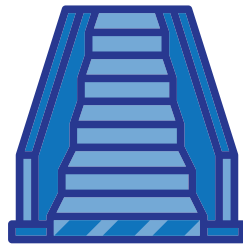


# BLIND AND VISUALLY IMPAIRED AWARENESS



Ask: "Would you like to be helped?", "Is there anything I can do?" or "can I point anything out to you?"



Place hazard strips to the edge of escalator steps, stairs and handrails



Apply colour contrast to your website and signage - a combination of light & dark



Tell the customer the cost of the product or service and count out any change handed back to the customer and place it in their hand

## ABC

Use large print text - not block capitals. Produce business literature in a minimum of 14-point font and avoid stylised typefaces



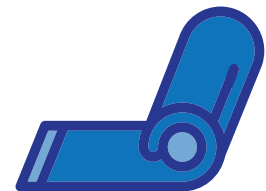
Use diffused lighting directed away from shoppers to omit glare and avoid significant changes in light levels



Keep aisles clutter free and with enough space for navigation - including with a guide dog



Install large button chip and pin machine



Avoid using uneven surfaces and surfaces of loose material