

Accessibility Policy

ASM Global (Europe)

1 Policy statement

- 1.1 ASM Global is committed to making sure everyone can enjoy events at the venues we manage by taking positive steps to remove the barriers which Deaf and disabled people may face.
- 1.2 We work closely with leading charity 'Attitude is Everything' to seek to make continuous improvements to Deaf and disabled people's access to live music and events, and all our UK venues have signed up (or are in the process of signing up) to the Charter of Best Practice.
- 1.3 The ethos of the Charter of Best Practice is to ensure Deaf and disabled people should be as independent as they want to be at live events.
- 1.4 ASM Global's UK venues will be reviewed by Attitude is Everything who will give the venue a Bronze, Silver or Gold award and advice on how to achieve improvements.
- 1.5 Each ASM Global venue in the UK will strive to achieve a Gold award.

2 Introduction

- 2.1 This document sets out ASM Global's policy on accessibility for guests at its UK venues, in particular:
 - 2.1.1 ASM's objective to make its venues as accessible as possible;
 - 2.1.2 the responsibility of our venues to make reasonable adjustments;
 - 2.1.3 who at each venue is responsible for implementation of this policy; and
 - 2.1.4 the procedure for dealing with concerns or complaints in relation to breaches of this policy
- 2.2 This policy applies to all of ASM Global's UK venues.
- 2.3 This policy should be considered alongside other ASM Global policies, such as those dealing with Customer Concerns, Children and Vulnerable Adults, and 'Red Flags' Incidents.
- 2.4 Details of ASM Global's UK policy on equal opportunities in the workplace is available on request.

3 What is a disability?

Disability has a broad meaning, and is defined in the Equality Act 2010 as a physical or mental impairment that has a substantial and long term adverse effect on the ability to carry out normal day to day activities.

4 Equality principles

- 4.1 There are three main forms of disability discrimination under the Equality Act 2010:

- 4.1.1 Direct Discrimination – this occurs where, because of disability, a person receives worse treatment than someone who does not have a disability.
- 4.1.2 Discrimination Arising from Disability – this occurs where a disabled person is treated unfavourably because of something connected with their disability and the unfavourable treatment cannot be justified.
- 4.1.3 Indirect discrimination – this occurs where a rule, policy, or practice which applies to everyone particularly disadvantages people with a disability, and it cannot be shown to be justified as being intended to meet a legitimate objective in a fair, balanced and reasonable way.

5 What does ASM Global do to ensure its venues are accessible to all?

- 5.1 ASM Global (in partnership with Attitude is Everything) regularly reviews its venues to consider whether the way it operates or any physical features of the venue puts disabled people at a substantial disadvantage, and where any substantial disadvantage is identified, to make reasonable adjustments.
- 5.2 Reasonable adjustments may include changing a policy, changing features of a venue to improve access, and providing auxiliary aids and services (for example induction loops or British Sign Language interpreters).
- 5.3 ASM Global recognises that each venue is different, and each venue must develop a bespoke plan to address access requirements. Some examples of features of the venues we operate, and policies and practices which ASM Global has implemented as part of its ongoing commitment to improve accessibility, are as follows:
 - 5.3.1 Providing companion / personal assistant tickets at no extra cost when a disabled visitor they assist purchases a full price ticket (customers are requested to notify the venue direct at the time of booking);
 - 5.3.2 Offering British Sign Language Interpreters for our events (customers are requested to notify the venue direct at least 6 weeks prior to the event, or at the time of booking if the event is less than 6 weeks away, in order that we may endeavour to make appropriate arrangements);
 - 5.3.3 Step free access at all our venues;
 - 5.3.4 Accessible toilet facilities at all venues (including purpose built Changing Places bathroom facilities at some venues);
 - 5.3.5 Welcoming guide and assistance dogs at all our venues;
 - 5.3.6 Providing wheelchair viewing platforms and/or bays which are within easy reach of the accessible toilet facilities;
 - 5.3.7 Providing accessible seating in a variety of locations for those who are able to walk and leave a seat in case of emergency;
 - 5.3.8 Requiring that the promoter in respect of any event at our venues ensures that a reasonable proportion of accessible access tickets (including wheelchair viewing platforms and bays) are available to purchase at the lowest price point for that event; and
 - 5.3.9 Providing training on access issues, and fostering a helpful and inclusive culture at our venues.

6 Implementation and monitoring

- 6.1 This accessibility policy will be displayed on office noticeboards within each venue and communicated to all staff.
- 6.2 The General Manager or Chief Executive at each of the venues will be responsible for ensuring this policy is implemented and will regularly monitor its effectiveness to ensure it is working in practice.
- 6.3 As part of the implementation of this policy, staff may be required to attend accessibility training as directed by the General Manager or Chief Executive of a venue. Where staff are directed to attend such training, attendance will be compulsory.

7 Dealing with concerns or complaints

Any person who believes they have been unfairly treated in breach of this policy should contact the venue's customer concerns department in the first instance. ASM Global has a customer concerns policy and procedure which should be followed in the event of a concern being raised. Concerns and complaints will be dealt with seriously and promptly.

Dated 13 January 2021