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# DESIGN AND ACCESS STATEMENT

## Caffè Nero, Unit FF Arndale Centre, Manchester M4 3AQ

Caffè Nero recognises the importance of providing an inclusive environment for staff and customers alike. The Directors of Caffè Nero fully endorse the aims and provisions of the Disability Discrimination Acts (1995 and 2005), and are committed to enhancing the availability of their services to all of their staff and customers. Caffè Nero recognises the importance of ensuring that no one is subjected to less favourable treatment because they are disabled.

In recognition of their responsibilities, Caffè Nero have undertaken a review their current operations within this unit and stated their intentions as this Policy Document.

There are various features of the building that present physical barriers that affect access to certain areas of the building. However, this does not restrict the services or facilities offered to customer. Those areas that cannot be easily accessed due to the internal arrangement of the building provide additional seating to that provided on the main service floor.

It is recognised that the arrangement of the counter could present difficulties to users with impaired mobility or vision. Providing a lower counter top has been considered but after careful consideration, this option has not been pursued because handing drinks out at low level will present a manual handling problem for staff as it involves considerable bending and twisting of the upper body. Furthermore, we believe that passing hot drinks at low level puts the customer at risk from spillage either as they receive the drink or as they manoeuvre away from the counter. A more satisfactory approach is to give drinks to customers already in a position to receive them.

An external seating area that has minimum effect on the setting of the building and its surroundings has been proposed for the benefit of customers who may prefer to remain outside the building. The design of the proposal is such that it does not impinge on the existing circulation and access arrangements around or into the building.

No formal consultations have taken place, although Caffè Nero has widely canvassed informal views of their customers and the majority are in favour of external seating where space allows.

In providing external seating, Caffè Nero recognises that whilst external seating provides an added convenience for customers, it is possible that the seating may:

- Adversely affect access into the premises
- Present difficulties for customers reaching the external seats
- Hinder circulation on the pavement for pedestrians passing the store

AND
BUILDING CONTROL
04 OCT 2012

In recognition of the above, Caffè Nero will ensure that the external seating will not encroach on public areas, such as pavements, and in the event that customers reposition tables and chairs onto the footway, Staff will regularly check the position of the furniture when they clear tables and if necessary return them to their correct location. Staff will regularly check that the store entrance is kept clear and customers will be politely reminded of the importance of maintaining clear access. A portion of the external seating will be set out with 1.5m clear space between tables to allow mobility impaired customers sufficient room to manoeuvre to their table.

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To ensure all customers receive attention appropriate to their needs, the following items have been identified:

- Staff training has been introduced to ensure that Staff are aware there is an additional requirement to be extra vigilant for customers waiting near the counter who may be unsure about approaching the counter. Further training will be provided to ensure that Staff are aware of the requirements of disabled customers and potential customers.
- Staff are instructed to take customer's order from the public side of the counter, if approaching the counter would cause difficulties. Similarly, Staff will hand fulfilled orders to customers without using the counter top. Any additional requirements, such as sugar etc will be dispensed by the Staff member in accordance with the customer's requirements.
- Staff are trained to explain the full range of food and beverages available to any customer, not only those with a disability. The Staff will obtain any items that that any customer cannot reach for themselves.
- Staff will be encouraged to acquire additional skills in serving disabled people; for example, communicating with hearing impaired people and those with speech impairments.
- A customer complaints procedure is available to all customers and assistance in its use will be provided where necessary.
- Staff will ensure that the dignity of any disabled person is respected when providing them with services.
- Staff training will include our policy towards disabled people, their legal rights, disability awareness and disability etiquette training.
- The importance of listening carefully and responding to disabled people will be explained to our staff in order to help us find the best way of meeting disabled people's requirements and expectations,
- We will undertake on-going monitoring and forward planning to meet the requirements of disabled customers in the future.

