



M&S Company Archive

Physical Access Statement



September 2020

PHYSICAL ACCESS TO THE ARCHIVE

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

The M&S Company Archive engages with Visit England's Visitor Attraction Quality Scheme (VAQAS). As a Quality Assured Visitor Attraction, the M&S Company Archive has the National Tourist Board seal of approval and is committed to providing a high quality, consistent visitor experience.

1.1 Location of the M&S Company Archive

Situated on the Western Campus of the University of Leeds, the Michael Marks Building, home of the M&S Company Archive and Marks in Time Exhibition is just over a mile from Leeds City Centre.

The area surrounding the Archive is flat, however, the approach to the University's Western Campus from Leeds City Centre is uphill.

1.2 The Michael Marks Building and Marks In Time exhibition

The M&S Company Archive and Marks in Time Exhibition celebrates the role that M&S has played in people's lives for over 135 years. The exhibition is generally open Monday to Friday 10am – 5pm (subject to planned temporary closures) and is free to visit.

1.2.1 Lighting, flooring, sound and seating

Main entrance and reception

- The main entrance, on the ground floor, has step free, level access throughout. All public areas of the Archive are on the ground floor.
- The entrance is by automatic door wide enough for a wheelchair or mobility scooter.
- The floor surfaces of public areas are tiled and carpeted.

- Public areas are evenly and well-lit, by overhead fluorescent LED lights and halogen LED spotlights.
- There is a hearing loop system at reception.

Marks in Time Exhibition

- There are a number of seating areas throughout the exhibition, including in front of film projections and interactives.
- The exhibition displays are generally bright and evenly lit by overhead fluorescent and halogen lighting; however, some areas are more dimly lit to aid preservation of the exhibits. Fibre optic lighting, emitting minimal levels of UV light, is used inside the exhibition cases.
- Visitors are encouraged to handle and touch any objects that are not in the exhibition cases.
- There are several audio-visual displays in the exhibition including a film projection with both sound and subtitles. Headphones accompany one of the audio-visual displays, while other areas throughout the exhibition have background sounds and music playing.
- Hand-held audio guides, which enable visitors to listen to an audio commentary as they explore the exhibition, are available free-of-charge at the reception desk.
- Please note that some exhibition features may be temporarily unavailable or withdrawn, to comply with Covid-19 guidance or directives for the safety of visitors and colleagues.



1.2.2 Interactives

- There are several interactive touch screen computers in the exhibition that can be accessed from a sitting or standing position.
- There are two interactive iPads in the exhibition, one at a lower level, positioned for wheelchair users and children, the other is positioned for standing adults.
- There is an oral history listening post with two headsets which might be of particular interest for visitors with visual impairments.
- Please note that some interactive features may be temporarily unavailable or withdrawn, to comply with Covid-19 guidance or directives for the safety of visitors and colleagues.



1.3 Visitor facilities

1.3.1 Shop

- A shop with a small range of souvenirs is located in the main entrance and reception area.
- Some of the display tables are at a low level; staff can provide assistance if required.



1.3.2 Refreshments

- Tea and coffee making facilities are available, but the Archive does not have any onsite catering.
- Please note that onsite refreshment facilities may be temporarily unavailable or withdrawn, to comply with Covid-19 guidance or directives for the safety of visitors and colleagues.
- There are several nearby cafes on the University of Leeds campus.



1.3.3 Toilets

- Public toilets are located on the ground floor with level access from the main entrance.
- There is a unisex accessible toilet with baby changing facilities.



1.4 Accessibility and staff awareness

- All staff receive regular training, which includes disability and dementia awareness training. Designated members of the Archive Team are trained in First Aid.
- The Archive welcomes visitors with assistance dogs and can provide water for assistance dogs.
- One wheelchair is available for visitor loan, free of charge, from reception. There is always a member of staff on hand in the exhibition should assistance be required.
- The Archive has a set of evacuation procedures, and Archive staff will assist visitors either out of the building, or to a refuge, in the event of an emergency.