



Customer / Staff Access Statement

Name &
address of
site:

Pret A Manger,
341 Kentish Town Road,
London.
NW5 2TJ

Date: 3rd August 2010

Contact details:

Applicants name

Name:	Pret A Manger
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Post code:	SW1V 1PZ
Telephone:	020 7827 8000

Agents name

Name:	Technical Design Consultants
Address:	PO Box 3041, Coulsdon.
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Description of development:

The shop is located on the ground floor at 341 Kentish Town Road and is accessed direct from the pavement which gently slopes down from right to left. The shop is currently a sports and leisure retail outlet and is now to become a Pret A Manger shop. Pret a Manger are a medium sized well established chain of Sandwich outlets, specialising in good quality healthy food mainly for take away but also providing limited seating for shoppers to consume the product on the premises.

Access to the premises is by foot from Kentish Town Road with the main service / sales area, having service counters, food chilled display units and customer seating on the ground floor.

The shop will be fed with packaged food produced in the on site Preparation Area. There will also be a back up area which will contain facilities for the staff and storage of dry goods. The shop front will have a single access door for customers at ground level; this has a level access from the pavement. The ground floor customer area (Front of House) Total an area of 79.11m². The Preparation Area, Office, Staff Room and other service areas are also on the ground floor (Back of House) Totals an Area of 62.15m².

A unisex customer disabled toilet is provided on the ground floor, with staff both male and female toilets available on the first floor.

There is also a basement and first floor which are not accessible to customers.

Design standards and guidance followed:

Approved Document M (2004).
BS8300 (2001).
HLF's Conservation Management Plans (2004).
BT Countryside for All (2001).
Access to Work.

Philosophy and approach

Customers:

The building has as far as possible been designed to incorporate access for all, taking into account DDA requirements.

Access to seating areas also takes into account that customers may have infants in buggies etc. As access to the food within chillers etc may be difficult for small or disabled customers, Pret A Manger have taken the initiative to train staff to help and serve customers with special needs. This also applies to counter service where certain customers may find difficulty. Menus are produced with the partially sighted in mind and wherever possible colour variations will be in keeping with Part M to identify door openings etc.

Staff:

Pret A Manger positively support equal opportunities in all areas of employment and are prepared to work with "Access to Work" and other similar organisations in the employment of staff with varying disabilities.

There are some areas within the unit where certain disabilities can be considered a risk, not only to the disabled person themselves but also to the able staff i.e. handling hot beverages or accessing storage areas. This is not to say that disabled workers are discriminated against, Pret a Manger actively work with the disabled to make modifications to the work place, enabling them to carry out the required Job wherever possible.

Attached is Pret A Mangers People Guidelines – Employment Relations Section / Equal Opportunities document.

Key access issues of the design

Most customers and staff will arrive at the shop either by foot or wheelchair.
The shop has a level access from the pavement.
The surrounding area is served by many public services ie; buses.

Sources of advice and consultation:

Salus Building Control and Fire Safety Consultants Ltd. are the main source of advice with reference to Building Regulation Issues.

Pret A Manger have internal health and safety officers who vet each shop design and advise on practical measure that can be put in place to conform with Building Control and Part M Approved Document, wherever possible with access and needs of the disabled, both customers and staff. They also have an ever increasing portfolio of feed-back from customers.

All works and design being scrutinised by Landlords Agents and Building Control.

Access to Work.

Nature and impact of environmental constraints

Externally the pavement access is unrestricted with adequate street lighting.

There are few if any constraints within the premises, any barriers and locked doors being introduced for reasons of safety and security.

Proposed solutions for overcoming identified constraints

Where equipment or displays within the customer area cannot be modified to give access to all, staff is on hand to service these customers on a one to one basis.

Generally customer and service areas are to be covered with slip resistant surfaces with minimal compromises made to ensure ease of maintenance, cleaning etc.

Decor is designed to include colour contrast between walls, floors, doors, sanitary ware and ironmongery.



People Guidelines – Employee Relations Section

Equal Opportunities

Date of Reissue – People Team, January 2006

Introduction

We positively support equal opportunities in all areas of employment, and consider it to be an integral part of employer/employee relations. No individual, customer, job applicant and/or any other person that comes into contact with us will be discriminated against on the grounds of race, gender, colour, ethnic or national origin, disability, sexual orientation, religious beliefs and marital status or age.

What is discrimination?

Discrimination is described as less favourable treatment. There are two types of discrimination;

- **Direct discrimination** – this is when someone is deliberately treated differently. For example, if someone was turned down for a job or promotion because of their nationality or marital status.
- **Indirect discrimination** – this is when terms or conditions are applied that has a greater detriment to one group of people in comparison to the rest of the population. For example asking women an interview question about family commitments but not asking men.

Who do these guidelines apply to?

These guidelines apply to:

- Every single person employed by us, no matter what job you do, how many hours a week you work or how long you have been employed by us.
- Anyone working with us but who is not directly employed by us; e.g. a contractor or a temporary worker.
- All job applicants

The guidelines also seek to protect you against unlawful discrimination by individuals you come into contact with whilst at work, even if they are not employed by us e.g. customers.

What situations do they apply in?

The fair treatment of all individuals is at the very heart of Pret. We all have the right to be treated in a non-discriminatory manner at all times. The guidelines therefore apply in all situations. We must be particularly vigilant in situations that require selecting one individual over another, e.g. recruitment, promotion and training.

What areas of the business do these guidelines affect?

These guidelines cover all areas of employment with us, and include recruitment and selection, employment, pay and benefits, promotions, training and the disciplinary procedure.

What are my responsibilities?

It is your responsibility to ensure that you, or anyone working for you or with you, does not in anyway treat someone less favourably than another because of their race, gender, colour, ethnic or national origin, disability, sexual orientation, religious beliefs and marital status or age. It is also your responsibility to ensure that anyone working for you is not discriminated against by another employee, contractor or customer of ours.

Do these guidelines apply out of working hours?

Yes, e.g. if you are attending a Pret function or taking part in any work related activity like Quarter Briefs or parties. We are committed to protecting you from discrimination at any activity associated with us.

What should I do if I feel that I have been the victim of discrimination?

The most important thing is to tell someone. We need to know if you have been treated inappropriately so that the situation can be resolved speedily and effectively. Please refer to the Grievance or Harassment guidelines in this section of Planet Pret for the correct procedure.

We do not tolerate discrimination in any form.

What will happen if a person is found to have discriminated against someone?

Any behaviour that is in breach of our Equal Opportunities guidelines may be considered an act of Gross Misconduct, and may lead to disciplinary action, which could result in dismissal.