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# **ACCESSIBILITY AND USABILITY AUDIT REPORT**

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**ACCESSIBILITY OF BUILT ENVIRONMENT, INFORMATION AND  
SERVICES**

**INSURANCE REGULATORY AUTHORITY (IRA) .... ZEP- RE  
PLAZA**

## ACKNOWLEDGMENT

We hereby, with bountiful humility and many thanks, acknowledge God Almighty/Allah, whose guidance saw the success of this accessibility and usability audit.

Secondly, we extend our thanks to the IRA Management and staff for the unwavering support that they accorded the audit team from the National Council for Persons with Disabilities, HQ Nairobi.

Thank you, **Mrs. Susan Opiyo , Pastor** and your Disability Mainstreaming Committee team, for guidance before and after the accessibility audit exercise. Many thanks to the Management and Staff for the support and cooperation in carrying out the Accessibility and Usability Audit at the Insurance Regulatory Authority Zep-Re Plaza office premises.

To all IRA Staff, we wish you great achievements and commitments in your endeavor to have an accessible and sustainable environment for all.

## MANAGEMENT

**NATIONAL COUNCIL FOR PERSONS WITH DISABILITIES- HQ NAIROBI**



**REPORT BY: NATIONAL COUNCIL FOR PERSONS WITH DISABILITIES**

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## 1.0 BACKGROUND

Accessibility of the environment is a key factor in facilitating people with disabilities to achieve greater independence, participation and social inclusion. An inaccessible environment affects all members of a society. However, for people with disabilities, the barriers to equal participation in society due to an inaccessible environment are much greater. Disability Mainstreaming on Accessibility and Usability audits have been developed by the **National Council for Persons with Disabilities** under the department of Disability Mainstreaming to address the need for accessibility and information about reality of Disability to the public.

An **accessibility audit** is an evaluation of how well your environment supports the needs of all users and especially Persons with disabilities. The awareness of the majority on the reality of Disability and making our environments accessible is limited because we live in society geared towards people whose bodies and minds are *fully* functioning. This may seem strange when one considers that **'Disability or illness can happen to anyone at any moment of their lives - it is an inevitable part of the human experience'**.

**Accessibility** is defined as the "extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use" (ISO TC 159).

Everyone should be able to fully participate within society, and accessibility plays a crucial role in achieving this goal. An access audit is one of the first of many steps that can help to improve accessibility of the environment.

Nevertheless, society is organized in such a way as to treat Disability as an exceptional circumstance that requires special and, in the main, separate provision which is often inadequate and serves only to maintain the divisions and lack of understanding between able-bodied and Persons with Disabilities.

In recent years, however, many public and private sector bodies have gradually realized that their work environments, practices and policies fall far short of fulfilling the needs, rights and aspirations of Persons with Disabilities who are their clients, customers and co-workers and that, in order to change this situation, they need to turn to and be audited, Trained and guided on Disability issues.



The case for making our society more accessible is a compelling one on many fronts. It is not only an issue of justice but it makes good business and social sense. In addition to contributing to the development of a more inclusive and equal society, an accessible environment offers the following advantages:

- An accessible environment increases the pool of potential new workers that an employer can tap into.
- It helps organizations retain existing employees who may acquire a disability;
- An accessible building enables more people with disabilities to enter the premises and/or use the services;
- Accessibility improves overall safety of buildings, which has a direct impact on the number of accidents taking place and therefore the cost of insurance premiums;
- An accessible environment gives greater customer and staff satisfaction and can improve public perception and recognition of an organization.

From this realization has grown the demand by the **Insurance Regulatory Authority for** an Accessibility Audit, which aims to help them understand the meaning of having work accessible environment and information to the public and especially Persons with Disabilities, identify changes in work practice, plan strategies to implement change and become an excellent Authority providing for the rights and rehabilitation of Persons with Disabilities in Kenya.

## **2.0 PURPOSE OF THE AUDIT**

The purpose of an Access Audit is to establish how well a building performs in relation to access and ease of use by a wide range of potential users, including people with physical mobility and sensory impairments.

It is valuable:

- To identify necessary adjustments in the service provided to Persons with Disabilities to meet the requirements of current provisions of the PWDs Act together with other relevant legislation dependent on the service provider.
- As the first "reasonable step" to accessibility indicated in legislation, in recognizing the possible obstacles, and devising solutions, to avoid possible litigation by discriminating by way or a worse service to a Person with Disability



- To consider existing management and organization of a building and the service from it, to achieve maximum accessibility.
- As part of a future Accessibility Action Plan, enabling of reasonable adjustments on future refurbishment, regular maintenance and budget planning for substantial capital costs.
- To help gain consent for alterations, extensions and new builds in compliance with National Construction Authority Regulations.
- To assist application for National Heritage and other public funding.

### **3.0 RATIONALE FOR THE ACCESSIBILITY AUDIT**

An accessibility audit is one of the first of many steps that can help to improve accessibility and provides the basis for an access improvement plan or strategy. There are a number of reasons for carrying out an audit including:

- a) legislation; funding conditions (such as Government Departments/Offices funding through the Office of Public Works (etc.);
- b) to gather data on buildings for comparison or analysis;
- c) to check compliance with certain standards and regulations;
- d) company policy on equal opportunities;
- e) public relations/company image;
- f) Pressure from lobby groups and awareness of particular problems.

Carrying out an accessibility audit identifies a number of features including:

- The current accessibility of the building/property/site;
- Good/bad practice in relation to facilities management that an organization/Organization has in place;
- Positive accessibility features (e.g. counter loop at reception, good use of lighting and color throughout building, signage);
- Service information offered to clients with disabilities

### **4.0 AIM OF CARRYING OUT THE ACCESSIBILITY AUDIT**

Through the Audits, the audit team will find ways to challenge the organizational/Organization barriers and behaviors which reinforces negative myths and values and which prevents Persons with Disabilities from gaining equality and achieving full participation in society.



The purpose of this accessibility audit was to assess the accessibility of IRA Premises. We examined, external environments, horizontal and vertical circulation, interior design, facilities, communication and services, and evacuation.

## **5.0 ABOUT INSURANCE REGULATORY AUTHORITY (IRA)**

The Insurance Regulatory Authority is a statutory government agency established under the Insurance Act (Amendment) 2006, CAP 487 of the Laws of Kenya to regulate, supervise and develop the insurance industry. It is governed by a Board of Directors which is vested with the fiduciary responsibility overseeing operations of the Authority and ensuring that they are consistent with provisions of the Insurance Act.

### **5.1 IRA Mandate**

The Authority's mandate is to effectively regulate, supervise and promote the development of the insurance industry in Kenya.

### **5.2 IRA Goals**

1. Promote consumer education and protection
2. Promote an inclusive, competitive and stable insurance industry.
3. Offer quality customer service.

### **5.3 Vision**

An effective regulator of a globally competitive insurance industry.

### **5.4 Mission:**

To effectively regulate, supervise, promote development of the insurance industry in Kenya and innovation in the insurance industry in order to protect insurance beneficiaries.

## **ACTUAL AUDIT**



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The Insurance Regulatory Authority has its head offices at Zep-Re Plaza where NCPWD conducted the accessibility audit. This is in line with the performance contract IRA signed in regard to disability as a cross cutting issue

## **6.0.FINDINGS AND OBSERVATIONS**

### **6.1. Main entrance of ZEP-RE Plaza**

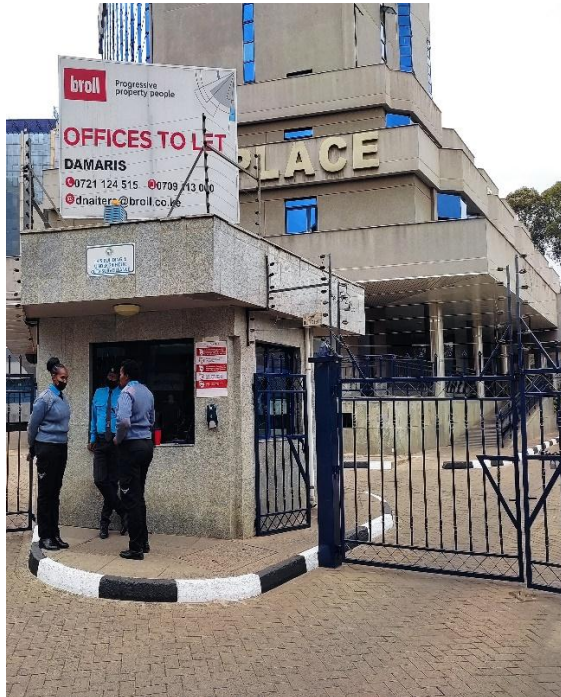
#### **Observations**

1. During the exercise, the audit team realized that there was a raised Kerb at the pedestrian entrance which is not friendly to wheelchair users.
2. At the main entrance there is no clear signage for IRA logo or wording. The lack of it makes it hard for persons with hearing impairment to access the offices with ease.
3. Security officers at the main gate do not have skills on Kenya Sign Language (KSL) which may be a hindrance to communication especially with those with hearing impairment.

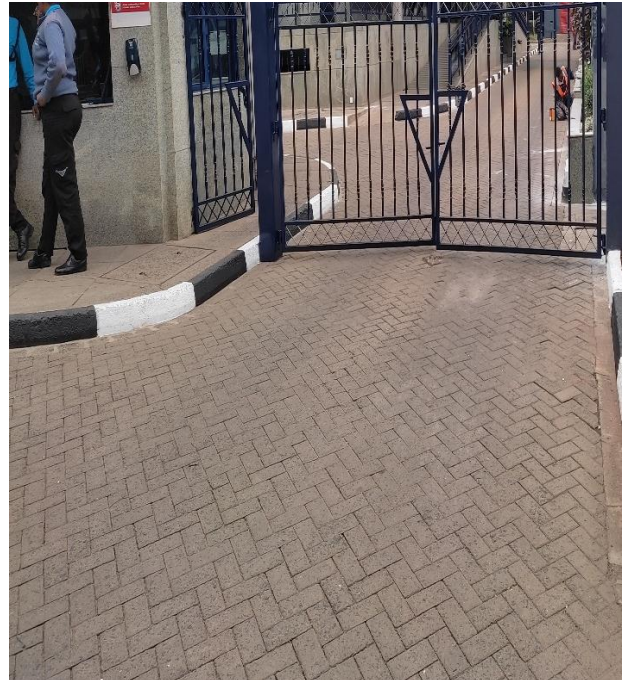
#### **Recommendations**

1. The management should put a large signage on the entrance
2. The security guards should be trained on Kenya Sign Language
3. The drop kerb at the pedestrian should be removed to make it accessible for wheelchair users





***No Signage at the entrance***



***Raised Kerb at the Pedestrian entrance***

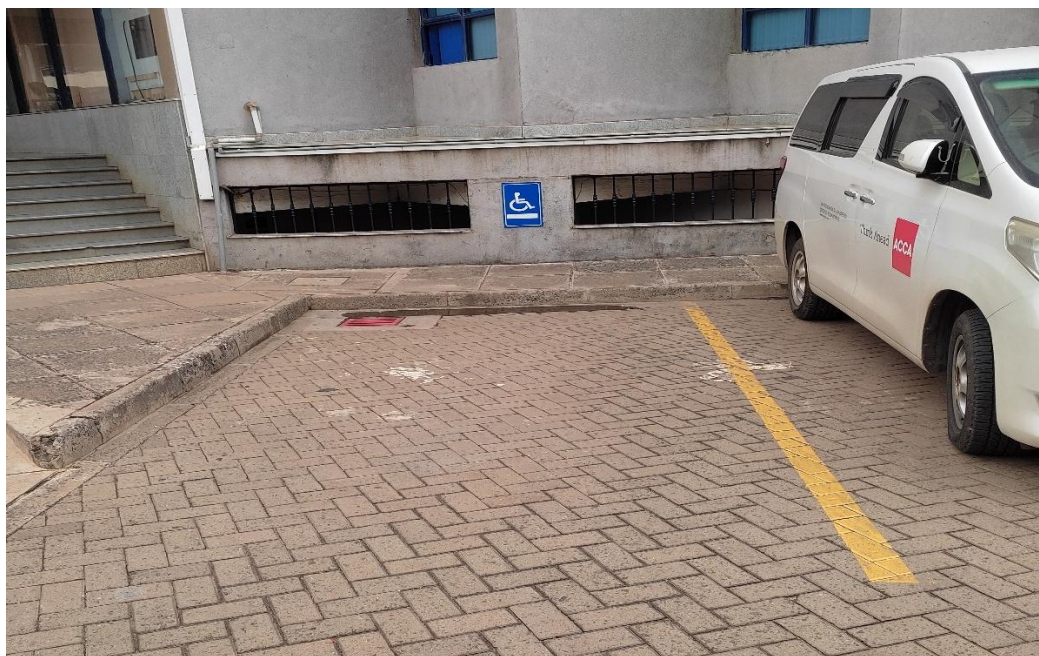
## **6.2 Parking**

Designated parking spaces should be located as near as possible to the Main entrance, and the route from the accessible parking space to the main entrance should be less than 50 meters.

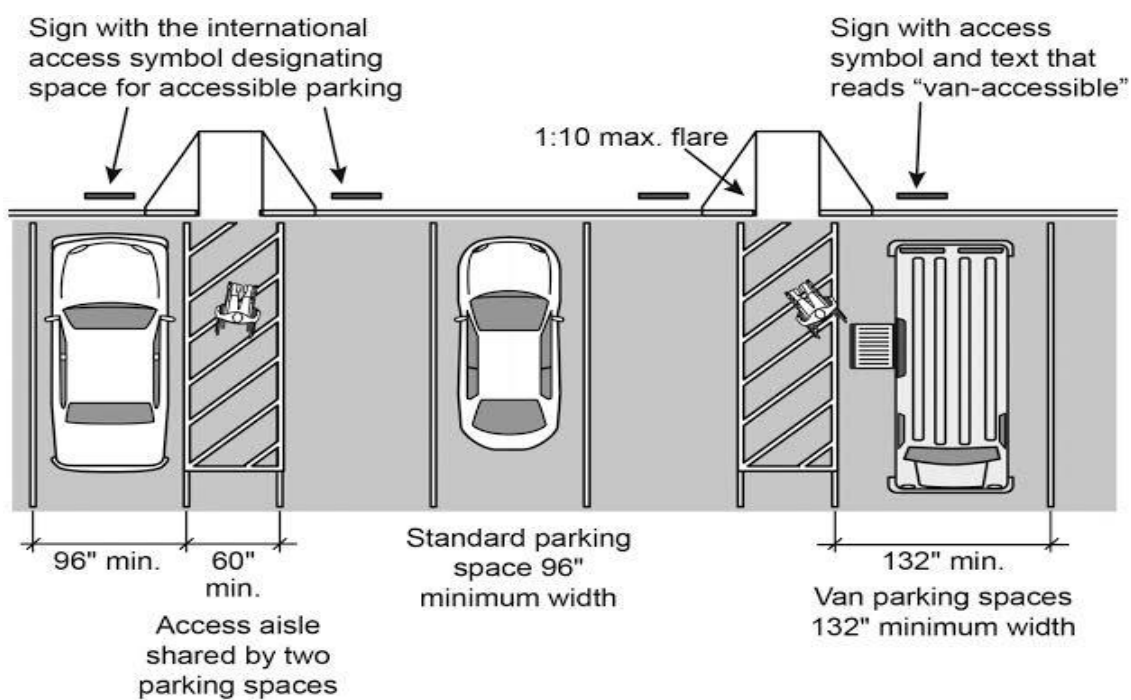
### **Observation:**

1. Is not accessible since it is not wide enough for persons with disabilities to maneuver and the hand washing area nearby is also an obstruction.
2. The signage should be clearly marked on the floor
3. Currently there is no enforcement on those parking on the reserved parking.





**Reserved Parking at the premises**



### Parking Spaces and Access Aisles

*(Sample accessible parking)*



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## Recommendations

- Designated parking spaces should be located on firm and level ground, as close as is reasonable to the principal accessible entrance to the building with which the parking spaces are associated but no farther than 50meters away from the entrance to the building.
- A parking space designated as one for persons with disability shall have a minimum width of 3.6 m and a minimum length of 4.8 m for perpendicular parking and a minimum length of 6.6 m for parallel parking and with no obstructions.
- Parking spaces shall have an access aisle at least 1500 mm wide along the entire length of the parking space.

### 6.3. Ramps

A **wheelchair ramp** is an inclined plane installed in addition to or instead of stairs. Ramps permit wheelchair users, as well as people pushing strollers, carts, or other wheeled objects, to more easily access a building.

A wheelchair ramp can be permanent, semi-permanent or portable. Permanent ramps are designed to be bolted or otherwise attached in place. Semi-permanent ramps rest on top of the ground or concrete pad and are commonly used for the short term. Permanent and semi-permanent ramps are usually of aluminum, concrete or wood.

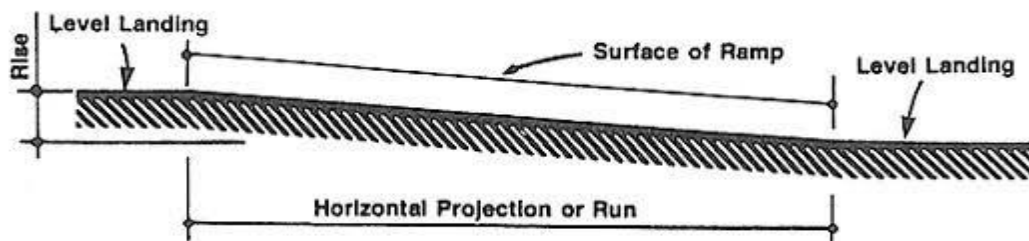
Portable ramps are usually aluminum and typically fold for ease of Transport. Portable ramps are primarily intended for home and building use but can also be used with vans to load an unoccupied mobility device or to load an occupied mobility device when both the device and the passenger are easy to handle.

Ramps must be carefully designed in order to be useful. ISO 21542 dictate a ramp's minimum width and maximum slope.

Where physically possible, a ramp should be installed instead of steps when creating a new path. If possible, existing steps should be replaced with a ramp. There may be situations where it is not physically possible to achieve the required gradient. However, ramps should always be considered before installing steps.







Slope	Maximum Rise		Maximum Horizontal Projection	
	in	mm	ft	m
1:12 to < 1:16	30	760	30	9
1:16 to < 1:20	30	760	40	12

***(Universal standard recommended ramp requirements)***

#### **Observation:**

- The ramp has a hand rail on one side which provides proper support for wheelchair and crutches users and it is built on both sides of the entrance of the building.
- The gradient is good hence accessed comfortably by both Persons with Disability and those without disability.



***Ramp well done hence accessed with ease***



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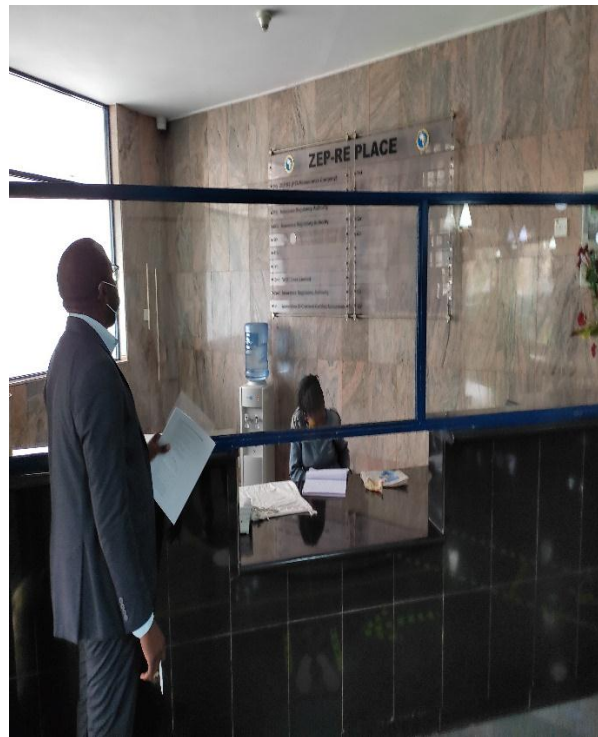
#### 6.4. Main Entrance and Customer Care Desk/ Reception

##### Observations:

- The main entrance door is made of glass which is not friendly for persons with Visual impairment.
- The door is wide enough
- The floor at the entrance is smooth and slippery and not friendly on those on clutches.
- The height of the reception desk is ok, hence by Persons who uses wheelchair for mobility and those of short stature.
- There is no signage.
- The direction board of offices is in small font and not visible.
- The receptionist is not trained on sign language
- The door is wide enough for a wheelchair user to wheel in and out without difficulties



*Main entrance*



*Building Main Reception Desk*



## 6.5. Corridors

### Observations

- The corridors in the premises are wide enough,
- The floor is Smooth makes the unfriendly to persons with disabilities.
- The lighting along the corridors is good
- No obstructions e.g. fire extinguishers that are hazard to persons with visual impairment

### Recommendation

- Carpeting of the floor to make it disability friendly



*Corridors wide enough but with smooth floor*

## 6.6 Consumer Protection Office

### Observation

- The floor is smooth and slippery
- The door the is wide enough
- The door has an automatic sensor but hard to open
- No emergency exit doors
- No fire extinguisher
- No clear signage





- Service charter poorly placed
- The office is spacious and wide enough but slippery floor

### **Recommendation**

- The floor should be carpeted to reduce the risk of falling and getting injured and this applies to all (those with disabilities and those without).
- There should be a signage at the entrance to ease directing of clients.



***Entrance Consumer Protection office (No Signage)***



***Consumer protection office***





## 6.7. Wash room Ground Floor

### Observations

- There is no signage at the corridor leading to the washroom
- The toilet door is well signed.
- The corridor is wide enough but the floor is slippery
- The accessible washroom is good though it does not have sanitary disposing bin
- The sinks and drier are lowly placed which useable to persons of Short stature and wheelchair users.

### Recommendation

- Signage at the corridor leading to the washrooms
- Carpeting of the floor
- 
- Place the sanitary disposing bin and we recommend the one with a sensor so that it can be used with those without legs and also those without hands or those who lacks both
- The condom dispenser should be place at a level accessible to persons on wheelchairs and those of short stature



*Door to washroom with no Signage*



*well labeled washroom door*





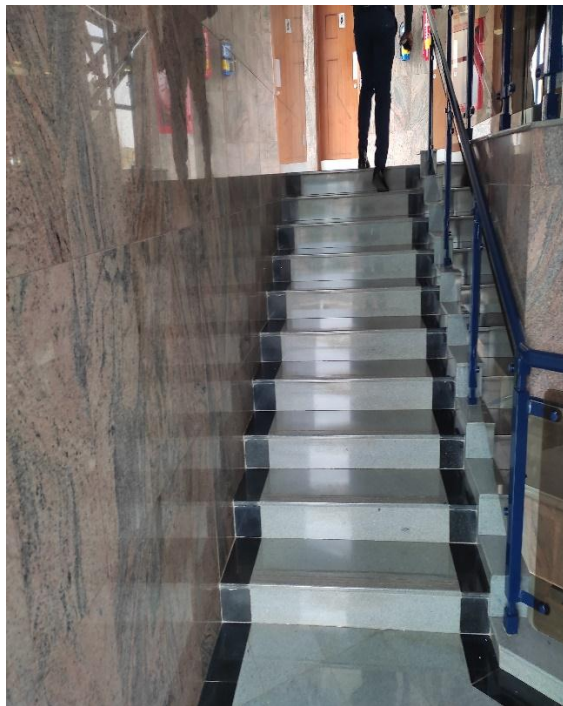
*Accessible washroom*

## 6.8 Stairs

### Observations

- The intermediate handrail is installed.
- The location of the stairs is clearly identifiable
- The treads have a slip surface, this is not friendly for mobility for those using crutches and other mobility devices.
- The stairs are equal in number which is friendly for persons with visual impairment.





## 6.9 Lifts

### Observations

- The lift is wide enough hence ease to maneuver inside and even when getting inside and outside
- Not Installed with tactile buttons
- Not installed with voice

### Recommendations

- Install the system with voice and tactile buttons to enable persons with visual impairment use the lift independently or with minimum guidance



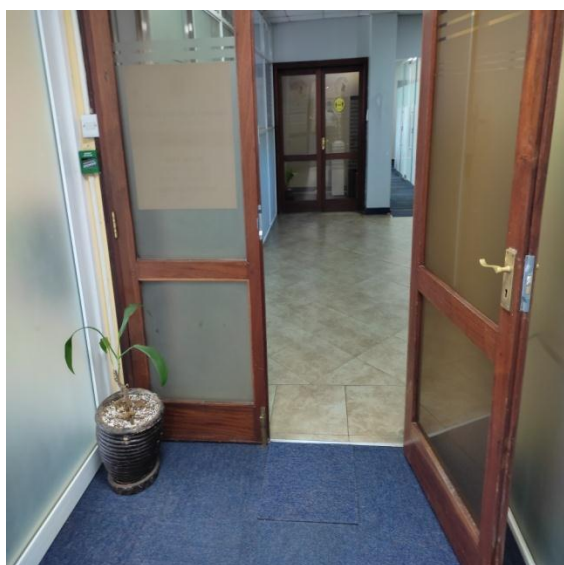


*Lifts without tactile buttons and voice system*

## 6.10 Doors

### Observations

The doors at IRA range from 770 mm to 970 mm for the single doors and 1100mm to 1940mm for the double doors. The door handles range from 1000mm – 1300mm for the double doors. Most of the door knobs are not suitable for persons with disabilities.

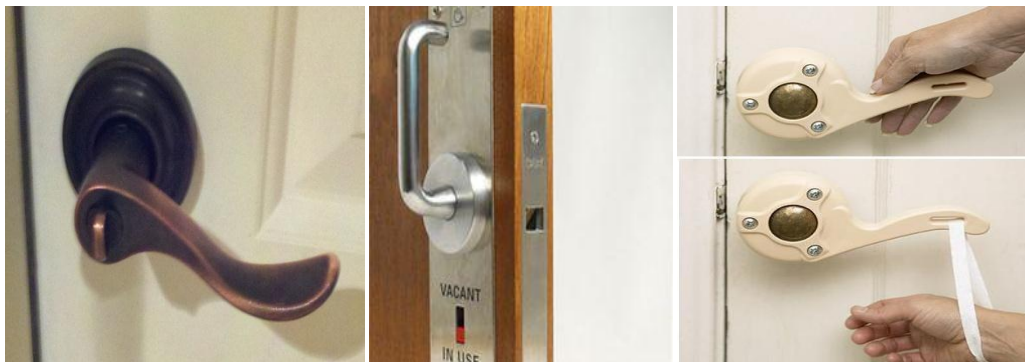




## Recommendations

- The doors should be made to the standard width of 900mm and a minimum of 850mm and with locks which can be opened with closed fists.
- All the door locks are of the recommended size and are 1030mm from the ground which is suitable for persons using wheelchairs and of short stature.
- The office doors have signage for specific departments as shown above.

*Illustration of Door knobs suitable for use by Persons with Disabilities*



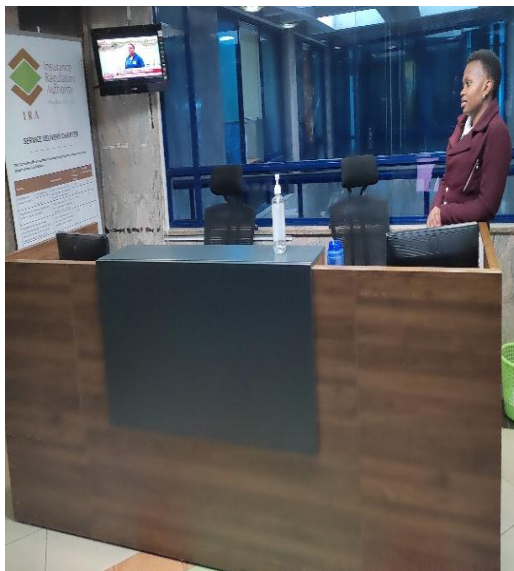
### 6.11 2<sup>nd</sup> Floor Supervision/ General Insurance Observations

- There is no signage hence making it difficult to identify it.
- Entrance door is made of glass which is not disability friendly
- The reception Counter is highly placed.
- Receptionist not trained on sign language
- Small Tv at the reception with no broadcast on Authority services
- Smooth and Slippery floor
- Limited working space for mobility with a wheel chair
- Poor cabling within the working stations
- Lighting switches highly placed
- Door locks highly placed
- Serving counter at the Records office is highly placed
- The glass at the service counter (records office) also limits sound movement
- The fire alarm has the siren
- Fire alarm lowly placed, friendly for wheelchair users
- Evacuation zone is near the accessible entrance



## Recommendations

- We recommend that the Authority to put the signage for ease identification of offices.
- Carpeting of floors to make them friendly for clients and staff using clutches
- Redesign the reception counter
- Larger TV screen at the reception with sound and subtitle on Authority services
- Train reception attendants on Sign language
- Have an accessible washroom



***Unfriendly Reception Desk***

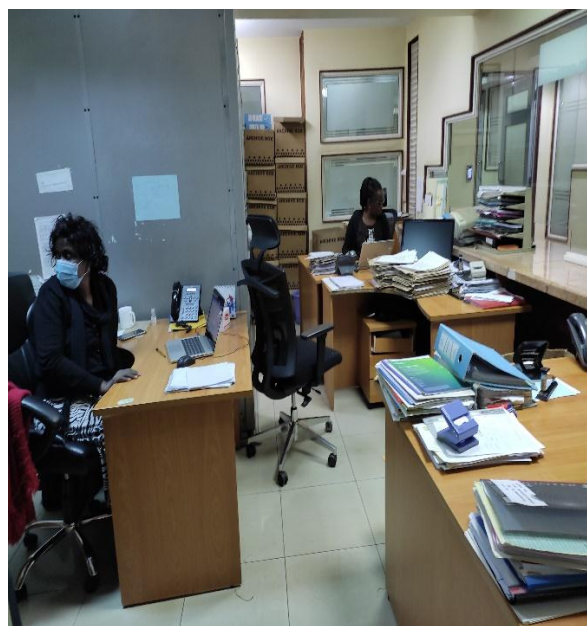


***poorly placed service charter***

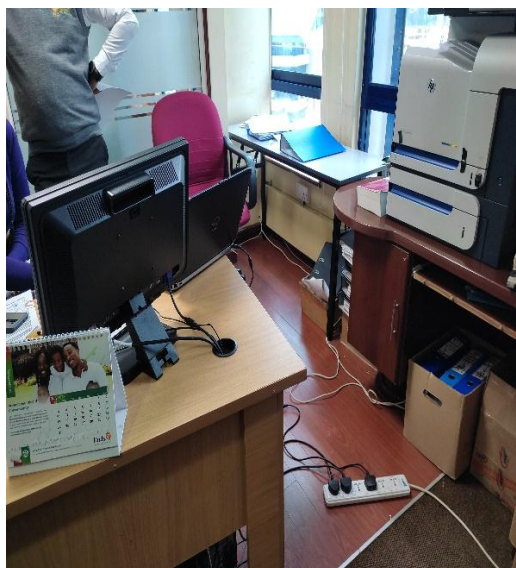




*Obstruction on the working space*



*Limited spaces for mobility*



*Poor cabling within the office*





## 6.12 3<sup>RD</sup> Floor

### Observations

- The floor has a new office which is being set up
- Floor entrance is slippery
- No signage at the entrance
- Door is made of glass which is not friendly
- Highly placed lighting Switches
- Slippery floor at the center

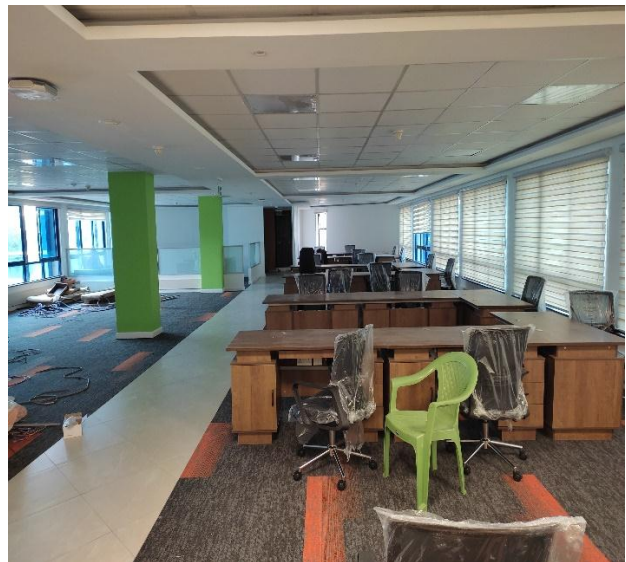
### 6.12.1 Boardroom 3<sup>rd</sup> floor

#### Observations

- Good cabling
- Wide doors
- Floor is carpeted
- The chairs are not stable

#### Recommendations

- The chairs should be firm without rollers at the bottom
- Signage of the entrance
- Non slip floor at the entrance
- Tinting of glass doors to make them visible



*slipery entrance / No signage./Spacious office / splipery centre*







*Spacious boardroom with movable chairs*



### 6.13 6<sup>th</sup> Floor Observations

- The floor hosts Administration office, Cash office, Finance, legal, ict and Consumer education.
- The entrance door is made of glass which is not friendly for persons with visual impairment
- The tiles are smooth and slippery
- The entrance door is wide enough
- The reception desk is highly placed
- Service charter poorly positioned
- No sign language interpretation at the reception
- No signage to offices e.g. Administration Office
- Door locks are highly placed
- The lighting switches are highly placed
- Legal department working space is squeezed and has poor lighting
- Cash office serving counter is highly placed not suitable for a wheelchair user or a person of short stature.
- Finance office there is an obstruction at the entrance due to a copier machine
- The office has limited mobility space for a wheelchair user
- Poor cabling that are a hazard to a person using clutches
- The floor lacks an accessible washroom.



*Current reception desk*

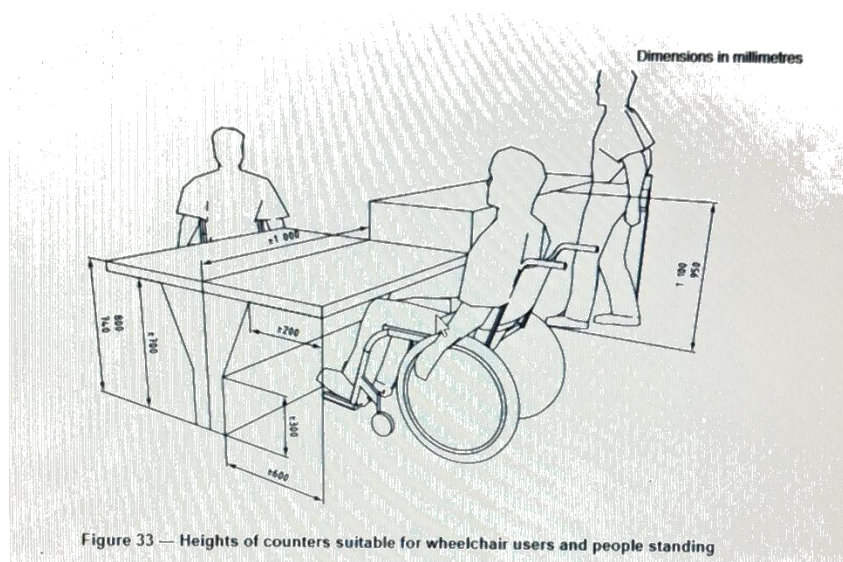
### Recommendations

- The floor along the corridors should be carpeted to reduce the risk of falling and getting injured and this applies to all (those with disabilities and those without).



- A brailled service charter should be placed at all information desks
- The customer care personnel should be trained on basic Sign language
- The minimum unobstructed width of an entrance doorway should be not less than 800 mm; 850 mm or more is recommended as more space can be required for a person using a powered wheelchair.
- The clear maneuvering space in front of a counter or reception desk or similar fittings should accommodate a turning circle of 1500 mm diameter.
- A high seat or stool should be provided so that people with limited standing ability can use both hands for a transaction
- To facilitate lip reading, lighting design should ensure that a receptionist's face is evenly lit. Security screens should be so designed to ensure reflections are avoided.
- Signs associated with counters and reception desk should be large enough to be read at a distance and placed at a height that is convenient for wheelchair users to read.
- IRA should engage sign language interpreters to cater for any client who may have hearing difficulties or deaf.

### ***Illustration of a reception desk:***



## 6.14 Washrooms

### Observations

- There are washrooms on all floors for both ladies and gents including none are accessible to PWDs in the upper floors.
- The corridor to the ground floor washrooms is very narrow
- The tissues, hand driers and condom dispensers are highly placed and inaccessible to PWDs.



### Recommendations

- There should be an accessible washroom in every floor both for ladies and gents and built in the specifications as per the illustrations for accessible



washroom derived from KS ISO 21542 – accessibility and usability of the built environment.

- The entry to the washroom should be made in such a way that a person with mobility challenges or using a wheelchair is able to enter and maneuver inside.
- Fixtures and fittings in sanitary facilities should visually contrast with the items and surface on which they are positioned and should be at a height accessible to persons using wheelchairs and those of short stature.
- The floor surface should be slip resistant, anti-glare and firm.
- Light switches should be fixed inside all accessible toilet cubicles or the light should automatically switch on when someone enters the room.
- When wall hung urinals are fitted in the washroom, it is recommended that at least one of these have its rim set at a height of 380 mm for wheelchair users and at least one has its rim set at a height of 500 mm for standing users. When installed, both should be equipped with a vertical grab rail. Urinals should contrast visually with the wall to which they are attached.

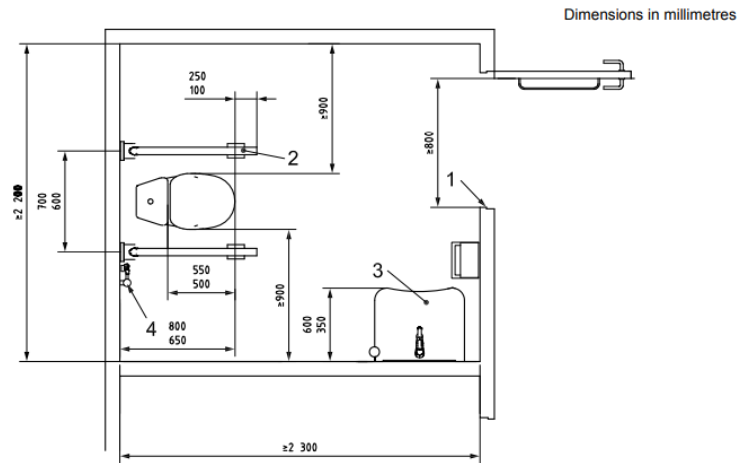


• (Pic: sample accessible washrooms)



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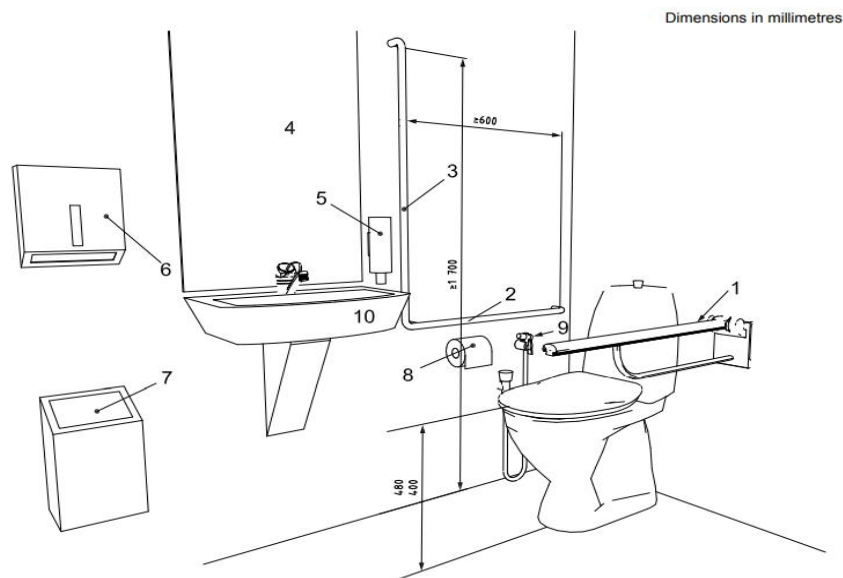




**Key**

- 1 minimum 800 mm (850 mm recommended)
- 2 foldable grab rails, both sides
- 3 washbasin
- 4 independent water supply

***Dimensions of a centrally placed accessible toilet.***



**Key**

- 1 drop down support rail at seat height plus 200 mm to 300 mm
- 2 wall mounted horizontal grab rail at seat height plus 200 mm to 300 mm
- 3 wall mounted vertical grab rail
- 4 mirror, top height min. 1 900 mm, bottom height max. 900 mm above floor
- 5 soap dispenser 800 mm to 1 100 mm above floor
- 6 towels or dryer 800 mm to 1 100 mm above floor
- 7 waste bin
- 8 toilet paper dispenser 600 mm to 700 mm above floor
- 9 independent water supply
- 10 small finger rinse basin maximum 350 mm projection

***Dimensions of a corner-placed accessible toilet***



### 6.14.1 Wash Basin

- A washbasin shall be provided within an accessible toilet room
- The positioning of a washbasin should allow access from a wheelchair.
- The top of the washbasin should be located between 750 mm to 850 mm from the floor.

### 6.15 FIRE SAFETY

The building has fire extinguishers which are placed high various heights with a fire horse installed too. Some are inaccessible to PWDs with as shown below:



## Recommendations

- All buildings should have emergency exit routes that are accessible to all. The level of provision of emergency egress features will depend on the size of the building and the number of floors as well as the proportion of persons with disabilities that may be reasonably expected to occupy the building.
- Emergency egress for persons with disabilities should form part of emergency egress management plans where they exist.
- Visual alarms (lights that flash in conjunction with the audible emergency alarms) should be provided throughout the primary circulation routes.
- Visual alarms should be installed in all locations served by audible alarms.
- Areas of refuge should be provided in all floors other than the floors that have a direct exit route to safe outdoor areas.
- Areas of refuge should be separated from the building floor by a fire separation having a fire-resistance rating of at least 60 minutes.
- Doors leading to refuge areas should be designed to resist the passage of smoke for the same period of time.
- Areas of refuge should be served by an exit via an emergency staircase or a fire-fighter lift.
- A refuge area should be located within an escape staircase or have direct access to an area of safety.
- Fire extinguisher cylinders should be placed in a position that does not pose a hazard to persons with disabilities.

### 6.16 Emergency Preparation

#### Observations

- There are NO wheelchairs on all floors for use by persons with mobility challenges.
- It was also observed that there are no adequate emergency preparations to cater for persons with disabilities.
- A fire evacuation procedure has been put at the entrance to the lifts with contrasting colors to make it visible for people from afar.
- At the stairs, there is a fire exit directing tenants where to go in case of an emergency.

#### Recommendations:

- A fire marshal should be identified in collaboration with organizations that deal with evacuation procedures.





- Emergency drills should be made putting in mind persons who may have temporary disability and those who may have mobility challenges
- If fire and safety related, all controls should be intuitive and obvious to use. A fire extinguisher should have a maximum weight of 5 kg or 6 liters or even less.
- Fire alarm calls should be located between 1000 mm and 1100 mm above floor level.
- Some Fire extinguishers should be put in areas that are within reach of a person who may be of short stature and those who may be using wheelchairs in case of a fire outbreak. However, fire extinguishers should not be put in places where they will become hazardous to persons with visual impairment.

#### **6.17 Location, heights and distances**

- The light switches at the offices are at a height between 1460mm and 1500mm
- The switches are wide enough for use with minimum force
- The sockets are between 160mm and 400mm
- The hand sanitizers are highly placed between 1230mm and 1360mm

#### **Recommendations**

1. Devices, controls, etc., shall be installed at an accessible height for reaching and operating, between 800 mm and 1100 mm above floor level and shall be located a minimum of 600 mm from any internal corner, preferably 700 mm.
2. Socket outlets, including those for telephone or TV, should be located not less than 400 mm but not more than 1000 mm from the floor.

#### **6.18 Training Room-7<sup>th</sup> Floor**

##### **Observations**

- The room is spacious and chairs are stable
- The lighting is adequate hence good for Persons with loss vision
- The floor is carpeted and friendly for persons with Disabilities.





## 7.0 Employment

IRA SEX DISAGGREGATED DATA AS AT MARCH 2022

Job Category	Salary Scale	PWDs	Females	Males	Total	% of Females	% of Males
CEO	1	0	0	1	1	0	100.0
Senior Management (Includes the Departmental Heads)	2 & 3	0	4	5	9	44.4	55.6
Middle Management Level	4 & 5	1	12	13	26	50	50.0
Supervisory Staff	6	0	6	5	11	54.5	45.5
Technical Staff	7	0	6	5	11	54.5	45.5
Lower Level (Support Staff)	8 to 10	0	8	8	16	50.0	50.0
<b>TOTAL</b>			<b>36</b>	<b>37</b>	<b>74</b>	48.6	50.0

Employers hesitate to hire persons with disabilities for various reasons, including lack of knowledge about disability and accommodation issues, cost-related apprehensions, and legal obligations. Numerous persons with disabilities have perceived discriminatory attitudes from employers at the time of hiring or during employment. A minority of persons with disabilities perceptions are varied by age, sex and severity of the disability.

Even though there are a number of differences between persons with and without disability in terms of employment characteristics (occupation, industry and hours), these differences should not be a barrier to restrict employment.



Employers should embrace customized employment which is a "person-centered" approach. Employers begin with looking at the person's needs, aspirations, talents and skills, which serve as a basis for employment. Additionally, it emphasizes the person's strengths and abilities. Jobs are negotiated so that they best fit the individual, while individuals are placed in competitive settings and receive supports that match their individual needs. Employers should incorporate One-Stop Service Delivery Systems in which workforce investment, education, and other human service programs are collaborated to enhance access to services and long-term employment outcomes.

## 7.1 Tenders

- The Authority should at list ensure that every quarter they have given tenders to Persons with Disabilities in accordance to the Access to Government Procurement Opportunities (AGPO) guidelines.
- Currently the Authority is doing well on allocation of Pwd's as per the provided evidences, the Authority should focus increase the percentage of Pwd's benefiting.
- Sensitization forums and training of disability groups on procurement procedures by the Authority will help increase the number of Pwd's Companies participating under AGPO.

	<b>ANALYSIS OF AWARDS</b>		
<b>ITEM</b>	<b>AMOUNT</b>	<b>ACHIEVEMENT</b>	<b>% ACHIEVEMENT</b>
<b>TARGET</b>	64,450,853.40	63,665,486.81	98.78%
<b>GROUP</b>	<b>AMOUNT</b>	<b>% OF COMPOSITION</b>	
<b>PWD</b>	<b>10,900,740.00</b>	<b>17%</b>	5%
<b>Youth</b>	<b>12,274,726.68</b>	<b>19%</b>	6%
<b>Women</b>	<b>40,490,020.13</b>	<b>64%</b>	19%
<b>TOTAL</b>	<b>63,665,486.81</b>	<b>100%</b>	<b>30%</b>



## **8.0 GENERAL OBSERVATION**

The disability mainstreaming committee (DMC) should endeavor to have a talk with the management and do the minimum adjustments to ensure accessibility to persons with disabilities.

## **CONCLUSION**

The exercise was an eye opener to all parties, both the management and the auditors.

## **RECOMMENDATION:**

There is need to embrace the KS ISO 21452 – Accessibility and Usability of the Built environment to ensure IRA as a whole is accessible to PWDs.

**Let us make and embrace accessibility in our environments**

**Accessible environment Promotes independence for Persons with Disabilities, leading to increased productivity and highly motivated workforce and satisfied Clients**



**REPORT BY: NATIONAL COUNCIL FOR PERSONS WITH DISABILITIES**

## APPENDIX

### Accessibility Audit National Council for Persons with Disabilities

This is to be used for periodic self-evaluation of Accessibility and Usability rights for Persons with Disabilities Quarterly by the Disability Mainstreaming Committee of the Organization or Institution.

#### A. Parking

ACTIVITY	YES	NO	
1.Are there adequate numbers of accessible parking spaces available? (a minimum of 1 per 25 spaces)			
2.Are accessible spaces marked with the International Symbol of Accessibility?			
3.Measure at least 3 metres long and have (or share) an adjacent access aisle at least 3 metres wide?			
4.Is there an enforcement procedure to ensure that only those who need it use accessible parking?			
5.Is there an accessible route connecting accessible spaces to accessible buildings on the same site, that does not cross roads?			

#### Drop curbs / outside paths

1.Is there a drop kerb wherever an accessible route (connecting accessible facilities, accessible buildings, accessible elements and accessible spaces) crosses a curb?			
2.Is the drop kerb's width, not including the flared sides, a minimum of 1 metre?			
3.Is its slope no steeper than 1:20 (one cm rise in 20 cm)?			
4.Are outside paths of Travel stable, firm, and slip-resistant?			



5.Do all grills have a hole diameter no more than 0.8cm			
6.Are there guide strips (of a different floor texture) for people using white canes?			
7.Hazards for white cane users: Have hazards been removed which protrude into the walkway – e.g. overhanging signs, fire extinguishers, tree branches, that protrude more than 10cm at a height of between and 65 cm and 2m?			

### C. Ramps

1.Do all ramps higher than half a metre have railings on both sides?			
2.Do all ramps have a slope no steeper than 1:12 (one cm rise in 12 cm)?			
3.Are ramps non-slip?			
4.Is there a clear width (between handrails) of at least 42 inches?			
5.Is there a level landing (as wide as the ramp and at least 2 metres long) at the top and bottom of each ramp and each ramp run, and resting platform every 10 metres?			

### D. Entrance

1.Are the receptionists, security guards and other customer service officers trained in disability awareness?			
2.Are sign language interpreters available on request?			
3.Are personal assistants available on request?			



## E. Doors

1.Is the door handle no higher than 1.2 meters and operable with a closed fist?			
2.Can doors be opened without too much force (maximum is 2kg)?			
3.Do large, floor length windows and mirrors have stickers to prevent partially sighted people walking into them?			

## F. Horizontal circulation

1.Does the accessible entrance provide direct access to the main floor, lobby, or elevator?			
2.Do signs designating permanent rooms and spaces, such as rest room signs, exit signs, and room numbers?			
3.Do all floors have hard, slip resistant surfaces or tightly woven carpet?			
4.Do floors have a non-glare finish?			
5.Are all corridors at least 1.4m wide and free from obstacles and steps?			
6. <b>Hazards for white cane users:</b> Are corridors free from hazards such signs and fire extinguishers that protrude more than 10cm from the wall at a height of between 65 cm and 2m from the ground?			

## G. Seats / Tables / Counters

1.Are the aisles between chairs or tables at least 1 meter wide?			
2.Are the spaces for wheelchair seating distributed throughout?			



3.Are knee spaces at accessible tables at least 0.7 meters high, 0.8 meters wide and 0.5 meters deep?			
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## H. Vertical Circulation

1.Are there ramps or elevators to all levels?			
2.On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternative?			

## I. Stairs / Lifts

1.Do stairs have good lighting?			
2.Are stairs level with a non-slip surface and a minimum width of 1.3metres			
3.Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?			
4.Do lifts have visible and verbal or audible door opening/ closing and floor indicators?			
5.Do the controls outside and inside the lift have raised and Braille lettering?			
6.Is there a sign at each floor identifying the floor in raised and Braille letters?			
7.Is the lift emergency intercom usable without voice communication?			
8.Are there Braille and raised-letter instructions for the emergency communication system?			

## J. Toilets

1.Is there at least one toilet (one for each sex)			
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fully accessible?			
2.Are there signs at inaccessible toilets that give directions to accessible ones?			
3.Is there tactile signage identifying toilets?			
4.Are doors equipped with accessible handles (operable with a closed fist), 1.2 meters high or less?			
5.Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?			
6.Is there a 1-meter-wide path to all fixtures?			
7.Are soap and other dispensers and hand dryer, sinks 1.2 meters high or less and usable with one closed fist?			
8.Is the door handle no higher than 1.2 meters and operable with a closed fist?			
9.Is the mirror mounted with the bottom edge of the reflecting surface 1meter high or lower?			
10. Is there Braille information available on condom dispensers?			

## K. Signage

1.Is all signage 1.5 meters above the ground?			
2.Are signs on doors on the same side as the door knob?			
3.Is signage well lit, using uniform lighting (e.g., not spotlights), with illumination coming from behind or beside the text or sign?			
4.Is signage in clear contrasting colours (e.g., black and white)?			
5.Is signage in Braille?			



## L. Conference / Meeting rooms

1.Are aisles, including side isles at least 1m wide?			
2.Have special seating arrangements or paired wheelchair spaces totaling 2m in width			
3.been provided (by means of the removal of			
4.several chairs) that accommodate wheelchair users within the body of the audience and			
5.Is there one such wheelchair location in area seating up to 25 persons (two in an area seating up to 50; four in an area up to 300 etc)?			
6.Are raised platforms / stages accessible via a ramp			
7.Is there an "induction loop" in the PA system for persons using hearing aids?			
8.Are accessible toilets available close to meeting / conference rooms?			

## M. Emergency Preparation

1.Do you have a wheelchair available for use?			
2.Do you have an emergency plan that includes persons with disabilities?			
3.Do selected staff know how to handle an emergency – illness, power cut, fire etc. if persons with disabilities are involved or present			

## SUMMARY OF RECOMMENDATIONS



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1. Signage on the entrance that is reserved for Persons with Disabilities to be considered for easy identification
2. The floor along the corridors should be carpeted to reduce the risk of falling and getting injured and this applies to all (those with disabilities and those without disabilities)
3. Staff on wheelchair, calipers and any other special needs should be provided with orthopedic chairs on request.
4. The building should have accessible toilets for persons with disabilities as required by the building standards and in all floors
5. All staff with disabilities must be given parking space strategically next to the doors and must be clearly marked, a few more parking spaces must be reserved for visitors with disabilities at all times.
6. The Authority to procure sanitary disposing bin a sensor so that it can be used with those without legs and also those without hands or those who lacks both legs and hands.
7. Authority to adopt periodic disability mainstreaming sensitizations of staff in all regions.

**DISABILITY REPORT ON ACCESSIBILITY AND USABILITY AUDIT AT IRA OFFICES DONE  
BY:**

**NATIONAL COUNCIL FOR PERSONS WITH DISABILITIES (NCPWD)**

**ACCESS AUDITORS:**

1. **Kenneth Kabene**
2. **Jane Wamugu**



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