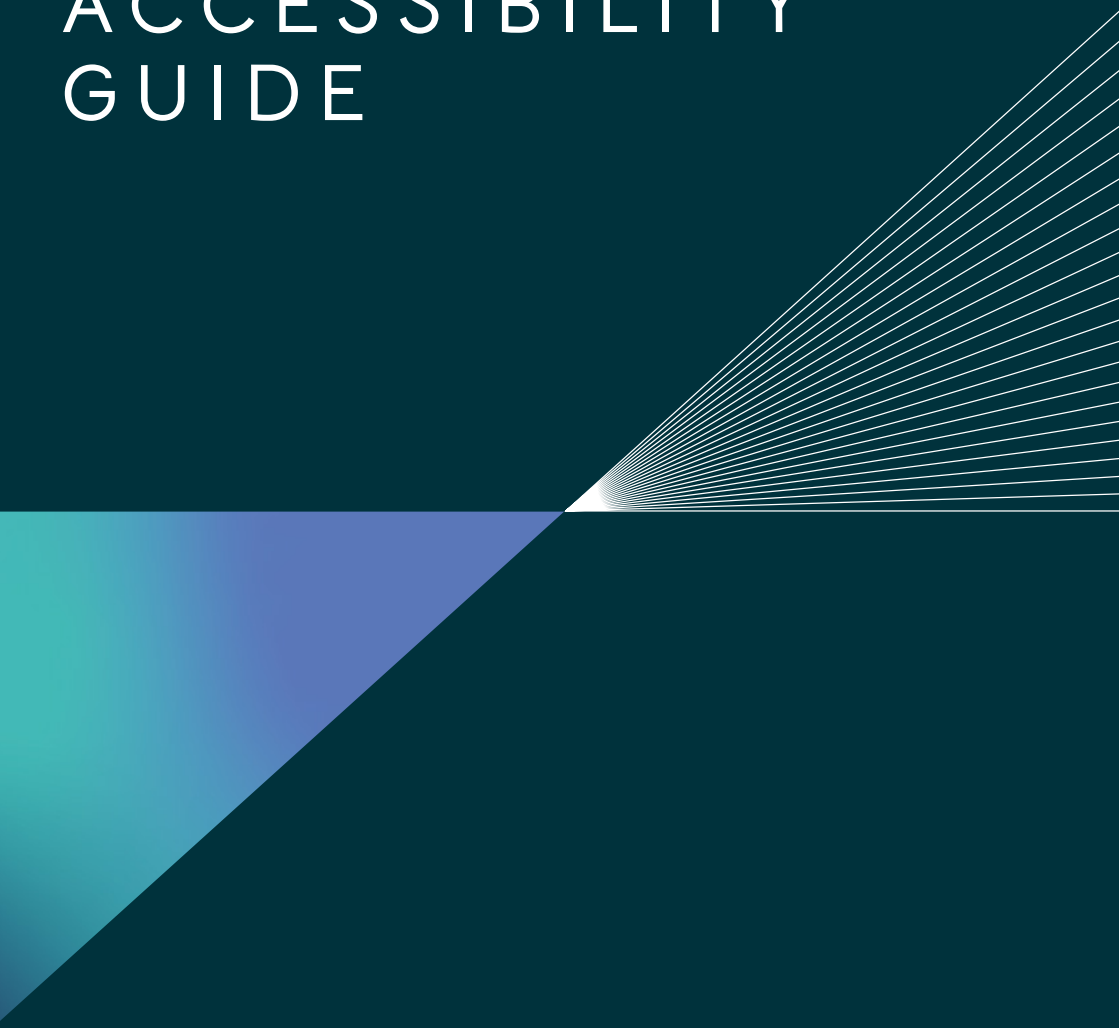
ACCESSIBILITY GUIDE



LONDON 2025

European Bank
for Reconstruction and Development

The Annual Meeting is for everyone. The event's attendees, in all their diversity, are what will make it successful. We are all different and our differences are our strengths.

Please let us know if you need any special arrangements or additional support due to a disability, to ensure your full participation.

Please indicate your needs during the registration process or contact **Debbie Gorman** at gormand@ebrd.com.

We will aim to make any reasonable adjustments, whenever and wherever possible.

REGISTRATION

Once you have registered through our event website, www.ebrd.com/am, you will receive email confirmation that you will need to show, together with an official identification document, to collect your badge on arrival at the event. Check the registration page on the Annual Meeting website for further information, including registration opening times.



HOW TO GET TO THE EVENT

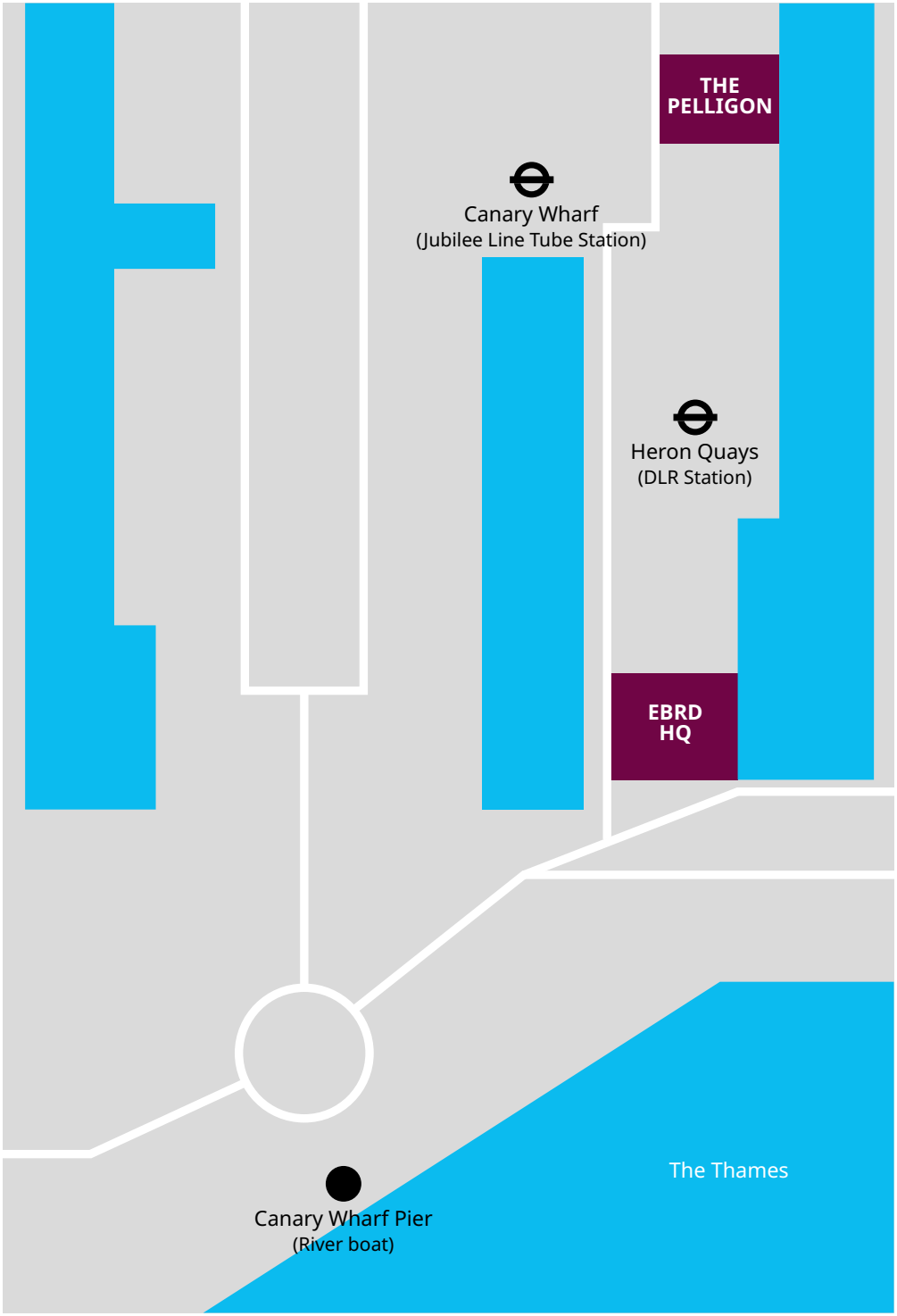
Most events will take place at EBRD headquarters in Canary Wharf.

Address:
5 Bank Street, London E14 4BG, United Kingdom.
View the location on Google Maps.

To plan your local journey in London and identify step-free routes, we recommend that you visit the Transport for London (Tfl) website or download the Citymapper app.

To pay for the Tube, Docklands Light Railway (DLR), buses or river boat, you can use a contactless bank card or an Oyster card (one per passenger), which can be purchased at London Underground and most London Overground stations, as well as at London City Airport DLR station.

On the afternoon of Wednesday 14 May, Annual Meeting participants will receive complimentary tickets to travel from EBRD headquarters to the Opening Session in Central Hall Westminster. The transfer will be on Uber boat or Tube and tickets will be offered on a first-come, first-served basis.


THE PELLIGON
Canary Wharf
(Jubilee Line Tube Station)
Heron Quays
(DLR Station)
EBRD HQ
The Thames
Canary Wharf Pier
(River boat)

Tube
Canary Wharf
Jubilee Line and Elizabeth Line – direct line from Heathrow Airport terminals.

DLR
Heron Quays and Canary Wharf

All of the above stations provide step-free access to and from street level and train platform levels.

Bus
Heron Quays and Marsh Wall
Buses: D3, D7, D8, 135, 277, N550

River boat (Uber boat)
Canary Wharf Pier
Routes: RB1, RB6

Step-free access to the pier via lifts is also available.
Plan your journey – Uber Boat by Thames Clipper.

Transport for London provides a range of accessibility guides in alternative formats:

- audible descriptions of a number of stations are available from Describe Online
- an audio guide to the Tube, DLR, IFS Cloud Cable Car, London Trams and London Overground
- a Tube map – large print
- an overview of step-free Tube access is available on the Transport for London Website
- Getting Around London – a guide to accessibility using the Tube, buses, DLR, taxis and private hire, and river boats.

Car

If you are a blue badge holder and require an accessible car-parking space, please let us know in advance by emailing: ebrdamregistration@regteam.com.

An alternative car park near to EBRD headquarters is:
Westferry Circus Car Park
Westferry Circus
London E14 4HD

Taxi services, including black cabs and Uber, are widely available.

A drop-off point is located directly in front of the EBRD headquarters building. There is a kerb from the road to the pavement, but there is also a dropped kerb that allows step-free access to the main entrance (see image).

Dropped kerbs, tactile paving and traffic lights are incorporated into the road and pedestrian walkways to, from and around the building to assist access.

All public areas within the building's boundary are step-free environments.





AN ACCESSIBLE BUILDING

The EBRD headquarters building was designed to be sustainable and accessible for all.

The building offers an accessible entrance door, lifts, gender-neutral and accessible toilets (two accessible toilets on each floor), ramps, handrails and step-free access to all levels and event rooms, with a minimal number of doors. Our headquarters building is decorated in a calming, neutral palette and has quiet areas available, as well as temperature and light-sensitive spaces.

If you require any assistance during your visit, please advise the team in the registration area, or let us know in advance by emailing Debbie Gorman at gormand@ebrd.com.

Visitors to the EBRD headquarters building must notify us in advance if they require assistance to evacuate the building in an emergency. During a fire alarm, the building's lifts will cease to operate, and any person who cannot use the stairs in this situation will be asked to complete a General Emergency Evacuation Plan. PowerForm Signer Information | Docusign

AUDIO SUPPORT

Large meeting rooms are fitted with induction hearing loops. Portable induction hearing loops can also be requested for smaller meeting rooms.

International Sign interpretation will be offered at the Opening Session of the Board of Governors and Business Forum sessions taking place in the EBRD HQ Auditorium.

Live captioning service will be offered for the Opening Session of the Board of Governors, and Business Forum sessions.

Slido (audience interaction platform) and microphone options will be available to participants who would like to ask questions during each session.

VISUAL SUPPORT

Raised numbers and braille signage are not provided. Staff will guide visually impaired visitors to destinations/facilities.

Selected finishes to walls and floors provide point difference, while large glass partitions are fitted with safety glass and manifestations, set within metal frames, for visual contrast.

All floor circulation areas within the building are on a level plane and corridors are clearly defined and clear of projections or obstructions.

Doors on the main corridors in the building have glass panels to aid visibility, from 500mm above floor level to 1,500mm in height.

ADDITIONAL INFORMATION

Assistance dogs

The EBRD welcomes guide and service dogs. They are permitted throughout the building.

Wi-Fi

Free wi-fi will be available at the venues. The connection details will be on the back of your visitor badge.

Website

Our event website, www.ebrd.com/am, provides information on the programme, venues, registration and floor plans, including accessible routes and toilets.

We have made efforts to make our Annual Meeting website more accessible by adding:

- Alt text for buttons and images
- a clear font
- good contrast.

Mobile app

The MyEBRD app will be available prior to and during the event, providing the information available on the Annual Meeting website in a more user-friendly version.

The website and app will also include floor plans containing accessible routes, toilets and other facilities.



OTHER VENUES

Westminster Central Hall

Storey's Gate
London SW1H 9NH

This venue will be used for the Opening Session of the Board of Governors and the Reception for all participants.

Accessible features include:

- step-free access to the building from nearby Westminster Underground Station
- low-level doorbells at the main entrance on Storey's Gate and at the Tothill Street side entrance
- two large passenger lifts from the Storey's Gate entrance, allowing access to the café, all floors of the building and all meeting rooms, with the exception of those on level two.
- a ramped entrance from the Tothill Street entrance, leading to a step-free ground-floor corridor
- disabled evacuation lifts at the front and rear of the building, with fully trained operators
- clearly marked disabled refuge points, with a direct intercom to reception.

Visitors can also benefit from:

- a personal evacuation plan in the event of an emergency (if you require assistance in the event of an emergency evacuation, please contact the venue directly)
- automatic door openers on every floor
- accessible toilets located throughout the building
- built-in induction loops and hearing assistance in the Great Hall.

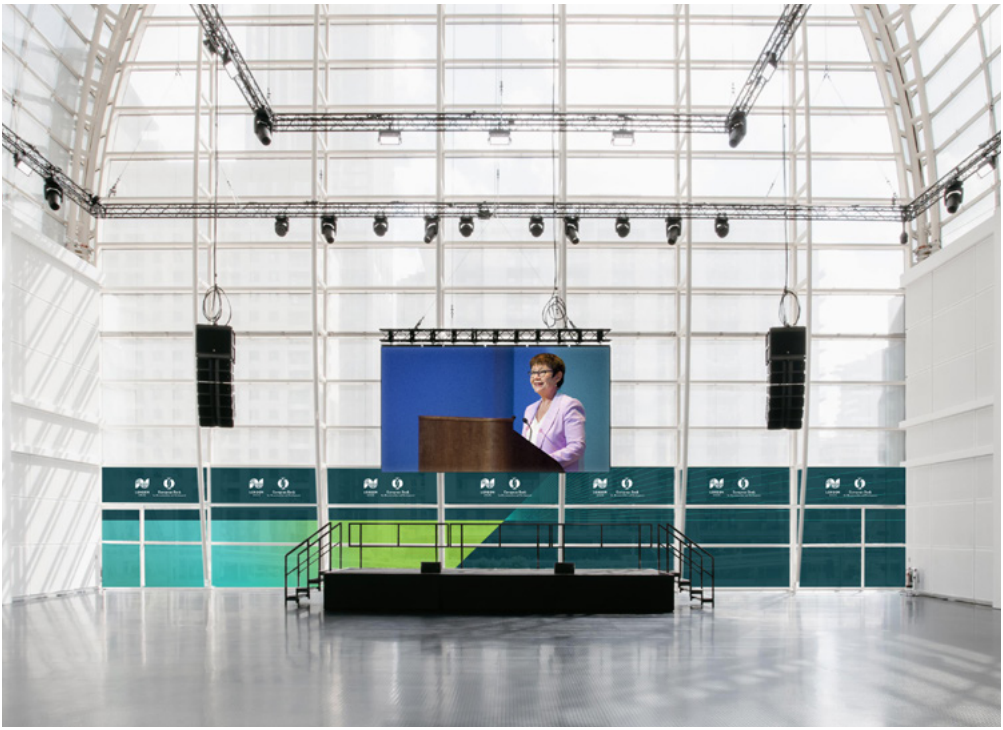
Westminster Central Hall access statement is available in the Accessibility section of our website www.ebrd.com/am

The Pelligon
43 Bank Street
London E14 5NX

Only the Plenary Session of the Board of Governors will take place at this venue. This is a closed event and access is by invitation only.

The venue is entirely accessible, featuring accessible toilets on both the Gallery level and the floor beneath the main space.

A step-free route is available.



We want our event to be accessible and user friendly for all. Please let us know if you encounter any difficulties.

Feedback is welcome at:
ebrdamregistration@regteam.com

EBRD
5 Bank Street
London E14 4BG

+44 (0)20 7706 5599
ebrdamregistration@regteam.com
www.ebrd.com/am

Facebook
Instagram
LinkedIn
YouTube


EBRD forecasts
Türkiye





European Bank
for Reconstruction and Development