to help disabled people to leave the premises swiftly following the pre-planned personal emergency evacuation plan.

It is recognised that some manual tasks may be unsuitable for disabled Associates 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 occupy are subjected 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 people (and the person assisting them) only can use the Firemen's Lift to evacuate the building before the fire brigade arrive, 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 2-16 have two Firemen's Lifts, whereas floors 17-23 have only one on the South side. Please note that the Firemen's Lift on the South side only goes to the Ground floor and to the final fire exit. 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 you must use the fire exit route to the right of the break-out area. 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.