

Workshop Workbook

Exercises, field checklists, blind scoring sheets and property notes. Print one per auditor — the walkthrough does not work on a shared screen.

Companion to the Accessibility Audit Drive Playbook · Instrument: AAD-02 QR Audit Tracker

COMPLETE BEFORE YOU START

Auditor name

Designation

Property

Date

Paired with (must not be from your property)

Pair ref

THE ONE RULE THAT MAKES THE DAY WORK

In Session 4 you and your partner score the same eight stations independently. Do not compare, do not discuss in transit, do not look across. The number that matters at the end of the walk is not your score — it is how often the two of you disagreed, because that is the only honest measure of whether one property's index can be compared with another's.



QR Audit Tracker

The scoring instrument, .xlsx

<https://aad.beyondlabelsgoa.com/tracker>



Remediation Case Study Library

24 cases, photographs, target states

<https://aad.beyondlabelsgoa.com/library>

How to use this workbook

This is a working paper. Write on it, fold it, photograph it. Nothing in it is designed to survive being pretty — it is designed to survive a service corridor.

Sections 1 to 4 — exercises

Done seated, in the session they are marked for. Exercise 2 is a memory test and is meant to be failed; the point is finding which numbers you did not retain before you are standing in front of a door.

Section 5 — field checklists

The twelve Heart-of-House zone groups from the instrument. Tick, measure, note the clause. Carry only the pages for the zones you are auditing.

Section 6 — blind scoring sheets

Session 4. One station per block, four minutes each. Your partner has an identical set. Do not compare until the reconciliation grid on the last sheet.

Section 7 — property notes

Everything a checklist has no column for. This is usually where the most useful observation of the day ends up.

Afterwards — transfer to the tracker

Everything on paper goes into AAD-02 against a QR identifier within 24 hours, while you can still read your own handwriting and remember which door it was.

THE EVIDENCE RULE — ALL FOUR, OR IT IS NOT A FINDING

01**A photograph with a scale in frame**

A tape, a rule, or a standard object.

02**A measured value, with the instrument named**

“810 mm, steel tape.” Not “narrow.”

03**The controlling clause**

What converts a complaint into a finding.

04**A location a stranger could find**

Property, block, level, zone, element.

EXERCISE 01 · SESSION 1

Three questions about the building you walked into

Answer from memory, before anything is measured. You will be asked to revisit these answers at the end of the day.

- Name one place in your own Heart of the House that a wheelchair user could not reach today.
- If the fire alarm sounded right now in your staff locker room, how would a Deaf employee know?
- Which of your live roles could a person with a locomotor disability do tomorrow, with the building exactly as it is?

EXERCISE 02 · SESSION 2

Dimension recall

From memory. Do not open the card. The point is not the score — it is finding out which five numbers you did not retain, so you look them up before the walk.

Clear headroom, all circulation routes	_____ mm	Maximum stair riser	_____ mm
Minimum door clear opening	_____ mm	Minimum stair tread	_____ mm
Maximum ramp gradient	_____ 1 :	Accessible WC internal size	_____ mm × mm
Ramp clear width between handrails	_____ mm	Turning circle, clear of door swing	_____ mm
Ramp landing size	_____ mm × mm	Maximum threshold height	_____ mm
Handrail heights, both sides	_____ mm and _____ mm	Corridor illuminance, average maintained	_____ lux

Check against the dimension card in AAD-09. Circle every one you got wrong — those are the five you look up before the walk.

EXERCISE 03 · SESSION 3

Severity calibration

Assign S1 Critical, S2 Major, S3 Minor or S4 Enhancement to each, and write the reason in six words. The reason matters more than the letter — two auditors who write the same reason will converge on the same letter.

- 01

A staff toilet cubicle has no emergency call system. An employee who fell inside would have no way to summon help.

☐ S1

☐ S2

☐ S3

☐ S4

Reason, in six words
- 02

A service corridor measures 92 lux against a 100 lux minimum, evenly lit, no glare.

☐ S1

☐ S2

☐ S3

☐ S4

Reason, in six words
- 03

The only route to the staff cafeteria, locker rooms and training room is a flight of thirty-five steps.

☐ S1

☐ S2

☐ S3

☐ S4

Reason, in six words
- 04

A ramp handrail stops flush at the top of the slope, with no 300 mm extension.

☐ S1

☐ S2

☐ S3

☐ S4

Reason, in six words
- 05

A final emergency exit door is partly obstructed by a planter that two people could move.

☐ S1

☐ S2

☐ S3

☐ S4

Reason, in six words
- 06

A staff entrance door has a lever handle and a 900 mm clear opening, but the signage beside it has no tactile characters.

☐ S1

☐ S2

☐ S3

☐ S4

Reason, in six words

EXERCISE 04 · SESSION 3

Is this N/A legitimate?

An unreasoned not-applicable removes an item from the denominator and quietly inflates the index. For each, tick whether N/A is defensible and write the reason you would put in the tracker.

- 01

Lift car dimensions, at a single-storey property with no lift.

☐ N/A defensible

☐ Not defensible

Reason to be recorded in the tracker
- 02

Pool hoist provision, at a property whose pool is guest-only and where no employee is required to enter the water.

☐ N/A defensible

☐ Not defensible

Reason to be recorded in the tracker
- 03

Visual fire alarm in the staff locker room, at a property that currently employs no Deaf staff.

☐ N/A defensible

☐ Not defensible

Reason to be recorded in the tracker
- 04

Tactile guiding path in a plant room that only trained engineers enter.

☐ N/A defensible

☐ Not defensible

Reason to be recorded in the tracker

Field checklists

The twelve Heart-of-House zone groups from the instrument. Carry only the pages for the zones you are auditing. Every ticked item still needs a measured value and a clause before it becomes a finding.

B01 Staff entrance and time office

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ Route from public road or transport stop
- ☐ gate and turnstile clear width and an alternative step-free leaf
- ☐ biometric or punch reader mounting height and operability
- ☐ security search process and privacy
- ☐ notice board legibility and height
- ☐ shelter at the queue

TIER 2 PROMPT Can a wheelchair user clock in without being lifted or letting someone else scan for them?

Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐

B02 Staff circulation

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ Corridor clear widths and passing places
- ☐ service lift car size, door width and control heights
- ☐ ramps and their gradients
- ☐ step-free alternative to every service stair
- ☐ floor surface, slip resistance when wet, and level changes
- ☐ lighting levels
- ☐ obstruction by parked trolleys and stored linen

TIER 2 PROMPT Walk the whole HOH route in a wheelchair. Where do you stop?

Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐

B03 Locker rooms and staff sanitary

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ Accessible cubicle in the staff sanitary block
- ☐ transfer space
- ☐ grab bars
- ☐ bench and changing provision
- ☐ locker height and reach range
- ☐ shower access and seat
- ☐ privacy

TIER 2 PROMPT Is there one accessible locker at reachable height, or are they all at 1.8 m?

Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐

B04 Staff cafeteria

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ Queue route width
- ☐ counter and tray-rail height
- ☐ self-service reach
- ☐ seating with knee clearance and armrests
- ☐ menu in accessible formats
- ☐ staff assistance protocol
- ☐ route from the servery to seating while carrying a tray

TIER 2 PROMPT Can someone using a mobility aid carry their own food to a table?

Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐

B05 Kitchen and productionMEASURED tick · measure · clause
CLAUSE / NOTE

- ☐ Work surface heights and a range of them
- ☐ knee clearance at at least one station
- ☐ reach to stores, refrigeration and equipment
- ☐ task lighting levels
- ☐ hot surface and moving machinery guarding
- ☐ visual duplication of audible timers and alarms
- ☐ floor drainage, slip resistance and trip hazards
- ☐ emergency stop reachability

TIER 2 PROMPT *Is there one prep station in this kitchen a seated worker could use for a full shift?*Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐**B06 Stores, receiving and dock**MEASURED tick · measure · clause
CLAUSE / NOTE

- ☐ Dock level difference and levelling provision
- ☐ trolley and pallet routes and their gradients
- ☐ shelving reach ranges and a low-reach zone
- ☐ mechanical handling aids and their availability per shift
- ☐ ladder, loft and mezzanine access
- ☐ labelling contrast and size

TIER 2 PROMPT *What is the heaviest thing anyone lifts here by hand, and does it have to be manual?*Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐**B07 Laundry and housekeeping**MEASURED tick · measure · clause
CLAUSE / NOTE

- ☐ Machine control heights, labelling and contrast
- ☐ visual duplication of audible cycle-end alerts
- ☐ linen chute opening height and force
- ☐ trolley design, wheel condition and push force
- ☐ floor pantry layout and reach
- ☐ chemical store access and labelling

TIER 2 PROMPT *Can a Deaf operator tell the machine cycle has finished without a colleague telling them?*Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐**B08 Engineering and plant**MEASURED tick · measure · clause
CLAUSE / NOTE

- ☐ Safe step-free or alternative access to each plant area
- ☐ control panel reach range and labelling contrast
- ☐ emergency stop and isolator reachability
- ☐ visual duplication of audible plant alarms
- ☐ confined-space and roof access protocol
- ☐ lighting and permanent task lighting at panels

TIER 2 PROMPT *Are plant alarms audible-only in a space where hearing protection is mandatory?*Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐

B09 Back office and training rooms

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ Workstation height adjustability
- ☐ chair and footrest provision
- ☐ screen position
- ☐ IT and business software accessibility including the property management system
- ☐ screen reader, magnification and dictation availability and licensing
- ☐ training room AV, hearing augmentation and captioning

TIER 2 PROMPT Does the property management system work with a screen reader? Has anyone ever checked?Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐**B10 Staff communication**

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ Shift briefing format and whether verbal content is duplicated in writing or visually
- ☐ order and docket communication systems
- ☐ escalation path clarity
- ☐ public address coverage supplemented by visual alerting in high-noise zones
- ☐ plain-language standard operating procedures
- ☐ notice board height, contrast and font size

TIER 2 PROMPT If the briefing is only spoken, who in the room did not receive it?Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐**B11 Staff emergency egress**

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ HOH escape route widths and step-free alternatives
- ☐ refuge provision in basement and plant levels
- ☐ visual alarm coverage in laundry, plant and kitchen noise zones
- ☐ named buddy per shift per employee needing assistance
- ☐ participation of employees with disabilities in drills and the record of it

TIER 2 PROMPT In the last drill, was every employee needing assistance actually assisted, and logged?Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐**B12 Staff transport and housing**

MEASURED

tick · measure · clause
CLAUSE / NOTE

- ☐ Pickup point shelter, seating and step-free boarding
- ☐ shuttle vehicle accessibility
- ☐ route from drop-off to the staff gate
- ☐ accessible unit provision within staff accommodation
- ☐ accessible sanitary provision within it

TIER 2 PROMPT Does the staff bus have a single step no one can negotiate?Score 0 absent · 1 present but unusable · 2 conforming and usable · 3 exemplary 0 ☐ 1 ☐ 2 ☐ 3 ☐

Blind scoring sheets

Eight stations, four minutes each. Your partner holds an identical set. Score independently — no conferring, no looking across, no discussion in transit. Reconcile only on the grid at the end.

Auditor

Pair ref

Do not compare until reconciliation.

01 Staff gate and time office4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Approach path clear width	1800 mm		☐ Y ☐	HG 4.2.1
Cross-fall on the approach	1:50 max		☐ Y ☐	HG 4.2.1
Surface — firm, even, slip-resistant	Pass / fail		☐ Y ☐	HG 4.2.1
Level change at the gate or turnstile	None, or ramped		☐ Y ☐	HG 4.2.1
Photo ref, and note		Effort band A / B / C / D		

02 Service corridor4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Clear width	1800 mm		☐ Y ☐	HG 4.2.1
Headroom	2100 mm min		☐ Y ☐	HG 4.2.1
Illuminance, average maintained	100 lux		☐ Y ☐	HG 4.2.4
Obstruction in the clear width	None		☐ Y ☐	HG 4.2.1
Photo ref, and note		Effort band A / B / C / D		

03 Staff entrance door4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Clear opening, face of door to stop	900 mm min		☐ Y ☐	HG 4.7.1
Threshold height	12 mm max, bevelled		☐ Y ☐	HG 4.7.1
Hardware — lever, not knob	Lever		☐ Y ☐	HG 4.7.1
Opening force	Within limited hand strength		☐ Y ☐	HG 4.7.1
Photo ref, and note		Effort band A / B / C / D		

04 Ramp4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Gradient	1:12 max		☐ Y ☐	HG 4.4.1
Clear width between handrails	1800 mm		☐ Y ☐	HG 4.4.2
Landings, top and bottom	1500 × 1500 mm		☐ Y ☐	HG 4.4.1
Handrail heights, both sides	850 and 750 mm		☐ Y ☐	HG 4.4.3
Handrail extension beyond ends	300 mm		☐ Y ☐	HG 4.4.3
Photo ref, and note		Effort band A / B / C / D		

05 Stair

4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Riser height, and uniformity	150 mm max, uniform		☐ Y ☐	_____ HG 4.5.1
Tread depth	300 mm min		☐ Y ☐	_____ HG 4.5.1
Nosing contrast	Present		☐ Y ☐	_____ HG 4.5.1
Tactile warning, head and foot	Dot-type, both		☐ Y ☐	_____ HG 4.3.1

Photo ref, and note

Effort band A / B / C / D

06 Staff toilet

4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Internal size of accessible cubicle	2200 × 2200 mm		☐ Y ☐	_____ HG 4.8.1
Turning circle clear of door swing	1500 mm		☐ Y ☐	_____ HG 4.8.1
Grab bars — side and rear wall	L-shape, load-rated		☐ Y ☐	_____ HG 4.8.2
Basin knee clearance	700 h × 750 w × 250 d		☐ Y ☐	_____ HG 4.8.2
Emergency call, reachable from floor	Present		☐ Y ☐	_____ HG 4.8.3

Photo ref, and note

Effort band A / B / C / D

07 Locker room

4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Door clear opening	900 mm min		☐ Y ☐	_____ HG 4.7.1
Threshold	12 mm max, bevelled		☐ Y ☐	_____ HG 4.7.1 · 4.3.1
Turning circle clear of benches	1500 mm		☐ Y ☐	_____ HG 4.8.1
At least one locker at reach height	Present		☐ Y ☐	_____ HG 4.8.1

Photo ref, and note

Effort band A / B / C / D

08 Final exit

4 MINUTES

WHAT IS MEASURED	REQUIRED	MEASURED	CONFORMS	SEVERITY
Route and door free of obstruction	Permanently clear		☐ Y ☐	_____ HG 4.11.3
Door clear opening	900 mm min		☐ Y ☐	_____ HG 4.7.1
Visual fire alarm on the route	Present		☐ Y ☐	_____ HG 4.11.1
Route illuminance	100 lux		☐ Y ☐	_____ HG 4.2.4

Photo ref, and note

Effort band A / B / C / D

SESSION 4 · MINUTE 37

Reconciliation

Read out station by station. Where you and your partner disagree, settle it against the clause — never against seniority. And treat the instrument as the suspect first, not the junior auditor.

STATION	AUDITOR A	AUDITOR B	AGREE?	RESOLVED VALUE / SEVERITY
01 Staff gate and time office			☐ Y ☐	
02 Service corridor			☐ Y ☐	
03 Staff entrance door			☐ Y ☐	
04 Ramp			☐ Y ☐	
05 Stair			☐ Y ☐	
06 Staff toilet			☐ Y ☐	
07 Locker room			☐ Y ☐	
08 Final exit			☐ Y ☐	

DISAGREEMENT RATE

of 8 stations

Under 10% — the cluster can be indexed. 10-20% — usable, tighten the wording. Above 20% — fix the instrument before comparing any two

Disagreement is almost always about severity, not measurement. Two engineers rarely disagree about 810 mm.

EXERCISE 05 · SESSION 5

Sequence these ten

Ten findings from a real Heart-of-House audit, listed in no order. Number them 1 to 10 in the order you would actually do them, then write the rule you used underneath. Severity sets the priority; effort sets the sequence inside it; cost never moves an item out of Priority 1.

☐	No visual fire alarm anywhere in the Heart of the House
☐	Service entrance ramp at 1:10.5 against 1:12
☐	Planter obstructing a final emergency exit
☐	Corridor lighting at 75–83 lux against 100 lux
☐	No grab bars in any staff toilet
☐	Service lift car 1800 × 1400 mm with an 800 mm door
☐	No tactile warning tiles at any stair or ramp
☐	Locker room door 780 mm with a 25 mm threshold
☐	Tactile and Braille signage absent at every door
☐	Thirty-five steps as the sole route to staff amenities

THE RULE YOU USED

Answer key is in the playbook, Session 5 material. Two of these are band A or B and Priority 1 — those are the two that should be at the top of your list, and between them they cost less than one night's room revenue.

EXERCISE 06 · SESSION 6

Your property's top ten, owned and dated

Transfer your ten highest-priority findings. One accountable name per line, and it is a person, not a department. A date, not a quarter.

#	FINDING	QR ID	PRI	BAND	EST. COST	ACCOUNTABLE (NAME)	TARGET DATE
01							
02							
03							
04							
05							
06							
07							
08							
09							
10							

SIGNED BY THE ACCOUNTABLE ENGINEER

Chief Engineer — signature

Name in block capitals

Date

EXERCISE 07 · SESSION 7

The item you do not believe you can deliver

One per property. This is not a failure to declare — it is the constraint that would otherwise surface as silent non-delivery in month three, when it is far more expensive to solve.

WHICH ITEM ON YOUR SHEET DO YOU NOT BELIEVE YOU CAN DELIVER BY THE DATE YOU HAVE JUST WRITTEN?

Item and QR identifier

What it would actually need

Who has to decide, and by when

Everything a checklist has no column for. In practice this is where the most useful observation of the day ends up — the thing that was true about the building but did not correspond to any item on the schedule.

- Zone walked, and who walked it with you
- What surprised you
- What you could not measure, and why Anything a photograph would not capture

The rest of the pack

Scan, or type the address. Every code resolves to a Beyond Labels address so the material stays versioned — you will always get the current edition rather than whatever was emailed around last quarter.

**Remediation Case Study Library**

24 cases, photographs, target states

<https://aad.beyondlabelsgoa.com/library>

**QR Audit Tracker**

The scoring instrument, .xlsx

<https://aad.beyondlabelsgoa.com/tracker>

**Property Action Plan**

Owners, dates, cost, sign-off

<https://aad.beyondlabelsgoa.com/plan>

**Audit Kit**

Tools list and reference cards

<https://aad.beyondlabelsgoa.com/kit>

**Closure & Verification**

Before / after and sign-off

<https://aad.beyondlabelsgoa.com/closure>

**Workshop Workbook**

This document, to print

<https://aad.beyondlabelsgoa.com/workbook>

TERMS

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