

A photograph of a woman and a man sitting at a small wooden table in a cafe. The woman, on the left, has short brown hair and is wearing a black top with orange floral patterns. She is smiling warmly at the man. The man, on the right, has a beard and is wearing a light pink long-sleeved shirt. He is seated in a wheelchair, and his hands are clasped over two white coffee cups on the table. The background is softly blurred, showing other people and warm interior lighting.

ACCESSIBILITY AT SCANDIC

**MAKING SURE EVERYONE
IS WELCOME IS EASIER
SAID THAN DONE.**

Scandic



DISABILITIES COME IN ALL SHAPES AND SIZES.

When we started working with accessibility, we had no idea how well our hotels were adapted to guests with disabilities - but we know now. Our aim is for everyone to feel welcome at Scandic, whether they have a disability or not. Your comfort and safety on holiday or during a conference are very important to us.

Accessibility. Not always guaranteed.

A major hotel chain should be accessible even if you've a broken leg, have impaired hearing, use a wheelchair or for other reasons need a little extra consideration. Remarkably, that's not the case. We at Scandic have worked hard to make our hotels accessible for all. Most of us know someone who has some kind

of disability, even if we don't think about it every day. They need a hotel where they can hold meetings and stay without difficulty. As a part of this work, we've created a checklist of 159 points to ensure that we really are as accessible as we say. You can see on the following pages an excerpt from it.

MORE WELCOMING THANKS TO 159 POINTS.

Scandic's standard

We were quick off the mark in drawing up our own standard and training our team members on its content. Today, it comprises of 159 points, 105 of which are compulsory for all the hotels. Whenever we refurbish or take over a new hotel, we follow all 159 points. The standard has been drawn up by carefully following the route taken by guests through the whole hotel from the car park onwards. It applies in all the countries in which Scandic operates and all our hotel websites explain the accessibility situation at their particular hotel. The standard makes us unique in the world.



ONE OF THE WORLD'S BEST INTERACTIVE TRAINING COURSES.

We want all our guests to enjoy the same high level of service, with or without a disability. In late 2013, we launched an interactive online training course aimed at providing our guests with the optimum service, understanding and treatment. This course has now received several honors, not least in the Swedish Learning Awards, where it came out top in the category "Best e-learning organisation run for profit". It contains a number of tests and instructional videos, for example on how to treat a guest with impaired hearing, how to prepare and serve food to a guest with impaired sight, how to provide the best service to a guest in a wheelchair and how to clean and prepare an allergy room. The focus of all this is to ensure that all our guests feel happy and welcome.

In addition to the digital training course, we constantly conduct a training program that involves us travelling around the hotels that are newly opened or have just been taken over. Team members have the opportunity to learn all about different disabilities, as well as our standard. Much of the time is focused on what each team member can do to improve accessibility in their particular department. This can be anything from how the coffee

cups are positioned so they can be reached from a wheelchair to understanding how a hearing loop works.



The alarm clock that hears the fire alarm.

If you have impaired hearing, a vibrating alarm clock is a smart idea. Ask us for one!

How many at your job would need a hearing loop?

In a group of 40 people one often expects that one person have impaired hearing. To give all participants the same conditions we have hearing circuits in all hotels.



ALL FOR SPORT AND PARASPORT.



Sport has always been close to our heart. We work with several parasport associations in the Nordic countries and we have been working actively on accessibility since 2003.

This means that our hotels are adapted so that all sportsmen and women are offered the same high standard, whether or not they have a disability.



IF YOU HAVE A BROKEN LEG, WE RECOMMEND OUR LOBBY.

We aim to make our receptions and lobbies a pleasant experience for everyone, including those with a walking stick, crutches, wheelchair, walking cane or a guide dogs. We have therefore equipped them with the following features:

- Hearing loop in reception, clearly indicated by the hearing loop symbol. The hearing loop was invented to help people with hearing aids.
- Seating and tables in reception so that guests can sit down.
- Walking stick holders at the reception desk.

ROOM FOR ALL THAT LIKE TO HAVE IT COMFORTABLE.

It should feel safe and homely when you open the door to our rooms. Here are a few extra bonuses that you'll always find in our accessibility rooms:

- Height-adjustable bed.
- Telephone on the bedside table (along with a remote control).
- The bed is a little higher than in other rooms (at least 55 cm).
- There is a space of at least 80 cm beside the bed.
- The door width for the room and bathroom is at least 80 cm.
- A vibrating alarm clock and fire alarm is available on request.
- Hooks at different heights, reachable from a wheelchair.





A DELICIOUS BREAKFAST FOR EVERYONE.

Scandic has long been committed to creating an environment that is accessible to as many people as possible. Our work has previously concentrated on the physical environment and training our team members, but now the focus has been expanded to include the breakfast buffet at all our hotels in Sweden. We don't want breakfast to be a delicious experience just for a few people. It should be good for everyone. So when you wake up with us we hope you're hungry. We serve a breakfast buffet that is enjoyed by most vegans and allergy sufferers, as well as all lactose lovers and bacon enthusiasts.

All so that you get a good start to the day. With us you'll find choices such as gluten and lactose-free products, and dairy-free options such as oat and soy-based breakfast products. The breakfast buffet also offers gluten-free bread and gluten-free muesli with tasty toppings. Since allergy issues have a different profile in different countries, there may be some variation. In Finland, for example, lactose-free is standard. But whatever you put on your plate, we hope you enjoy a delicious start to your morning.

AND FINALLY, A BIT OF BRAGGING.

Zero Project, UN (2018)

Scandic received the prestigious Zero Project Award for its innovative accessibility work. The awards ceremony was held at the UN office in Vienna.

World Responsible Tourism Awards (2015)

Best accommodation for disability access. Jury statement: "Scandic was given the award for its work on integrating accessibility into all parts of its operation. The hotel chain's work also covers a broad spectrum of disabilities. The jury was particularly impressed with the way Scandic has shown leadership and promoted the issue of accessibility across the whole industry, for example via its interactive training course, which is open to everyone on the Scandic website."

British E-Learning Awards (2014)

Scandic's accessibility training won silver in the British e-learning Awards 2014, in competition with 250 international entries.

Other awards:

- European Diversity Awards (2014)
- Best e-learning, Swedish Learning Awards (2014)
- Golden Wheelchair, Independent Living Centre (2015)
- Scandic's accessibility work has been recognized in CNN, BBC and in general industry press, international and local press.