



ACCESSIBILITY AT SCANDIC

**ENJOY AN OBSTACLE-
FREE STAY AT SCANDIC**

Scandic



DISABILITIES COME IN ALL SHAPES AND SIZES.

When we started looking at accessibility at our hotels, we had no idea how it was for people with disabilities to stay with us. But we know now. We want everyone to feel welcome at Scandic, regardless of ability. Each guest's safety and security while on vacation or at a conference is of the utmost importance to us. We hope you enjoy staying at Scandic!

Accessibility isn't always a given.

All hotels should be accessible whether you have a broken leg or impaired hearing, use a wheelchair or for any other reason need a bit more assistance. Surprisingly, this isn't always the case. This is why we at Scandic have done our utmost to make our hotels accessible to all. Most of us know someone who has some kind

of disability, even if we don't think about it every day. They also need hotels where they can stay or hold a meeting without any difficulties.

As part of our accessibility initiatives, we've created a 159-point checklist to ensure that our hotels are as welcoming to all as we say. You can read an excerpt from Scandic's Accessibility Standard below.

159 REASONS SCANDIC IS WELCOMING TO ALL.

Scandic's Accessibility Standard

We were the first hotel to develop an accessibility standard and train our team members to work according to it. Today, Scandic's Accessibility Standard comprises 159 points, 105 of which are mandatory at all hotels. When we renovate or take over a new hotel, all 159 points apply. We drew up our standard after carefully following the route guests take from the parking lot into and through our hotels. The standard applies in all countries where we operate, and we are the only hotel company in the world that provides information about how accessible each hotel is. Scandic's Accessibility Standard is unique.



WORLD-CLASS INTERACTIVE TRAINING.

We want all guests to enjoy the same high level of service, regardless of whether they have a disability or not.

In late 2013, we launched an interactive e-learning course aimed at providing everyone with the optimum service, understanding and treatment. Since then, our accessibility training course has won many distinctions, not least in the Swedish Learning Awards 2014 where it was named best in Sweden in the category "Best e-learning profit-making business." The course includes advice, activities and instructional videos, for example, on how to best serve guests with hearing impairments, how to prepare and serve food to people with visual impairments and how to assist people who use wheelchairs as well as how to clean and prepare an allergy room – all to ensure that everyone always feels comfortable and welcome at Scandic. Scandic's interactive e-learning course also enables Scandic team members to learn about various disabilities and our standard. Much time is devoted to what each team member can do to improve accessibility in their particular area.

This can include everything from where to place coffee cups so they are easily reached to how a hearing loop works.



Alarm clocks that double as fire alarms

For guests with a hearing impairment, we provide vibrating alarm clocks that also function as fire alarms.



Hearing loops for a better sound environment

Did you know that one in 40 people has a hearing impairment? To level the playing field for everyone, we provide hearing loops at all hotels.

ALL FOR SPORT AND PARASPORT.



Sports have always been close to our heart. We cooperate with several parasport associations in the Nordic countries and have been working with accessibility since

2003. And we've adapted our hotels so that all athletes who stay with us enjoy the same high level of service, regardless of ability.



BROKEN LEG? NO PROBLEM IN OUR LOBBY.

We aim to make visiting us a great experience for everyone even if they use a cane, crutches, wheelchair or walker or have a service dog. This is why we've equipped our lobbies with the following features:

- Hearing loop in reception, clearly indicated by the hearing loop symbol.
- Seating and tables in reception to make guests more comfortable.
- Cane holders at reception desk.

EVERYTHING FOR YOUR COMFORT.

We think guests should feel safe and at home from the moment they open the door to their room at Scandic. Here are just a few of the extra features you'll find in our accessible rooms:

- Height-adjustable bed.
- Phone and remote on bedside table.
- Higher bed (at least 55 cm).
- At least 80 cm free floor space on each side of bed.
- Door widths into room and bathroom of at least 80 cm.
- Vibrating alarm clock and fire alarm available on request.
- Hooks at various heights, accessible from a wheelchair.





BETTER BREAKFAST FOR EVERYONE.

Everything to ensure the best start to the day

Scandic has long been committed to creating spaces that are accessible to as many people as possible. Earlier, our initiatives focused on the physical environment and training team members, but now they have expanded to include the breakfast buffet at our hotels.

We don't want breakfast to be a delicious experience for just a few. Breakfast should be a great experience for everyone. So when you wake up with us, we hope you're hungry. We're the hotel company with the breakfast buffet that is a favorite among

people with allergies, vegans, milk drinkers and bacon lovers alike.

At Scandic, you'll find choices such as gluten and lactose-free products as well as non-dairy options such as oat and soy-based ingredients. Our breakfast buffet also includes gluten-free bread as well as delicious gluten-free toppings.

Since allergy issues are addressed differently in the countries we operate in, there may be some variations in our offerings. In Finland, for example, lactose-free is the standard. But whatever you put on your plate when you stay with us, we hope you enjoy a delicious start to your morning!

NOT TO BRAG, BUT...

Scandic's accessibility initiatives have been recognized by CNN and the BBC as well as in industry publications and local and international news. We've also won a number of awards and designations. Here are just a few from recent years:

Zero Project, UN (2018) Scandic won the prestigious Zero Project Award for its innovative accessibility initiatives.

British E-Learning Awards (2014) Scandic's online accessibility training course won silver in the British E-learning Awards in competition with 250 other international entries.

World Responsible Tourism Awards (2015) Best accommodations for disability access.

Other designations:

- European Diversity Awards (2014)
- Best e-learning, Swedish Learning Awards (2014)
- Golden Wheelchair, Independent Living Centre (2015)