



LLOYD'S

# Lloyd's of London

## Accessibility and Inclusion Statement

August 2025



# Welcome to Lloyd's

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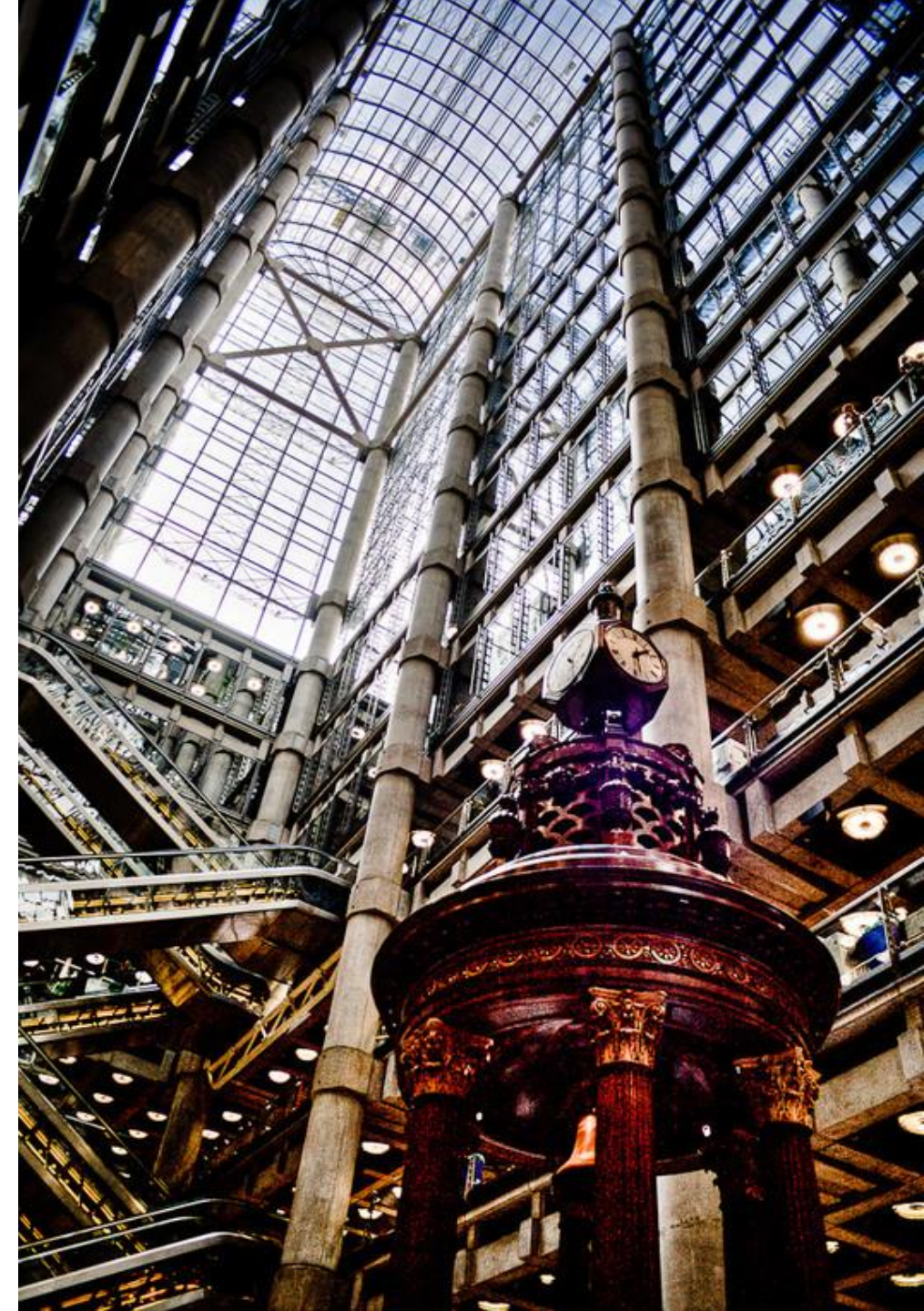
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# Our history and building

The Lloyd's Building at One Lime Street, London EC3M 7HA, is a Grade 1 listed internationally renowned building, designed by Richard Rogers & Partners. It took eight years to build and was opened by Her Majesty The Queen in 1986. 33,510 cubic meters of concrete, 30,000 square metres of stainless-steel cladding and 12,000 square metres of glass were used during the construction.

The building is an outstanding venue for both work and events and boasts spectacular views: its radical design features external lifts and ducts, helping earn it the nickname 'the Inside-Out Building'. Today the building is overlooked by many of the City's newer skyscrapers, including the Walkie-Talkie at 20 Fenchurch Street and Rogers' newest project, the Leadenhall Building.

The Lloyd's building has fully adaptable meeting rooms, 12 external scenic lifts, 3 internal lifts, and offers first-class catering services and state-of-the-art technology facilities. It is served by mainline stations along with excellent tube and bus services.





# We are here to help

## Our facilities

The building facilities enable anyone, regardless of ability, to move freely within the building. Lloyd's is committed to treating people fairly by identifying and removing any unnecessary barriers to participation or progression.

Please let our friendly reception team know if there is any support that can be offered during your time at Lloyd's (such as access, assistance, alternative formats or disabled parking).

## Our purpose

Sharing risk to create a braver world. Together for a braver future.

As we work with customers, partners, and communities around the world, we strive to build a more resilient, sustainable, and inclusive future. A braver future requires all of us to build it. Because no matter our race, ethnicity, ability, sexuality, religion or background, we're better together. You can find out more about our purpose [on our website](#).







## Hearing Impairments

We want to ensure your safety as well as comfort when welcoming you to our building.

For those with hearing impairments we provide a hearing loop at Reception.

**Just ask!**

### What is an induction loop?

The induction loop is an assistive listening system that provides access to facilities for those with a hearing impairment. It takes a sound source and transfers it directly to a hearing aid without background noise, interference or acoustic distortion.

For your safety there are **beacons** installed in strategic locations throughout the building.

**They illuminate when the fire alarm is activated.**



## Visual Impairments

You will find our lift control buttons are both tactile and Braille.

All our lifts have a telephone with direct communication to our security control room. Use this in the event of an emergency!

### Do we allow assistance animals? Yes!

We also provide a spending pen; you will find this on the lower ground level between Tower 5 and 6.



# Accessibility

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## Toilets & Accessible toilets

There are **5 accessible toilets** within Lloyd's of London Building.

### You'll find them on:

- Tower 1 (1<sup>st</sup>, 5<sup>th</sup> and 11<sup>th</sup> floor)
- Lower Ground (behind Reception).
- Upper Basement (adjacent with the Ladies toilets behind the escalators).

All toilets have emergency alarm cords and are fully equipped for wheelchair use. All toilets can be accessed via the lift service.

The building is also equipped with **5 gender neutral toilets**, which can be found at:

Lower Ground (behind Reception)  
Galleries (floors) 4, 6, 9, 10.



# Showers

## Ladies Showers

These are located in the Ladies toilets at UB level (base of escalators).

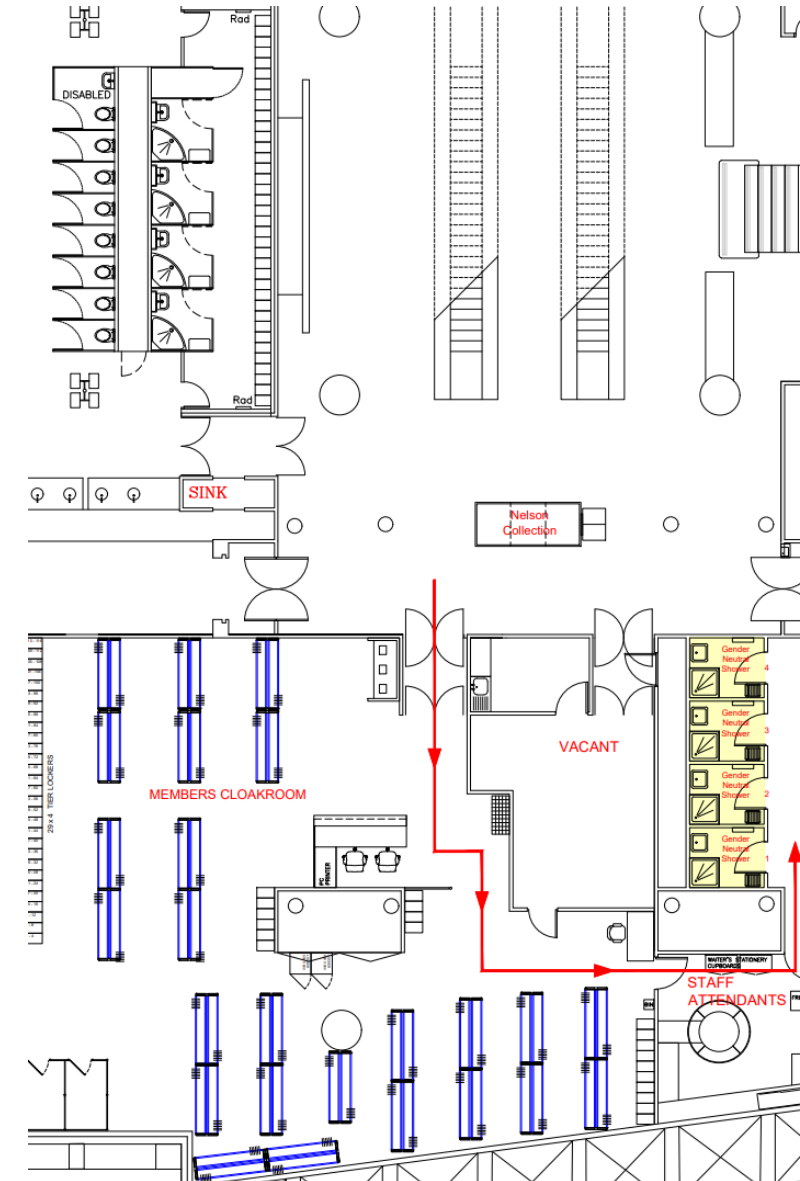
## Gents' Showers

These are located in the Gents' toilets at UB level (base of escalators).

## Gender Neutral Showers

**4 gender neutral showers** are located within the Cloakroom at UB level (base of escalators). They can be accessed by walking into the cloakroom and bearing left (see map opposite).

Towels are available at each set of showers and once used they should be placed in the bins provided.





# Getting here



## By bike

Corporation staff and building tenants can use secure bike sheds at Lower Ground level, adjacent to Tower 5.

Additional bike racks are available throughout the Lower Ground level. All cycles are left at the owner's risk.

Need help?  
E-mail [security86@lloyds.com](mailto:security86@lloyds.com)



## Underground

The nearest tube stations are:

**Bank** (Central, DLR, Northern, Waterloo & City lines)

**Monument** (Circle & District lines)

**Cannon Street** (Overground Services, Circle & District lines)

**Liverpool Street** (Circle Line, Central Line, Hammersmith & City Line and Metropolitan Line, Overground)



## By car, taxi, or bus

**Bus number 25** is a frequent bus route and there are bus stops directly outside Lloyd's on Leadenhall Street. There are several buses which pass along the underground stations mentioned.

**If you are travelling by Taxi**, there is a wrap around drop off point at Tower 1.

There are several **parking bays** close to the building. We [recommend using Tower Hill Car and Coach Park](#). You'll find 13 designated disabled bays in this car park and do not require bookings or reservations.

**Please ensure that your blue badge is always displayed when using these bays.**

Address:  
50 Lower Thames Street London  
EC3R 6DT

Classification: Unclassified



## Mainline stations

The nearest mainline stations are:

**Cannon Street**: 10-minute walk

**Fenchurch Street**: 6-minute walk

**Liverpool Street**: 10-minute walk

# Entrance & Reception

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If required, there is an easily **accessible assistance intercom** at the front entrance by Reception. This provides communication to our security control room and a member of the team will be happy to help with any issues.

The reception is staffed by the security team, who ensure the safety and security of everyone in the building.

For all access pass requests please visit our [website](#).





# Catering

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**The restaurant** can cater for a wide range of allergies, dietary requirements and specific requests.

The menus include vegan and vegetarian dishes. You will find the Coffee House and Food Hall are on the lower ground level through Reception.

**An additional café (One Under Lime)** can be found outside the building at lower ground level by Tower 4.

For menus and opening times please visit our [website](#). Tea Points and Breakout Areas can be found on the Corporation galleries (galleries 5 and 12).

There are hot and cold easy access buttons at the tea points for the Vivreau water dispensing systems.



# Emergency Arrangements

In the **event of an emergency** the Security Control Room should be contacted on **0207 327 2222** (ext: 2222).

There are **dedicated first aiders** on-site who can be requested via the security team.

## Defibrillators

4 defibrillators are located within the building:

- **Reception**
- **Outside the Wellbeing Centre (Upper Basement by Tower 5 lifts)**
- **Tea/Coffee Point on Gallery 5 near Tower 1 lifts**
- **Satinwood offices Gallery 8 / Suite 877**





# Further information

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## Additional Information

The building address is:

Lloyd's

One Lime Street

London, EC3M 7HA

**Tel:** +44(0)2073271000

**E-mail:** [enquiries@lloyds.com](mailto:enquiries@lloyds.com)

The general opening hours are **7.30am to 6.00 pm, Monday to Friday**, however the building is open 24/7 and there is Security present at all times within the building.

For useful phone numbers please visit our [website](#).

All staff at Lloyd's of London have regular and refresher disability, equality and diversity training and we are conscious of respecting everyone's needs and will do everything we can to successfully meet those needs.

We have dedicated **fire marshals**. A managed fire evacuation is carried out on an annual basis.

## Facilities

**Cloakroom** – This is located in the Upper Basement, with opening hours from Monday to Friday 07.00 to 19.00. It can be used by anyone in the building. All items are left at the owner's risk.

**Prayer Room** – This is located on Gallery 7 (Room 713) and can be accessed by anyone in the building.

**Wellbeing Centre** – This is located in the Upper Basement of the Lloyd's building. For additional information and appointments visit [our website](#).

## Additional information for parents Mothering Room

Mothers who are breast feeding and are expressing milk can use the quiet room in Lloyd's Wellbeing Centre. It is equipped with a fridge, wall-mounted heater, bed and chair. Hand washing facilities are available in the toilets. A baby changing cot is available at reception.

## Personal Emergency Evacuation Plan (PEEP)

**If you work at Lloyd's** and are unable to make your way out of the building unaccompanied during a fire evacuation (either due to a permanent or temporary disability), please complete a PEEP (Personal Emergency Evacuation Plan)

**If you are visiting** and require assistance in leaving the building in the event of the fire alarm sounding, please complete a PEEP (Personal Emergency Evacuation Plan) and notify reception when you arrive.

Corporation staff only (MyLloyd's): Complete your Clear Talents profiles and share any concerns you have relating to reasonable adjustments!