

# Shopping Mall Accessibility Checklist

Issued by: WORLD DISABILITY UNION (WDU)

## 1. Purpose

This checklist is designed to assess and certify **shopping malls and commercial centers** as disability-friendly environments, ensuring that persons with physical disabilities, sensory disabilities can **access all facilities safely, independently, and with dignity**, in accordance with:

## 2. Five-Point Rating Scale

Each item shall be evaluated using the following scale:

Score	Description
1	Not available
2	Available but non-compliant
3	Partially available
4	Available and compliant with minor remarks
5	Fully available and fully compliant

## 3. Accessibility Checklist

### 1. Accessible Parking

- Minimum 5% of total parking spaces designated for persons with disabilities
- Parking spaces located near accessible entrances
- Van-accessible parking provided
- Standard dimensions and access aisles
- Clear vertical and ground signage

Score: /5

### 2. Curb Ramps and External Routes

- Curb ramps provided at all pedestrian crossings
- Maximum slope 1:12
- Minimum clear width 120 cm
- Slip-resistant surfaces
- Continuous obstacle-free routes

**Score: /5**

### **3. Entrance Ramps and Main Entrances**

- Step-free access at all main entrances
- Code-compliant ramps provided
- Handrails on both sides
- Adequate wheelchair turning space

**Score: /5**

### **4. Doors**

- Minimum clear opening width 90 cm
- Automatic or easy-to-open doors
- Accessible handles and controls
- No raised thresholds

**Score: /5**

### **5. Internal Corridors and Circulation**

- Minimum corridor width 150 cm
- Smooth, firm, slip-resistant flooring
- Clear circulation without obstacles
- Adequate wheelchair maneuvering space

**Score: /5**

### **6. Elevators**

- Wheelchair-accessible elevators
- Control buttons at accessible height
- Braille and tactile markings
- Audible and visual floor indicators

**Score: /5**

### **7. Stairs**

- Handrails on both sides
- Non-slip stair surfaces
- Visual contrast on step edges
- Warning strips at top and bottom

**Score: /5**

## **8. Emergency Exits and Exit Ramps**

- Accessible emergency exits provided
- Ramps at emergency exits
- Illuminated and clearly marked signage
- Obstacle-free evacuation routes

**Score: /5**

## **9. Evacuation Chairs**

- Evacuation chairs provided where required
- Clearly marked locations
- Staff trained in evacuation procedures

**Score: /5**

## **10. Alarm Systems (Audible & Visual)**

- Audible alarm system installed
- Visual alarm system for hearing disabilities
- Coverage in all public areas

**Score: /5**

## **11. Wheelchair Availability**

- Wheelchairs available for visitors
- Clear request and usage procedures
- Regular maintenance and hygiene

**Score: /5**

## **12. Accessible Restrooms**

- Fully accessible restrooms on each floor
- Adequate turning space (minimum 150 cm)
- Grab bars and accessible fixtures
- Emergency call system

**Score: /5**

### **13. Sports & Entertainment Areas**

- Accessible sports areas and play zones
- Accessible routes to entertainment facilities
- Safety flooring and inclusive equipment

**Score: /5**

### **14. Playgrounds, Courts, and Stands**

- Accessible routes to playgrounds and courts
- Wheelchair seating in spectator stands
- Companion seating provided

**Score: /5**

### **15. Swimming Pool (if applicable)**

- Step-free access to pool area
- Pool lift or ramp entry
- Non-slip pool deck
- Accessible showers and changing rooms

**Score: /5**

### **16. Changing Rooms**

- Accessible changing rooms available
- Adequate maneuvering space
- Non-slip flooring

**Score: /5**

### **17. Cafeteria and Food Courts**

- Step-free access
- Accessible tables and seating
- Service counters at accessible height

**Score: /5**

## 18. Prayer Room

- Accessible route to prayer room
- Designated wheelchair space
- Quiet and respectful environment

Score: /5

## 19. Service Counters

- Lowered counters provided
- Clear floor space in front of counters
- Accessible queuing systems

Score: /5

## 20. Rest Areas

- Accessible seating areas
- Adequate circulation space
- Close proximity to services

Score: /5

## 21. Autism-Friendly Area

- Quiet, low-stimulation spaces
- Calm lighting and colors
- Visual guidance and pictograms

Score: /5

## 22. Wayfinding and Signage

- International accessibility symbols used
- High-contrast colors and large fonts
- Directional signage to all facilities

Score: /5

## 23. Additional Services

- Accessibility policy in place
- Trained staff for disability assistance
- Feedback and complaint mechanism
- Regular inspection and maintenance

Score: /5

## 4. Final Evaluation

- Total Score: ..... / 115
- Percentage: ..... %

### Accreditation Level

- Below 60%: Not Accessible
- 60–79%: Partially Accessible
- 80–89%: Disability-Friendly Shopping Mall
- 90–100%: Fully Accredited Accessible Shopping Mall

## 5. Certification

Facilities meeting the requirements are entitled to:

- Official **WDU Accessibility Certificate**
- Accreditation plaque for public display
- Use of the designation: **“Disability-Friendly Shopping Mall – WDU Certified”**

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\*This checklist is officially issued by the WORLD DISABILITY UNION (WDU) for assessment, inspection, and accreditation of shopping malls and com

# Shopping Mall Accessibility Inspection Form

Issuing Authority: WORLD DISABILITY UNION (WDU)

## General Information

- Shopping Mall / Commercial Center Name: .....
- Address / Location: .....
- City / Country: .....
- Inspection Date: .... / .... / ....
- Inspector Name: .....
- Inspecting Authority: .....

## Evaluation Method

Each item shall be evaluated using the following five-point rating system:

Score	Description
1	Not available
2	Available but non-compliant
3	Partially available
4	Available and compliant with minor remarks
5	Fully available and fully compliant

All observations must be recorded in the **Remarks** column.

## 1. Accessible Parking

Requirement	Score	Remarks
Minimum 5% designated accessible parking		
Located near accessible entrances		
Van-accessible spaces provided		
Compliant dimensions and access aisles		
Clear signage (vertical & ground)		

**Section Score: /5**

## 2. Curb Ramps & External Routes

Requirement	Score	Remarks
Curb ramps at all crossings		
Slope $\leq$ 1:12		
Minimum width $\geq$ 120 cm		
Slip-resistant surfaces		
Continuous obstacle-free route		

Section Score: /5

## 3. Entrance Ramps & Main Entrances

Requirement	Score	Remarks
Step-free access		
Code-compliant ramps		
Handrails both sides		
Wheelchair turning space		
Clear entrance identification		

Section Score: /5

## 4. Doors

Requirement	Score	Remarks
Clear opening $\geq$ 90 cm		
Automatic or easy operation		
Accessible handles		
No raised thresholds		
Safe opening force		

Section Score: /5

## 5. Internal Corridors & Circulation

Requirement	Score	Remarks
Width $\geq$ 150 cm		
Firm, non-slip flooring		
Obstacle-free circulation		
Adequate maneuvering space		
Proper lighting		

Section Score: /5

## 6. Elevators

Requirement	Score	Remarks
Wheelchair-accessible elevator		
Controls at accessible height		
Braille/tactile buttons		
Audible & visual indicators		
Emergency communication		

Section Score: /5

## 7. Stairs

Requirement	Score	Remarks
Handrails both sides		
Non-slip steps		
Visual contrast edges		
Warning strips		
Adequate lighting		

Section Score: /5

## 8. Emergency Exits & Exit Ramps

Requirement	Score	Remarks
Accessible emergency exits		
Exit ramps provided		
Illuminated exit signage		
Obstacle-free routes		
Emergency plans posted		

Section Score: /5

## 9. Evacuation Chairs

Requirement	Score	Remarks
Evacuation chairs available		
Clearly marked locations		
Staff trained		
Regular inspection		
Instructions displayed		

Section Score: /5

## 10. Alarm Systems (Audible & Visual)

Requirement	Score	Remarks
Audible alarms		
Visual alarms		
Coverage in public areas		
Linked to emergency system		
Regular testing		

Section Score: /5

## 11. Wheelchair Availability

Requirement	Score	Remarks
Wheelchairs available		
Easy request procedure		
Maintained & hygienic		
Staff awareness		
Accessible storage		

Section Score: /5

## 12. Accessible Restrooms

Requirement	Score	Remarks
Step-free access		
Turning space $\geq 150$ cm		
Grab bars installed		
Emergency call system		
Non-slip flooring		

Section Score: /5

## 13. Sports, Entertainment & Play Areas

Requirement	Score	Remarks
Accessible routes		
Inclusive equipment		
Safety flooring		
Accessible seating		
Safety signage		

Section Score: /5

## 14. Swimming Pool (if applicable)

Requirement	Score	Remarks
Step-free access		
Pool lift or ramp		
Non-slip deck		
Accessible showers		
Safety signage		

Section Score: /5

## 15. Changing Rooms

Requirement	Score	Remarks
Accessible rooms		
Maneuvering space		
Non-slip flooring		
Benches & supports		
Clear signage		

Section Score: /5

## 16. Cafeteria / Food Court

Requirement	Score	Remarks
Step-free access		
Accessible tables		
Adequate aisle width		
Accessible counters		
Clear menus/signage		

Section Score: /5

## 17. Prayer Room

Requirement	Score	Remarks
Accessible route		
Wheelchair space		
Quiet environment		
Clear circulation		
Respectful signage		

Section Score: /5

## 18. Service Counters

Requirement	Score	Remarks
Lowered counters		
Clear front space		
Accessible queuing		
Staff assistance		
Visual/audio support		

Section Score: /5

## 19. Rest Areas

Requirement	Score	Remarks
Accessible seating		
Adequate circulation		
Close to services		
Shaded areas		
Clear signage		

Section Score: /5

## 20. Autism-Friendly Area

Requirement	Score	Remarks
Quiet low-sensory space		
Calm lighting/colors		
Visual communication aids		
Caregiver access		
Usage guidance		

Section Score: /5

## 21. Wayfinding & Signage

Requirement	Score	Remarks
Accessibility symbols		
High-contrast colors		
Clear fonts		
Directional signage		
Braille/tactile signs		

Section Score: /5

## 22. Additional Services

Requirement	Score	Remarks
Accessibility policy		
Trained staff		
Feedback mechanism		
Regular maintenance		
Continuous improvement		

Section Score: /5



## Final Assessment

- Total Score: ..... / 110
- Percentage: ..... %

### Accreditation Result

- Not Accessible (Below 60%)
- Partially Accessible (60–79%)
- Disability-Friendly Shopping Mall (80–89%)
- Fully Accredited Accessible Shopping Mall (90–100%)

### Signatures

- Inspector Name & Signature: .....
- Facility Representative Name & Signature: .....
- Official Stamp: .....

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