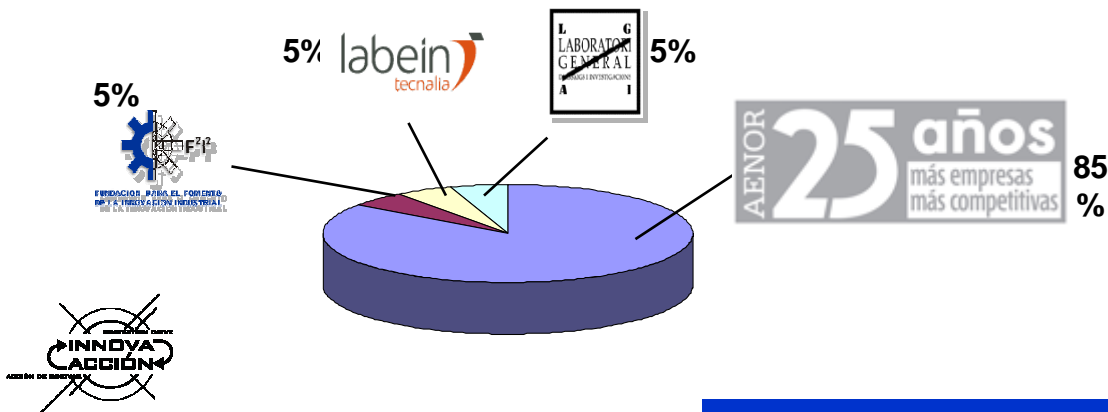


Universal Accessibility Presentation

Accessibility project area



- June 1999, creation of CEIS, SL



www.ceis.es



Throughout our lives we live an average of 8 years with disabilities
(perspectives UE- año 2015)



- **Can people with functional limitations (disability, elderly, ...) access to its facilities and enjoy the services offered by your organization?**
- **This important segment of customers, is taken into account in their service delivery processes?**
- **Does your service offer is accessible?**



The NO-accessibility strongly influences the environment, because people with functional limitations leading the way individuals or groups to which they relate. If you make their facilities accessible, customers can earn as people with functional limitations and their companions.

No citizen is dissatisfied because the environments and buildings are accessible.

Universal Accessibility benefits us all.



Universal Accessibility Project

DIAGNOSIS ADEQUACY UNE 170001

- Visit and gathering information
- Accessibility analysis process

TECHNICAL SOLUTIONS PROJECT

- Efficient and effective solutions essential minimum
- Improvement Plan

AWARENESS AND TRAINING

MANAGEMENT SYSTEM

- System Documentation Preparation
- Internal Audit

SUPPORT THE CERTIFICATION PROCESS



Situation Present



Corrections to adapt
to the laws and rules
UNE 170001

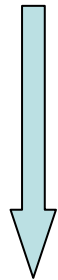


plan
do
check
act



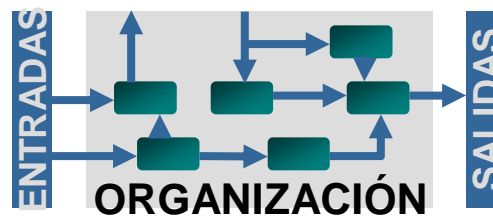
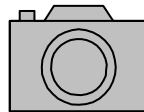
Certification
UNE 170001

DIAGNOSTIC



situation present

- Collection of graphical and textual documentation.
- Legislation + DALCO
- Search, location and site selection information by field work.
- Identification and analysis of the processes followed by the user from the perspective of accessibility to the built environment and the services it provided (chains of accessibility)

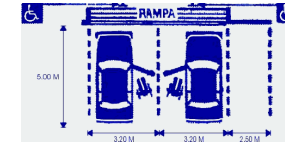
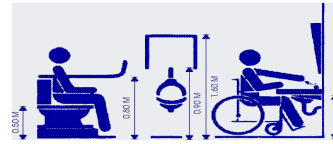


informe



Technical Analysis of Universal Accessibility (regulatory requirements and voluntary requirements DALCO) at:

- Architecture projects
 - Reforms space adaptation
 - Technical assistance to support construction supervision.
 - Evaluation of built environments.
 - Diagnostics services offered

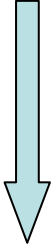


- Infrastructure (parking, elevators, emergency, ...)
- Spaces (input / output, paths, walkways, etc.)..
- Services (toilets, information, restaurant, offices, etc.)..

- Internal furniture and signage

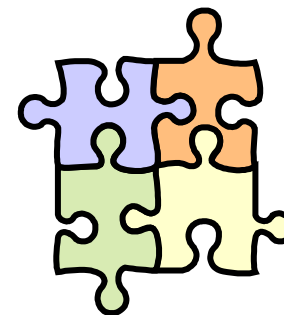
- Staff Contact: awareness and training for proper treatment to customers.

IMPROVEMENT PLAN

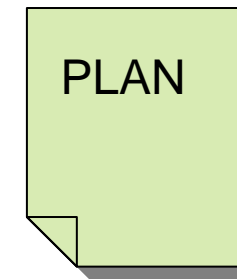


Corrections to adapt to the laws and rules UNE 170001

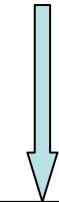
- Technical deficiencies and situations in accordance with legislative requirements regarding + DALCO
- Categorization and prioritization: importance and impact on users
- Technical requirements for the drafting of procurement specifications



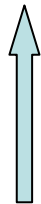
CHAINS OF ACCESSIBILITY



DOCUMENTATION SYSTEM

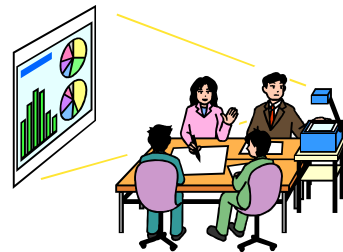


Plan
do
check
act



- Universal Accessibility Manual, operating procedures and management processes. Chains of accessibility.
- Integrating Standardized Management Systems (ISO 9001).
- Support and verification visits.
- Final internal audit + corrective action plan.
- Awareness and training.

SYSTEM IMPLEMENTATION

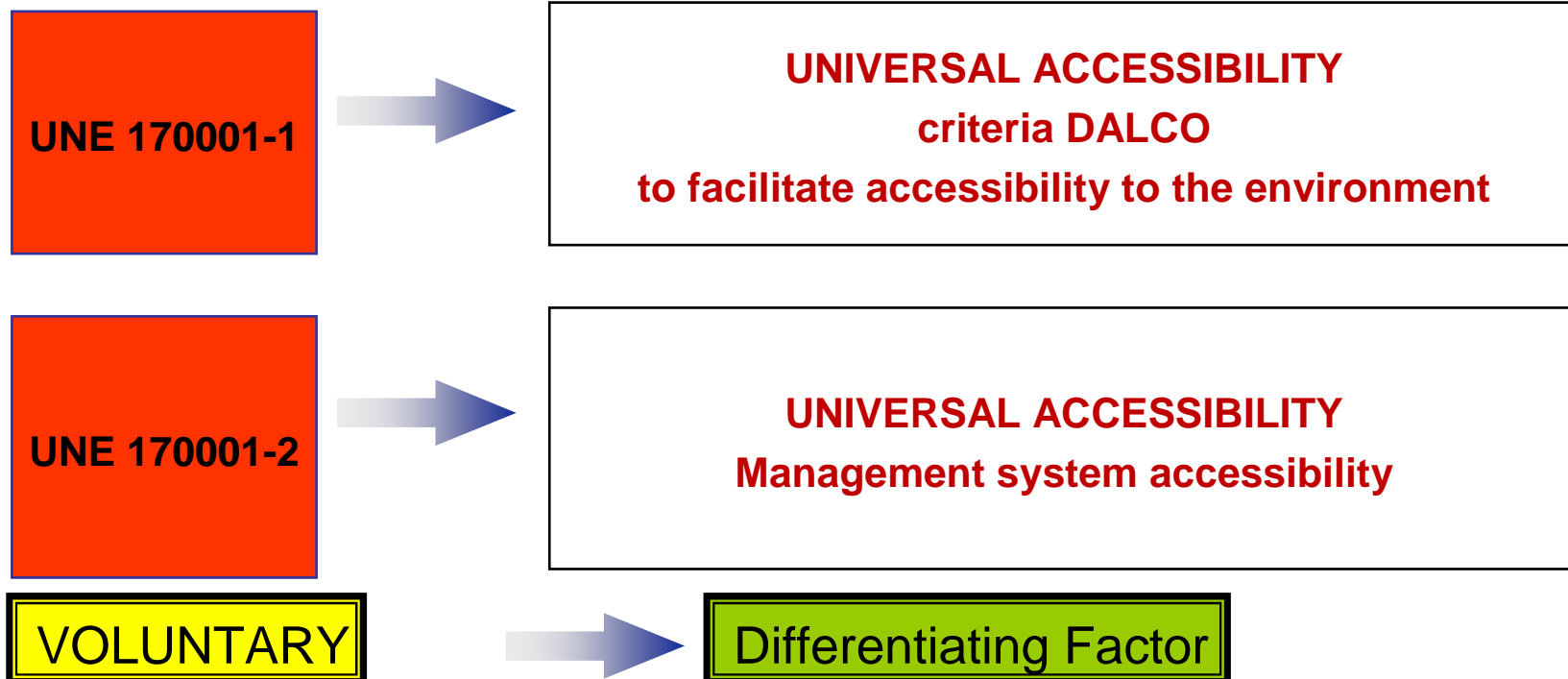


ACCESSIBILITY LEVELS IN THE PROCESS



UNE 170001

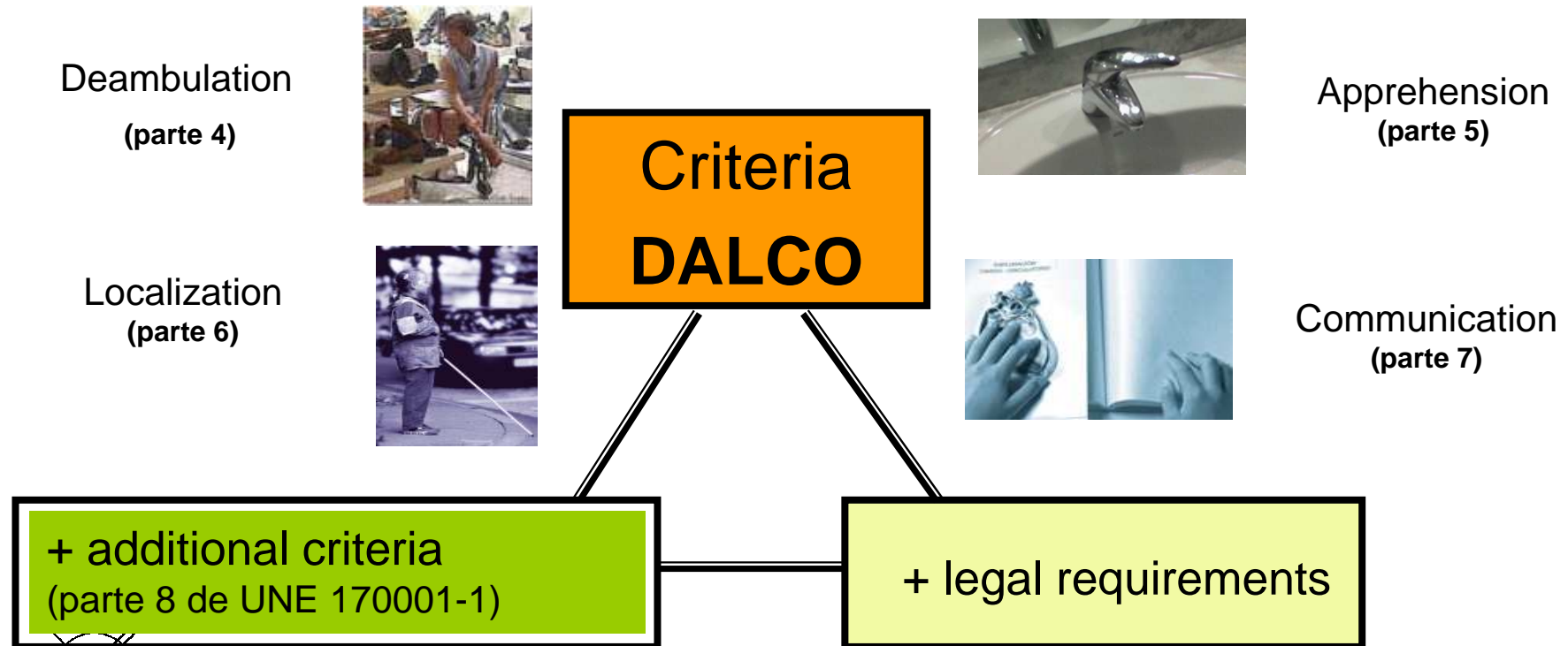
Are the requirements applicable to an environment for your users to overcome the limitations of access, irrespective of their origin



Accessibility Criteria (*UNE 170001-1*)

Criteria DALCO

Deambulation, **A**pprehension, **L**ocalization, y **C**ommunication
defined in part 3 of standard **UNE 170.001-1**



Requirements UNE 170001-2

- Accessibility : important factor in the management of organizations
- Standardized and recognized tool
- Focus on continuous improvement

... a management tool that addresses issues such as :

Integrable en ISO 9001

Model EFQM

ISO 26000 - RSC



5.- Responsibilities

- ✓ General
- ✓ Management commitment and review of SGUA
- ✓ Universal Accesibility Policy

6.- Resource Management

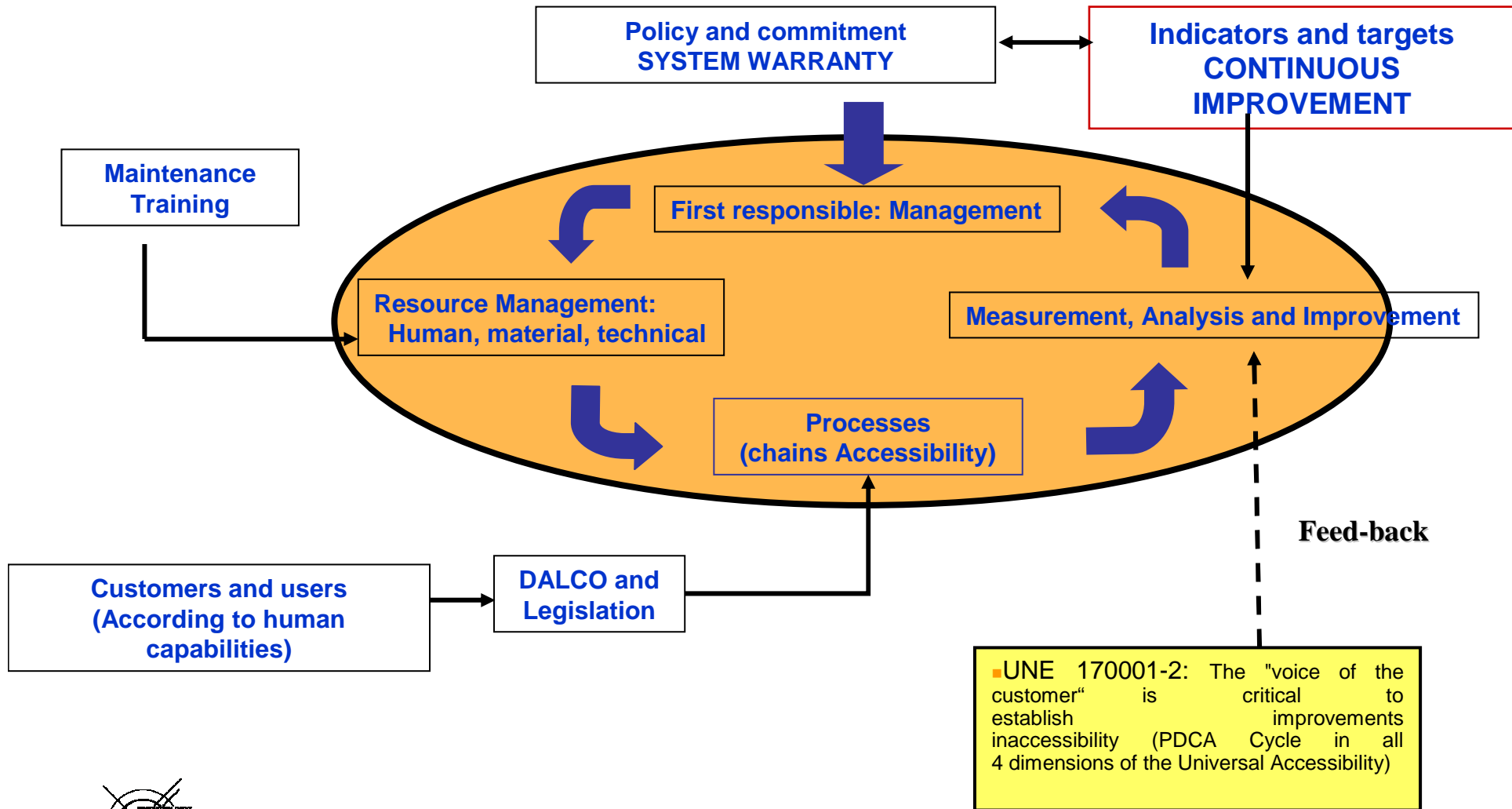
- ✓ General
- ✓ Human resources: staff training
- ✓ Technical and material resources. infrastructure
- ✓ Documentation

7.- Planning for universal access to the environment

8.- Monitoring, measurement, analysis and improvement

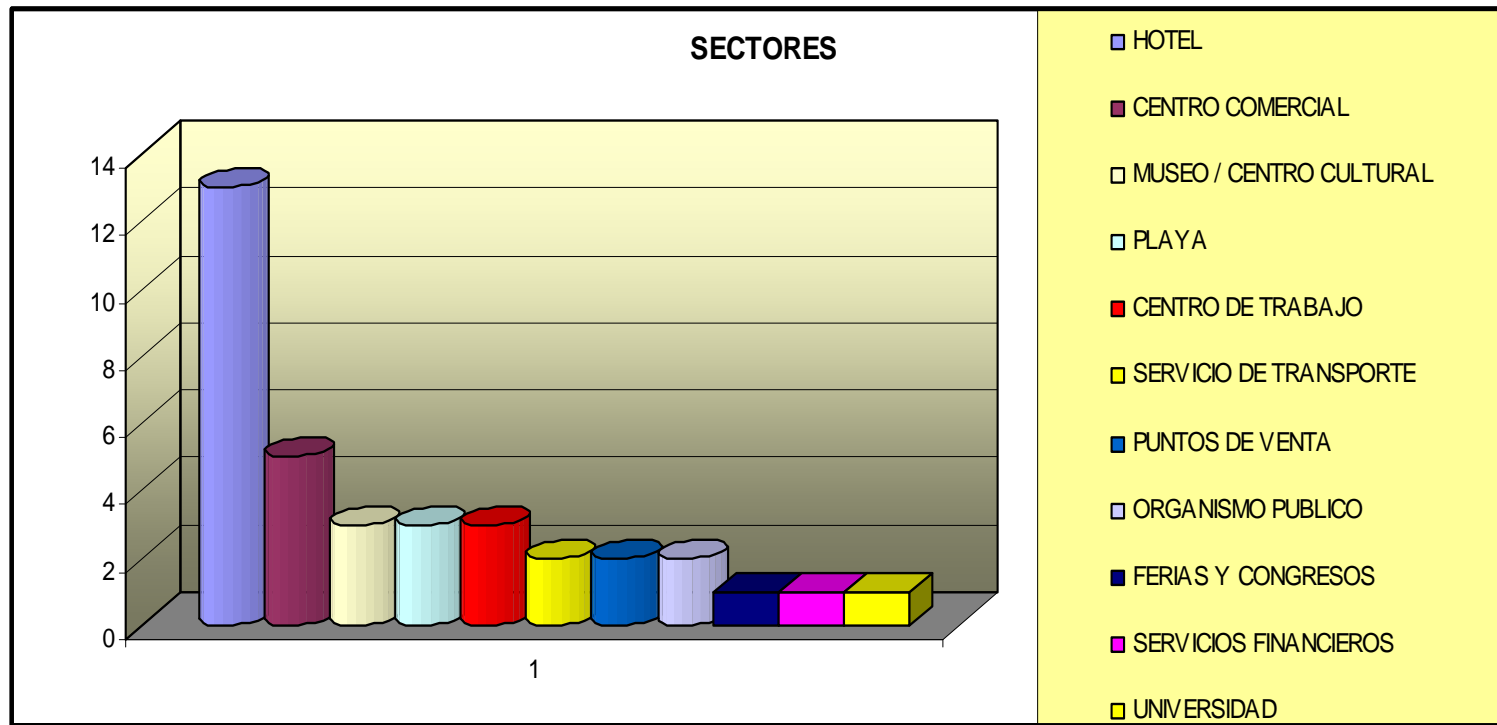
- ✓ Overview
- ✓ Monitoring and measurement
- ✓ Corrective and preventive actions
- ✓ Data analysis and continuous improvement: Plan to improve accessibility.

ACCESSIBILITY PROJECT AREA

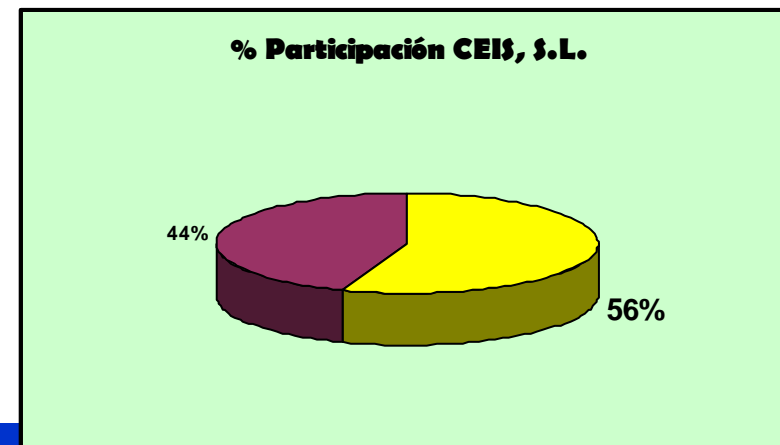


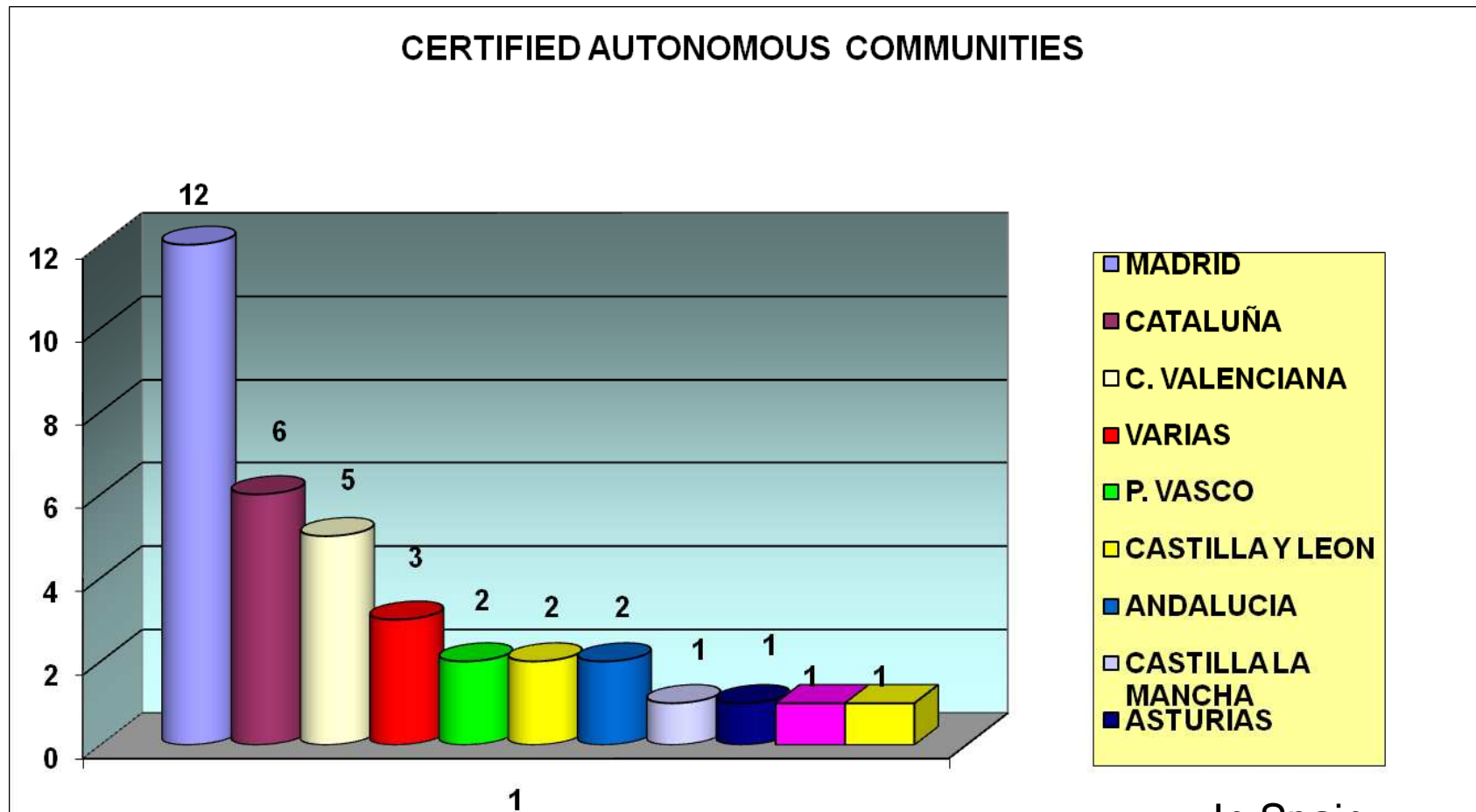
- Social and architectural barriers give rise to discrimination.
- The **legislative framework** is becoming more demanding. Law enforcement should not be a differentiator.
- Accessibility is an important aspect of **the satisfaction of our customers** / recipients of services. The society, which is becoming more aware, we require that everyone can enjoy the same quality services. It is a right.
- Design for All, Universal Accessibility, DALCO criteria, (**D**eambulation, **A**pprehension, **L**ocalization y **C**omunication), are concepts that are becoming known and taken into account.
- Accessibility is a concept included in **Social Responsibility** policies of organizations. An organization improves its Accessible Social Reputation, by :
 - Emotional appeal and brand image
 - Community Engagement
 - Improving the perception of quality.
 - Excellence in Management and Leadership.

- **Loyalty:** People with permanent or temporary disabilities, tend to remain wherever their needs are being met and to convey this positive experience.
- Universal Accessibility is a **strategic positioning**: quality service to all, including people with disabilities
- The universal accessibility **should not be a momentary achievement** but this condition must be maintained over time, and must be improved.
- The adoption of **management systems of universal accessibility(UNE 170 001)** enables organizations to their environments and ensure that services remain accessible over time incorporating accessibility **as a factor in the identification of processes and services.**
- Allows certification of AENOR(**credibility and differentiating value**)



In Spain
(March 2011)





In Spain
(March 2011)



*Projects CEIS Universal Accessibility:
A success guarantee of our customers.*



We help you meet your goals

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