



Celtic plc AGM, November 21, 2018

Report on review of facilities for supporters with disabilities, mobility issues and additional support needs

Background

At the Celtic plc AGM in 2017, a resolution requisitioned by shareholders was passed, calling upon Celtic to *“undertake an urgent and comprehensive review of the facilities, within the stadium and its environs, for those supporters with disabilities, mobility issues, and additional support needs, and in so doing identify ways in which to improve the match day experience for these vulnerable groups”* and respond on the matter of, *“creating places for those supporters who are on the waiting list and have the disabilities described above”*.

The review was requested to, *“be undertaken together with the Celtic Disabled Supporters Association (the “CDSA”), to whom a full report on progress should be made, in time for a scheduled programme of improvements to be carried out in the close season of 2018.”*

The Board was delighted to support the resolution. Building on the work that had already been undertaken around Celtic Park in the preceding years, including the introduction of the disabled viewing platform in the North West stand (the recently named Tommy Burns View) and the raised platform for away fans, the Club was delighted to continue to work with the CDSA on improvements and initiatives, to ensure that Celtic continues to be *‘a Club open to all’*.

Action taken

Soon after the 2017 AGM, the Club instructed a comprehensive access audit by independent industry expert Alex Thorburn (an accredited Access Auditor for the Centre for Accessible Environments). This audit identified a number of recommendations, which the Club evaluated in conjunction with the CDSA. The agreed upon improvements, together with several other initiatives which were suggested by the CDSA and other supporters, were prioritised and scheduled for implementation over the last 12 months.

One key change was the appointment of Alexis Dobbin as the Club’s dedicated Disability Access Officer. Having previously supported John Paul Taylor in his dual role of Supporter Liaison Officer and Disabled SLO, Alexis took over the day-to-day communications and liaison with the CDSA and all of the Club’s supporters with disabilities, mobility issues, and additional support needs and now provides assistance at all home and away matches.



Since the 2017 AGM, the Club has implemented a number of improvements to Celtic Park and the matchday experience for its supporters with disabilities, mobility issues, and additional support needs. The Club was delighted to receive a collaboration award along with the CDSA from the Centre for Access to Football in Europe (CAFÉ) in November 2018 to mark an ongoing commitment to the delivery of facilities and initiatives promoting accessibility. Working closely with the CDSA, the members of the Visually Impaired section, the Fans Forum and other supporters across the Club's fan base, the following improvements were implemented during the year:

- Unseen Disabilities Accessible Toilet Pass now operational;
- Low Level food kiosk menus provided in braille/large print;
- Match day Information leaflet provided for disabled supporters;
- Football Manager's notes provided to the Visually Impaired Section for every home game;
- Seat stickers applied and steps painted at Visually Impaired Section to prevent supporters from entering this section;
- Campaign targeted at fans to prevent encroachment into disabled areas at the front of North and South stands and restriction of views in Tommy Burns View;
- New ambulant seating area created at Tommy Burns View, with the addition of 78 seats;
- Provision of blankets to any supporter requiring them;
- New updated Visually Impaired Equipment, launched at the Leipzig home game making commentary available stadium wide;
- Team Sheets provided on match days at the Tommy Burns View;
- Changing Places toilet in North Stand now opened;
- Access reader at NS1 and at Gate 35 in the Lisbon Lion stand for wheelchair user/disabled supporters now fully operational;
- Appointment of a dedicated steward supervisor and increased training to wider stewarding team;
- Low level counter and appropriate signage installed in Ticket Office and Superstore; and
- Match Day experience feedback from disabled supporters attending away games.

Going forward

Whilst pleased to have made great progress over the last year, the Club is committed to continuing to improve Celtic Park and the matchday experience for all supporters with disabilities, mobility issues, and additional support needs

The Board is committed to continuing to work with the CDSA and all other relevant groups and supporters on a series of planned and future initiatives.



For example, an *'Accessibility Awareness Day'* has been scheduled for January 2019 to improve the awareness of all Celtic supporters to the particular issues which many of our fans experience at Celtic Park and other stadia.

Work on the Sensory Room, which is being created by Celtic FC Foundation with the assistance of the Club is well underway and steps will continue to be taken at all appropriate Club events (such as kit launches and premiere nights) to ensure all fans can enjoy all aspects of the Club.

The Club is continuing to work with supporters to seek to maximise the utilisation rates of all accessible seating at Celtic Park and ensure as many supporters as possible with disabilities, mobility issues, and additional support needs are able to enjoy the matchday experience at Celtic Park.