

**T4- Tea Sense**  
**Access Statement under Approved Document M (2004)**  
**of the Building Regulations.**

**Section 1. – General Philosophy for Inclusive Design**

To be read in conjunction with “Section 2. – Project Specific Considerations” which is to be prepared for each project as a statement of how project-specific conditions necessitate an alternative means of compliance with the principles of the general design philosophy.

Design standard followed – Approved Document M (2004).

Abbreviations:    T4    Tea 4- Tea Sense  
                      ADM    Building Regulations Approved Document M

T4 fully recognises the need to provide an inclusive design in accordance with ADM (2004) and the DDA, this statement is intended to demonstrate compliance with ADM (2004), or to explain the reasons for any areas of alternative compliance or non-compliance.

**APPLICABILITY OF ADM (2004)**

The applicability of ADM (2004) is determined by the nature of the development which will fall into one or more of the following categories: -

**NEW CONSTRUCTION** – ADM (2004) applies.

**MATERIAL CHANGE OF USE TO SHOP**– Where the existing premises are non-retail and are converted to retail use, ADM (2004) applies.

**MATERIAL ALTERATIONS** – Where material alterations are carried out these alterations and any new features should comply with ADM (2004). The building as a whole should be no less compliant with ADM (2004) than before.

**EXTENSION** – ADM (2004) applies to the extension, as new-build, with an additional requirement for suitable independent access to the extension, where reasonably practicable, or compliant access through the original building. Compliant sanitary facilities are to be provided in the extension unless compliant sanitary facilities are accessible within the original building.

T4 believes that ADM compliance falls into two distinct areas as far as operations are concerned. i.e. facilities for customers and facilities for staff.

As far as customers are concerned, T4 acknowledges the need for all customers, regardless of disability, age or gender, to be able to access the premises and make use of all services generally available to customers without undue hindrance or discrimination where reasonably practicable.

T4 fully endorses the principle of equal opportunity for all, however the nature of the operation does make it a potentially hazardous environment for employees in wheelchairs and the presence of wheelchairs in constricted areas could create hazards for more able-bodied employees. Whilst T4 do not in any way discriminate

against wheelchair users, it is T4's experience that wheelchair users themselves recognise the problems inherent in the operation and have not widely sought employment with T4.

Accordingly, it is intended that where the requirements of ADM (2004) apply, the Customer facilities shall, as far as is possible, be fully compliant in all respects, and the Staff facilities shall be compliant in so far as to provide an accessible environment for the ambulant disabled, the visually impaired and the hard of hearing, in accordance with ADM (2004) 0.25. However, T4 always recognizes the needs of its employees and will strive to provide any alternative or additional facilities required on a project-specific basis should there be the need. All to ensure compliance with the duties of T4 under the DDA.

In all cases it is T4's intention that should they, at some time in the future, vacate the premises on termination of the lease, the premises would be left in a condition fully compliant with the requirements of ADM (2004) or such other amendment of the ADM as may be in force at the time of the Building Regulations submission of which this Access Statement forms part. In most cases this will mean the removal of T4's fit-out appliances and stud walls and the reversion of the premises back to an open plan unit with a suitably sized and equipped wheelchair-bound accessible WC compartment and lobby. Any doors, corridors, steps and ramps, etc. remaining would equally be left in compliant condition. Consideration might be made at the outset as to whether any elements of the initial design could, where possible without compromising operational requirements or without excessive additional initial cost, be designed to reduce the extent of any such future work.

Accordingly, the design standard for all new T4's stores will, where applicable, and where reasonably practical, incorporate the following features: -

## **CUSTOMER FACILITIES**

**APPROACH** – Generally access will be either directly from the pavement or across a pedestrian area as part of the overall development by T4's landlord. Where the approach is within T4's remit they will endeavour to provide a level, or suitably ramped, approach from the boundary of the site and from any disabled parking spaces to the principal entrance in accordance with ADM (2004) 1.1 to 1.13, wherever reasonably practical. However, there will be situations where the provision of a ramp, either internally or externally, would not be reasonably practical and they will provide a reasonable alternative to those who would be unable to negotiate steps to access the shop, and in those situations where level/ramped access cannot reasonably be provided they seek exemption from this requirement under ADM (2004).

**PARKING** – Where customer parking is provided by T4 a suitable parking bay will, where possible, be designated for disabled use, in accordance with ADM (2004) 1.14 to 1.18. Generally, T4 sites will be in pedestrian streets or shopping centers and parking bays won't be part of their demise.

**RAMPS AND STEPS** – If site constraints necessitate an approach of 1 in 20 or steeper, and if within T4's remit, a ramped access will be provided in accordance with ADM (2004) 1.19 to 1.26. Recognising that many ambulant mobility-impaired persons find it easier to negotiate steps than a ramp, T4 will, where required and practicable, will provide an additional stepped access in accordance with ADM (2004) 1.26 to 1.33. Handrails to steps and ramps will be provided in accordance with ADM (2004) 1.34 to 1.37. All surfaces are to be slip-resistant, all changes in level and nosings are

to be highlighted. Handrails are to be visually contrasting, slip-resistant and not cold to the touch.

**HAZARDS ON ACCESS ROUTES** – To be guarded in accordance with ADM (2004) 1.38 to 1.39.

**GLAZING** – Manifestation to glazing is to be provided as required by ADM (2004) 2.24. Upper and lower bands (850mm. to 1000mm. high and 1400mm to 1600mm. high), each 150mm deep and clearly visible against the background, are to be provided, comprising internally applied translucent glass vinyl film decals.

**ACCESS TO THE PRINCIPAL ENTRANCE** – Access to be provided in accordance with ADM(2004) 2.1 to 2.7. Access is to be level or with a maximum threshold height of 15mm.

**PRINCIPAL ENTRANCE DOOR** – Where a new entrance door is required, an accessible width entrance door will be provided in accordance with ADM (2004) 2.8 to 2.23. ADM (2004) states that the force required to open a manually operated door should not exceed 20N at the leading edge. Door furniture is to be visually contrasting (both tonal and colour contrasts), suitable in terms of both reach and grip and not cold to the touch. Effective clear width of entrance door to be 1000mm where practical. Entrance doors would not be intended to be held open but if this is the case then the leading edge is to be highlighted. The design of the door is to prevent fingers being trapped between door and frame. Where the principal entrance door is provided by Landlord or Developer T4 will specify that it is to be in accordance with their standard specification and is to be compliant with ADM (2004) – reference will be made to this in Part 2 as a project-specific consideration.

**ENTRANCE LOBBY** – T4 recognises the additional obstacles that an entrance lobby imposes to the mobility-impaired and would not normally incorporate such a feature. Where this is unavoidable a suitable entrance lobby will be provided in accordance with ADM (2004) 2.25 to 2.29.

**CUSTOMER AREA** - The front customer area will have contrasting colours and materials and non-slip tiled flooring and skirtings. Walls will be either rustic white brick slips or painted plasterboard with an artificial green planter wall with illuminated T4 logo.

A counter area in comparting EPOS systems, toppings fridge and a pick-up point for customers drinks is provided. Mat wells are provided and will be recessed such that the surface of the mat is level with the adjacent floor. Loose laid matting should not impede the movement of wheelchairs and changes in floor materials will not create a potential trip hazard. Where space permits a bench seat or high bar with stools will be provided in the Customer area for the benefit of those customers who have difficulty in standing whilst awaiting their orders.

**AIDS TO COMMUNICATION** – Floor, wall and ceiling surface materials and finishes will be designed to help the visually impaired appreciate the boundary of the Customer Area, identify access routes and give and receive information. Glare and reflections from shiny surfaces, large repeating patterns that could be mistaken for changes in level will be avoided. Artificial lighting will be designed to give good colour rendering of all surfaces, without creating glare or pools of bright light and strong shadows. Lighting will be designed to facilitate lip reading. The counter top is open so it is not considered that any additional audio aids to communication would be required.

**ACCESS TO COUNTER** – This will comply with ADM (2004) 3.6.d. by including clear manoeuvring space in front of the counter of at least 1400mm deep and 2200mm wide. This will allow a wheelchair user to turn through 180 degrees.

**COUNTER** – For ease of location and identification the counter will generally be directly facing the entrance door. The counter will comprise of a laminate carcass with wood finish to the front, LED lighting strip underneath counter top to highlight the counter position. A white stone finish is provided to the top of the counter. at the front a timber herringbone laminate finish with recessed LED strip lighting below and aluminium skirting. With a white stone finish at the top of the counter. The standard counter will have two customer service points (project-specific) and will have a level surface for the use of standing customers. The counter and serving area is assessed via a half height swing door allowing staff and customers easy access for assistance and communication.

**Systems** - Each service point has to accommodate (below the serving surface) a PO system, telephone and credit card machine, plus below that a continuous power/data trunking system to feed and interlink each station with the main server. Orders are processed from customers at the front counter and automatically transmitted and printed out to manufacturing and brought to accessible pick up counter section.

**INTERNAL DOORS AND CORRIDORS** – There will generally be no customer-accessible doors and corridors, although if this is unavoidable design will be in accordance with ADM (2004) 3.1 to 3.16, including corridor widths, lobby sizes, door widths and operation, and changes in level.

**VERTICAL CIRCULATION** – All customer facilities will generally be on one level. Where changes in level are unavoidable, steps and/or ramps will be provided in accordance with ADM (2004) 3.50 to 3.55, including the provision of handrails, tactile warnings and highlighted nosings.

**TOILETS** – T4 do not provide customer toilets as customers are encouraged due to restricted size of customer area to take away purchased goods. Stores within shopping centres may generally have WC facilities for public use within close proximity.

## **STAFF FACILITIES**

**APPROACH** - Generally staff access will be through a dedicated back door, which will be approached either directly from the pavement or across a shared forecourt provided as part of the overall development by T4's landlord. In addition, in many stores, staff access will be possible via the customer entrance and through the half height swing door adjacent to the counter. Where the approach is within T4's remit the aim is to provide access for staff to one or more of these locations from the boundary of the site, and from any staff parking spaces, to at least ambulant disabled standard.

**RAMPS AND STEPS** – Ramps will be provided where necessary for commissary delivery, generally up to a maximum slope of 1 in 12. Where required stepped access will be provided in accordance with ADM (2004) 1.27 to 1.33. Handrails to steps and ramps will be provided in accordance with ADM (2004) 1.34 to 1.37. All surfaces are to be slip-resistant; all changes in level and nosings are to be highlighted. Handrails are to be visually contrasting, slip-resistant and not cold to the touch.

**HAZARDS ON ACCESS ROUTES** – To be guarded in accordance with ADM (2004) 1.38 to 1.39.

**ACCESS TO STAFF ENTRANCE** - Access to be provided to at least ambulant disabled standard.

**STAFF ENTRANCE DOOR** – For operational purposes, new doorsets will generally be a minimum of 1000mm. wide, allowing ambulant disabled access. Door furniture is to be visually contrasting (both tonal and colour contrasts), suitable in terms of both reach and grip and not cold to the touch. Where glazed, doors will be manifested. Doors would not be intended to be held open but if this is the case then the leading edge is to be highlighted.

**COUNTER** – The height and depth of the counter is designed to be convenient for use by standing operatives whilst still being consistent with security requirements.

**CORRIDORS & LOBBIES** – Internal corridors for staff use will generally be designed in accordance with the requirements of ADM (2004) 3.11 to 3.16 with the exception of the wheelchair width requirement for corridors or the need for lobbies to accommodate wheelchair access. Internal walls will generally be of stud construction and would be removed on termination of the lease, as noted earlier, to ensure that any remaining corridors, lobbies and spaces meet in full the requirements of ADM (2004).

**INTERNAL DOORS** – Internal doors for staff use will generally be designed in accordance with ADM (2004) 3.7 to 3.9 and 3.10 a. and d. to j.. Door closers will generally only be specified where necessary for security or fire safety reasons, for example the store door and the beech door. Where provided, toilet and lobby door closers will be low energy type, for example rising/falling butts or adjustable “perko” type closers.

**VERTICAL CIRCULATION** – For operational convenience, ideally all back of house facilities will be on one level. Where changes in level are unavoidable, ramps will be provided for commissary access, generally at a maximum slope of 1 in 12 and steps will be provided to ambulant disabled standard in accordance with ADM (2004) 3.50 and 3.54 to 3.55, including the provision of handrails, tactile warnings and highlighted nosings.

**SWITCHES, OUTLETS AND CONTROLS** – Switches, outlets and controls for staff use are to be designed in accordance with ADM (2004) 4.25 to 4.30.

**AIDS TO COMMUNICATION** – General requirements apply as noted under Customer Facilities above.

**STAFF REFRESHMENT FACILITIES** – Worktops of staff refreshment facilities will be at a height convenient for use by an ambulant employee.

**TOILET ACCOMMODATION** - Staff toilet areas will be dealt with as follows: -

- a) Existing toilet areas will be retained where possible (unless there is a Material Alteration or Material Change of Use).
- b) New toilet areas provided by T4 will be designed in accordance with ADM (2004) 5.14 for ambulant disabled use.
- c) Wheelchair accessible toilets to ADM (2004) 5.1 to 5.10 incorporated in a base build developer units will be retained. In these case the height of wash hand basin will be increased to allow comfortable use by standing users, or a

second basin will be provided. Or the facilities will be removed and ambulant disabled facilities installed with the original provision re-instated after the building has been vacated by T4.

Where more than one WC compartment is required or provided, at least one will be to unisex ambulant disabled standard.

All fittings and fixtures will comply with the requirements of ADM (2004) 5.1 to 5.7, for example:-

- Door handles and ironmongery to comply with 3.10 (d) and (e).
- Door to have light action privacy bolt.
- Door to be operable with max. 20N force.
- Surface finish of fittings & grab rails to contrast visually with walls & floors.
- Visual contrast between wall and floor finishes.
- Taps to be automatic or lever action.
- Switches, outlets and controls to comply with 4.25 to 4.30.

***This is a draft discussion/consultation document only, for the purposes of securing compliance approval under Part M of the Building Regulations 2004. It should not be taken as a statement of official T4-Tea Sense policy.***

**Delta Bravo Ltd**

**Approved for Issue**

**10/10/2019**