

Disability Discrimination Act Policy

Policy on Disability Discrimination

Hibernian Football Club (The Club) recognises its responsibilities in the context of the 1995 Disability Discrimination Act (DDA).

The Club is committed to ensuring that disabled supporters and customers have as full access as is reasonably possible to all goods, services and facilities provided or offered to the public by the Club.

The Club recognises it must take into account the needs of Visiting Disabled Supporters as well as its' own and will liaise with the opposing Clubs highlighting the facilities that are available and making the tickets directly available to the Visiting Clubs as may operate their own Disabled Supporters Clubs.

In all areas where Disabled Supporters are present the Club will provide Stewards to assist these Supporters where they have no carer, to ensure that they can access the Stadium and its' facilities without difficulty.

The Club will ensure that all Senior Managers and appropriate Staff likely to come into contact with Disabled People are trained in the provision of the Act, and where applicable training will be included in the staff induction program.

The Club has appointed a Disability Liaison Officer to act as an intermediary between our Disabled Supporters and Senior Management and Board of Directors of the Club.

The Club will encourage the setting up of a Disabled Supporters Club and meet with them at regular intervals to ensure that their views and opinions on matters are heard.

The Club will treat any complaint against its employees as a serious matter and that if found to be in breach of the Act the employee would be dealt with under the Club's Disciplinary Procedures.

The Club's existing Equity Policy acknowledges that Hibernian Football Club is responsible for setting standards and values to apply throughout The Club.

The Club's commitment is, therefore, to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability.

In respect of disabled facilities at Easter Road Stadium, The Club offers accommodation for all disabled groups.

Guidelines for an Accessible Stadium.

1 Approaches/Entrances

The approaches to the Stadium are clearly indicated using a system that corresponds to the stand indicators on the matchday ticket. This colour coding of stands has been used to assist spectators with reading difficulties. Contrasting colours have been used on text to assist the visually impaired. Doors with large panes of glass and adjacent glazed screens are fitted with safety glass with manifestations to enable visually impaired people see them.

2 Parking

A large designated disabled car park is located in St Clair Street located behind the Famous Five Stand. Persons with disabilities displaying a Disabled Parking Badges on their vehicles will be permitted to park on the south side of St Clair Street under the direction of Parking Attendants/Police. The Club will seek where possible to negotiate access to other areas to park vehicles, access to this parking would be via the Clubs' Disabled Supporters Association. For supporter requiring access right up to the stadium to drop off and pick up of disabled supporter access will be permitted 30mins prior to kick-off. At larger attendance matches (Cat A) this time may be increased to 45mins so supporters are advised to allow plenty of time should they need to take up this option. After this time a temporary traffic order is in place restricting the movement of vehicles on the streets directly around the stadium.

3 Disabled Viewing Areas

A variety of locations are offered as opposed to only providing one location at trackside which is common at many other Stadiums.

4 Assistance Dogs

It is the Clubs Policy that guide dogs will be permitted within the Stadium. Where guide dogs are required seating will be offered giving the person adequate space for both the disabled person and the guide dogs. The open space at the front of the seating decks provide good space and two spaces will be set aside to ensure that adequate space is provided similar to that offered to wheelchair users.

5 Disability Awareness Training

As part of the Clubs desire to constantly improve Customer Services the Club is committed to Staff Training on disability awareness. In addition to this the Club employs the services of a stewarding contractor who shares the same views on Customer Service as the Club does and likewise provides training to it's staff.

6 Lifts / Platform Lifts and Ramps

Where there is a change in level or where Disabled Supporters are to be given access to raised areas ramps, lifts and platforms are provided. Where Lifts and Platforms are

being accessed these are controlled by the Clubs Disability Stewards on a matchday. In each of the North, South and West Stands lift access can be provided to the Upper Tiers of each of the stands for spectators who would otherwise have difficulty in accessing the Upper Tiers.

7 Steps & Stairs

All steps and stairs are to be kept clean and in good order. Lighting levels within the Stadium are above that required by the British Standards, even in emergency situations where mains power has been lost.

8 Catering/Refreshments

It was agreed with Building Control and the Stadium Safety Team when the Stadium was being developed that dropped counters would not be installed due to Security Issues that have arisen at other Stadiums and the difficulty in ensuring a fire seal on the shutters as the Kiosks are located in concourse areas that are on escape routes in the event of evacuation. Due to these difficulties a Catering Staff will come into the wheelchair viewing areas to take orders and bring food to disabled supporters attending without a helper or who's helper needs to stay with the disabled person at all times.

9 Toilets

Fully equipped toilets are provided in all sections of the Stadium where Disabled Supporters occupy. The number of toilets provided exceeds the Building Control requirements. Tactile embossed pictograms would normally be installed however following discussion with the Disability Working Group it was felt that these were not required as Supporters attending are accompanied by helpers or use the Club's own Disability Stewards or Stadium Stewards when getting about due to the crowd.

10 Ticketing

The Club operates a Database of Seasonal and regular Ad-hoc Disabled Supporters. Prior to large attendance matches such as semi-finals and finals where the demands on the Ticket Office can be greater the database is contacted prior to the sale of tickets to ascertain their requirements for these matches.

Telephones (Disabled Supporters Hotline: 0131 656 7066) and email (Tickets@hibernianfc.co.uk) contact make easy direct contact with the Ticket Office but as the existing Ticket Office is a Listed Building and drop counters would not be permitted a ramp access to the rear door is provided and an intercom allow wheelchair disabled visiting the Ticket Office in person the ability to contact the Ticket Office Staff who can bring the disabled person into the Ticket Office if necessary.

11 Means of Escape

The designated Disability Stewards operation within the Disabled Sections will assist and direct disabled supporters should an emergency situation arise within the Stadium. Designated "places of safety" are located where the Disabled Person is located at a

raised level and any evacuation from these locations would be with the assistance of the Fire Service. An electronic scoreboard has been installed which can be used to provide safety messages to those with hearing impairments.

Last reviewed – Jan 2014