| **No.** | **Elements** | **Components** | **Criteria** | **Actual measures** | **Absent** | **Compliance** | **Observations and modifications** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |
|  | Desk | Manoeuvring area | Free, firm, and level of ≥ 850x1200mm[1](#_ENREF_1) |  |  |  |  |  |
|  | Clearance | Height: ≥ 680mm (or have an adjustable height) with extension ≤ 100mm of supports[1](#_ENREF_1) |  |  |  |  |  |
|  | Width: ≥ 750mm[1](#_ENREF_1) |  |  |  |  |  |
|  | Depth: ≥ 480mm, can overlap the clear floor area[1](#_ENREF_1) |  |  |  |  |  |
|  | Height - surface | 730-860mm[1](#_ENREF_1) |  |  |  |  |  |
|  | 950-1100mm for persons standing[2](#_ENREF_2) |  |  |  |  |  |
|  | Contrast | Between the furniture and the environment: * ≥ 70% with the walls and the floor[3](#_ENREF_3)
* Addition of a contrasting stripe on the desk’s periphery[4](#_ENREF_4)
 |  |  |  |  |  |
|  | Surface: Glare-free[4](#_ENREF_4) |  |  |  |  |  |
|  | Medium-coloured surface (contrasting with light/dark objects)[3](#_ENREF_3) |  |  |  |  |  |
|  | Where there is a glass: Contrasting horizontal stripes or patterns (≥ 70%) at a height of 900-1500mm, ideally no glass[4](#_ENREF_4) |  |  |  |  |  |
|  | Lighting | Surfaces dedicated to reading and filling of documents: ≥ 200 lux in the room and 350-450 lux on the surface[2](#_ENREF_2) |  |  |  |  |  |
|  | Where there is an employee: Face of the person well lit (≥ 700 lux) and out of backlight[4](#_ENREF_4) |  |  |  |  |  |
|  | If it is a reception desk: | Availability of plans[5](#_ENREF_5) | Those which are found at each floor, and located, if possible, at the same place near access points (staircases, elevators)[5](#_ENREF_5) |  |  |  |  |  |
|  | Communication | Offer the possibility of written communication: tablet, paper[6](#_ENREF_6) |  |  |  |  |  |
|  | Location | Visible and on accessible route from entrance door[1](#_ENREF_1), [4](#_ENREF_4), ideally through a straight-line path[5](#_ENREF_5) |  |  |  |  |  |
|  | Signage | Simple appropriate signage and well located for easy orientation from the entrance to the reception[2](#_ENREF_2), [4](#_ENREF_4), [5](#_ENREF_5) |  |  |  |  |  |
|  | Information | Queue management | Adapted desk continuously open[7](#_ENREF_7)* Visual and audible queue management system
* Speech synthesis or presence of an employee at all times[4](#_ENREF_4)
* Indications on welcoming individuals with physical disabilities[8](#_ENREF_8)
 |  |  |  |  |  |
|  | Mobility equipment/aids | Possibility to rent them at the entrance (reception) |  |  |  |  |  |

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