

Making your stand accessible to all...

Please ensure that your stand and exhibits are easily accessible to all visitors. Less able persons must be provided with the same service, on the same terms and to the same standard that is provided to others - and it's unlawful not to make a reasonable adjustment for a disabled person.

Your risk assessment must cover disabled visitors, and we recommend that your staff are aware of your disabled facilities on offer.

Further details about the Equality Act, and how you can obtain copies of the Act, can be found on the Government Legislation Website. Please follow this link: www.legislation.gov.uk

Details can also be obtained via the following links:

www.aev.org.uk/_media/eGuide-Documents-2017/eGuide-July-2017-Clean-Copy.pdf

www.direct.gov.uk/en/DisabledPeople

www.equalityhumanrights.com

Getting to the stand	<p>The routes and surfaces leading to the stand itself should be even, level and solid. Whilst this may not be your responsibility, take care to ensure that carpets and flooring materials are well secured. Poor carpet seams or lifting corners can present a particular hazard to visually impaired people.</p> <p>Clearly defined areas in high contrast colours can help to improve visitor awareness of possible obstacles and hazards. Ensure routes are well lit for safety and to help guide people.</p> <p>The access routes to the stand should remain free from unnecessary obstacles, so keep products or marketing material within the stand area.</p>
Getting onto the Stand	<p>Ideally the approach to the stand should be entirely flat and level. A vertical 'lip' or 'upstand' of more than 13mm will present a barrier to some disabled people.</p> <p>Enabling people to get onto the stand easily is key. If the stand design requires a raised floor section, consider incorporating a ramp into the flooring or provide a portable ramp which can be deployed when required.</p> <p>An alternative could be to have multiple floor areas of the stand and to make credible attempts to deliver the services to an area of the stand, which does not require a platform.</p>
Moving around the stand & accessing information	<p>It is important to try and display information and products in a position and at a height that can be reached by everyone, and to ensure that people can move about the Stand with ease. Where it's impossible to follow the guidance below, ensure that staff on the Stand are prepared to be proactive in assisting people to reach the information they want.</p> <ul style="list-style-type: none">• The circulation areas between stand displays or products should ideally be between 1200mm and 1000mm wide.• To assist customers who use wheelchairs or who are of short stature, place goods and products between a height of 650mm and 1060mm.• Information should ideally be displayed at a height between 900mm and 1200mm.

<p>Writing Surfaces</p>	<p>The typical height of a counter top is between 1000 and 1200mm from the floor. This provides very poor access to the writing surface for a range of disabled people.</p> <p>If customers fill in forms or pay for products using a counter, a low-level section must be provided at a height of 760mm. This assists both wheelchair users and people of short stature to write if needed.</p> <p>A clear 400mm horizontal depth is required under the low-level counter section and a gently raised edge to the counter to assist picking up objects like coins or paperwork.</p> <p>If a low-level counter section is not feasible, a lightweight clipboard or lap tray can be provided.</p> <p>Sufficient lighting must be provided at the service counter to assist someone who is lip reading.</p> <p>Avoid placing lighting behind stand staff as it silhouettes their face.</p>
<p>Seating</p>	<p>The position and design of individual chairs and seating arrangements can have an impact on access.</p> <p>Different sizes, shapes and types of seating should be available. If a seat is too low or too high or if there are inappropriate armrests or side supports, customers may experience discomfort. A variety of seating enables customers to choose the most comfortable.</p> <p>Seating arrangement must not obstruct access for wheelchair users either when using tables, sitting beside someone at a table or in circulation around a seating area. A variety of seating of different types and configurations must be provided to accommodate those with differing mobility requirements.</p>
<p>Flooring Surfaces</p>	<p>No single floor finish is universally suitable for all disabled people. Many types of finish can be used, including carpets, timber, stone or rubber, depending on the use. The following guidance highlights the key issues:</p> <ul style="list-style-type: none"> • Flooring should be slip-resistant even when wet. • Glossy, highly glazed finishes, which create glare, can prove a hazard to partially sighted visitors. • Carpets should give a firm surface to allow wheelchair passage without sinking in; therefore, excessive use of underlay is to be avoided if possible. • Ensure that the junction of flooring materials does not create a trip hazard. • Complex patterns can cause confusion, though an element of simple floor colour change can assist in giving directional information, such as the slope of a ramp. Where there is a change of texture or colour, the joint must be flush. • Contrasting floor textures can also help partially sighted or blind people to identify different areas of the stand by the feel of the textures underfoot.

<p>Information & Signage</p>	<p>The way that information is presented can impact significantly on the ease with which people can access it.</p> <table border="1" data-bbox="544 257 1484 616"> <thead> <tr> <th>Viewing distance</th> <th>Type of sign</th> <th>height (mm)</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Long distance</td> <td>Fascia signs</td> <td>200</td> </tr> <tr> <td>Location signs</td> <td>90-120</td> </tr> <tr> <td>Direction sign</td> <td>90</td> </tr> <tr> <td>Stand numbers</td> <td>90</td> </tr> <tr> <td rowspan="2">Medium range</td> <td>Location and direction</td> <td>60</td> </tr> <tr> <td>Identification signs</td> <td>40</td> </tr> <tr> <td rowspan="2">Close range</td> <td>Room identification signs</td> <td>35</td> </tr> <tr> <td>Wall mounted information</td> <td>15</td> </tr> </tbody> </table> <p>Signs must not create an obstruction. Overhanging and projecting signs should be positioned high enough to avoid causing an obstruction – not less than 2300mm to the underside.</p> <p>Information is easier to understand if grouped together logically. Several small groups of messages are easier to read than one large list. Too many messages on a sign and random groupings of information should be avoided.</p> <p>Glare from lighting can cause major discomfort. The most common causes are indirect glare from signage with a high gloss finish or direct glare from an internally illuminated sign.</p> <p>To minimise glare, use materials with a matt or satin finish. Avoid placing suspended signs against a light source such as overhead light fittings and avoid positioning signs directly onto glazing panels.</p> <p>Localised lighting of signs may be necessary; internally illuminated signs are not recommended. If possible, all light sources should be concealed or shaded.</p> <p>Clear colour contrast between the text and signage background must be used, avoiding similar shades of brown on red or blue on mauve. Colours can appear different under various light sources.</p> <p>The combination of upper and lower case text is much easier to read than large blocks of upper case text. Avoid using complex calligraphy and gothic style fonts; also, avoid underlining large blocks of text.</p> <p>If in doubt, a full list of guidelines regarding font sizes and style for easy accessibility is available from the RNIB.</p>	Viewing distance	Type of sign	height (mm)	Long distance	Fascia signs	200	Location signs	90-120	Direction sign	90	Stand numbers	90	Medium range	Location and direction	60	Identification signs	40	Close range	Room identification signs	35	Wall mounted information	15
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<p>Alternative formats and Auxiliary Aides</p>	<p>A number of relatively small adjustments can have a major impact on access for people with sensory impairments such as vision and hearing.</p> <p>Hearing induction loops help to cut out background noise which hearing aids would otherwise amplify. The device is an important aid in noisy or busy environments. A hearing induction loop contains a microphone that picks up the spoken word from your staff and transmits it as an electronic signal to a hearing aid set in the 'T' position.</p> <p>The availability of the induction loop should be clearly signed.</p>																						

Colour Contrast

Differences between colours can be used to create a detectable contrast. This contrast will assist visually impaired users in searching, moving, and identifying objects, as well as creating an interior which is acceptable to all.

Often colours that appear to be very different from each other, such as green and brown or grey and pink, are very similar tonally, and therefore provide too little contrast to be useful.

An easy method of determining whether a colour scheme provides an adequate contrast is to take a black and white photocopy or photograph of the colour scheme; good contrasts will show up as black/white and poor contrasts will show up as grey.

Colours should be chosen for each of the critical surfaces; then, secondary features such as trims and other areas should be considered.

Many finishes such as carpets are composed of more than one colour. In this instance the designer may choose the most influential colour, relying upon a level of self-judgement, as the basis for an effective scheme i.e. either the colour that occupies the greatest surface area, or the colour that is perceptually prominent due to its level of intensity.

There are a couple of 'natural' laws in relation to the distribution of colour in a space. The more yellow the colour, the higher it should go towards the roof. The more blue the colour, the lower it should go towards the floor.

Matt finishes should be used for ceiling, floor and wall surfaces to prevent reflective glare.

A colour scheme should be designed to help orientate visually impaired people. There should be a colour and luminance contrast between doors and walls and between the floor and walls. Ensure wall surfaces are non-reflective to sound and light. This is important for people with speech, hearing and visual impairments.

Where practical, the wall behind a reception desk should be finished in a plain, dark colour to aid lip reading.

This guidance has been drawn from the eGuide. For further information please go to

https://www.aev.org.uk/_media/eGuide-Documents-2017/eGuide-July-2017-Clean-Copy.pdf