

# Making Dubai the world's most accessible city



**Direct  
Access**



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Dubai is on a mission to become the most accessible city by 2020. An accessible environment is a key part of a inclusive society and Dubai will showcase this to the world during Expo.

The Dubai Universal Design Code introduced in 2017 defines how the built environment and transportation systems in the Emirate should be designed, constructed and managed to enable people to access and use independently to the greatest extent possible following the concept of Universal Design.

To ensure services are accessible, it is important to be aware of the obstacles encountered by persons with physical, sensory or intellectual impairments. Their needs will vary and will inform the kind of action that is appropriate and can be delivered where practicable. Obstacles to accessibility for People of Determination encompass a broad range of both tangible and intangible elements including, for example:

Communication, where presented in inaccessible formats;

Lack of awareness of the needs of different impairment cohorts;

The physical environment, e.g. design, layout, signage, lighting;

Service design, e.g. where systems, procedures and practices can present obstacles.

Our advisory services led by People of Determination are designed to address each element enabling your buildings and services to become more accessible.

It is estimated around 136,000 People of Determination live in Dubai. Not every disability is visible.



## Understanding legislation

Direct Access can support organisations in understanding the impact of the Universal Design Code by developing accessibility policies, procedures, standards and training tailored to your specific needs.

Our team draw on our expertise of delivering services that meet:

- Dubai Universal Design Code (2017)
- UAE Federal Law, No. 29 (2006) In Respect of the Rights of People with Special Needs
- Dubai Law, No. 2 (2014) concerning the 'Protection of the rights of those with disabilities in the Emirate of Dubai'
- Article 27 of the Dubai Municipality – Building Regulations
- UAE Fire & Life Safety Code of Practice
- Ministerial decree No 43 of 2018 for private sector firms to create accessible working environments for People of Determination

## Accessibility and Universal Design Appraisals

The design stage is often the best time to consider accessibility avoiding disruptive retrofitting further down the line. We can review architectural plans and ancillary evidence from your design team to produce a full Accessibility Appraisal highlighting key access and inclusion issues that should be addressed as the design is progressed.

As your project progresses through the construction stages we can provide ongoing advice and site inspections to enable the matching of works to your specifications and details of any rectification works to bring the site to the required access standard. We can also assist with advising on final fit and finish specifications.



We work with your Architects to review and advise on accessibility.

## Accessibility and Adaptations Audits

As buildings evolve over time, so do the needs of users. Our Access Audits review the physical ingress and egress of your buildings benchmarking against the Dubai Universal Design Code and international standards. The reports enable you to demonstrate to the authorities how your building will comply with the Code requirements by 2020.

Together, we can deliver a truly accessible Dubai.



## Inclusion Training

People of Determination awareness training can be a real eye-opener helping teams to see the day to day challenges for a Person of Determination that may otherwise not be noticed.

Each of our courses is taught by a Person of Determination so you can really learn from their personal experiences as well as their professional expertise.



# Improving Access for Everyone

All of our team identify as People of Determination providing an unique perspective and understanding of accessibility standards combined with a fifteen year track record of working on large scale, high profile events, construction, real estate and infrastructure projects. We go beyond just quoting regulations to providing a fully integrated service that takes into account different dynamics and aspirations of projects we work with - understanding, identifying and overcoming the barriers that impede change.

With offices in Dubai South, we can provide full consulting services to deliver your project. For more information please contact:



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