



Rangers Football Club is fully committed to ensuring that its' supporters and customers are not discriminated against on the grounds of disability.

The Club strives to ensure that as far as is reasonably possible all customers have access to all goods, services and facilities provided, or offered to the public by the Club.

The Club endeavours to avoid making offers less favourable to any person with disabilities by having flexible arrangements to ensure where alternatives are necessary the goods and services available are, as far as is reasonable, suitable for the expectation of the supporter.

The Club will continue to improve the facilities and provisions offered to supporters by consultation with a representative group of supporters as part of its current Disability Access Plan and ongoing future development of its services overall.

Access issues for employees are addressed separately within the disability access to work section of our employee handbook.

Stewart Robertson  
Managing Director  
Rangers Football Club  
March 2018

## Aims

Rangers Football Club aims to make visits to Ibrox Stadium as pleasurable as possible and feels that its objectives are to:-

- A. Create a Stadium that is accessible and gives equal opportunity for patrons with differing needs to purchase season tickets or match tickets irrespective of their ability.
- B. Create, strive to achieve and follow up its plans for improvements to overcome barriers.
- C. Communicate in an open and transparent way with supporters with specific access needs
- D. Listen to and give proper consideration to the proposals of its supporters within a suitable and representative forum.

## **ORGANISATION**

Rangers Football Club has appointed a Disability Access Manager to assist the Club in promoting disability and supporting changes to make Ibrox Stadium fully accessible.

The Club appreciates that with the age and design of the Stadium that some provision can only be achieved by either complex or structural alteration.

The Club has in place an action plan for improvements and reviews this annually. The Club employs an external agency to review the arrangements every five years.

Members of the Disability Matters Group assist the Club to prioritise arrangements provisions and arrangements from its Access Plan. The Rangers Football Club Chief Executive, Stewart Robertson regularly attends these meetings.

Specialist members and managers of the Rangers Football Club Business team are available to offer advice.

The Group was formed from supporters who have specific disabilities or are carers, parents or support individuals with disabilities.

## **ARRANGEMENTS**

### **1. ACCESS TICKETING**

All disabled supporters will be offered the same opportunity to purchase Smartcards, memberships tickets and hospitality as non-disabled supporters do subject to availability of suitable spaces and seating in locations which support the individual's needs.

To enable the Club to make any special provisions supporters will be requested to supply supporting documentation of their level of disability. This can take the form of any of the below;

- PIP (personal independence payment) enhanced weekly rate mobility component
- PIP Standard or enhanced rate Daily Living Component
- Middle to High level Care component of DLA (Disability Living Allowance)
- Middle to High level Mobility component of DLA
- Attendance Allowance
- Registered Blind, or Deaf Blind
- War pensioner/disabled services veteran
- Armed Forces Independent Payment (AFIP)
- The Access Card

There may be other payments or circumstances which entitle an individual to apply for a reasonable adjustment to assist their enjoyment of the match experience.

By general rule those individuals who have been assessed as requiring care support or assisted mobility by the Department of Work and Pensions whether or not they directly employ a support worker will be eligible.

Essential companion's ticket will not be charged for, providing the individual meets the criteria (as above) and could not attend without such support.

## 2. WHEELCHAIR SPACES

Due to the age and design of the Stadium not all areas are fully accessible to wheelchair users so spaces can be limited in the seating bowl. The following areas are currently available;

### *Seating Only*

Main Stand West enclosure	67 Spaces
Main Stand East enclosure	35 Spaces
Broomloan Front	4 Spaces
Govan West Corner	7 Spaces
Sandy Jardine Rear Sensory Zone	1 Spaces external 2 spaces internal

Patrons holding season tickets for West enclosure Row A, East enclosure Row A, West enclosure are charged a reduced rate of season ticket price. Where identified as a requirement companion tickets are included in the price.

### *Hospitality Inclusive*

Argyle House Restaurant	4 Wheelchair Spaces, Ambulant accessible
Symon Lounge	4 Wheelchair Spaces, Ambulant accessible
Morton Lounge.....	4 Wheelchair Spaces, Ambulant accessible
Ibrox Suite	4 Wheelchair Spaces internal viewing, external seating Ambulant accessible only
Tower Suite East	Wheelchair accessible in Bar area but not seating area as yet, Ambulant viewing only

Patrons with disabilities attending Hospitality are charged the rate for the Suite but where a companion is required the ticket element for the companion is discounted.

## 3. AMBULANT SPACES

Patrons who have some independent mobility can purchase tickets throughout much of the Stadium but are advised to check that the area is suitable to their needs e.g. Close to vomitory access to concourse for toilets or refreshment counters or wide aisled area etc.

Details of specific requirements should be given to ticketing staff on application so that suitable places can be allocated.

Access cards, which indicate by symbols the required adaptations the Stadium may need to have for a specific individual, are acceptable as supporting documentation as are the DWP entitlements listed on Page 2 of this Policy

Should additional help be required on arrival please contact the Access Stewards identifiable by their red hi- visibility jackets

Advice or assistance on suitability of Stadium facilities can also be obtained in advance by contacting

07793515521, 01415808639 [Disabilitymatters@rangers.co.uk](mailto:Disabilitymatters@rangers.co.uk)

## 4 BLIND AND PARTIALLY SIGHTED

There are within the Stadium seats which have historically been allocated for exclusive use by the Rex Blind Party members. These individuals are now classed as season ticket holders by the Club and are given the same rights as any other Season Ticket Holder. Companion tickets if required are included with the Season Ticket.

Any patron who is blind or partially sighted wishing to purchase a ticket or Season Ticket elsewhere in the Stadium may do so though we do encourage discussion with Disability Access Manager on the location to ensure it is fully suitable and will not create risk to themselves or others.

The entitlement to a companion ticket included is the same as for Rex Blind Party members on application to the Disability Access Manager [disabilitymatters@rangers.co.uk](mailto:disabilitymatters@rangers.co.uk) 0141 580 8639 Including supporting documentation.

All seats are charged at the area rate with companion tickets if awarded included.

## 5 ESSENTIAL COMPANIONS

Where identified that an essential companion is required for any season ticket holder this persons details will be required to be registered. The Companion Ticket essentially belongs to the STH for whom it was issued and cannot be transferred without prior notification to the Ticket Centre Team and the new companions details logged.

Essential companions must be over 14 years of age and able to support the needs of the disabled patron. The essential companion cannot attend any fixture unless accompanying the person who they support. If they wish to attend independently they can do so with a ticket purchased for an area out with the designated smartcard location.

The purpose of an essential companion is to provide support for the disabled person and this should be their main focus. Any essential companion not providing suitable support for the person they have accompanied will be asked to leave the Stadium for that fixture

This may leave the disabled supporter vulnerable and though the Club will make every effort to assist them for the remainder of that fixture. Should this not be possible or practicable then the patron will be asked to leave the Stadium also.

The Club reserves the right to refuse entry to any companion who would not be entitled to hold a season ticket or match ticket in their own right.

Patrons who have an identified need of an essential companion must attend each fixture with an appropriate person to assist them with their needs. The Club has no facility to offer individual support to attendees at fixtures.

If an application for an essential companion ticket has been rejected by ticketing and it is believed by the patron cannot attend without such support on personal care or safety grounds an appeals process will be put in place via the Disability Access Manager in the first instance and to an external agency e.g. Nimbus Disability. The Club will bear the cost of this application

## PART B ACCESS GENERAL POLICY

### 1. DEFINITION

Rangers Football Club is committed to maintaining a safe environment for all its employees, visitors and supporters.

As part of its continuous review of Health and Safety matters, the Club has, taken account of the previous requirements of the disability discrimination act part iii and the additional requirements of the Equality Act 2010, in relation to access to the Stadium, seating areas and facilities.

For purposes of this policy and clarity of arrangements offered by the Club, which must comply with Health and Safety Legislation including the Safety at Sports Ground Act 1975 and its' guidance (Green Guide) the following are defined as disabilities:

- Deaf, sign language users, deafened, deaf-blind and visually impaired persons.
- Prescribed wheel chair users
- Learning, and sensory difficulties
- Mobility impairment
- Severe physical and / or mental conditions
- Severe and enduring mental health problems
- Older people with physical frailty

For reason of their temporary disability ( lasting for more than 1 year) or impairment any individual who cannot use their purchased/regular stand seating arrangements safely including emergency evacuation will be offered subject to availability temporary alternative arrangements or special provisions subject to availability.

Customers are requested to make us aware when making bookings of any special arrangements they need in order to assist us to make the correct reservations or arrangements for them. Access cards and Access card symbols assist us to achieve this more effectively. Patrons will be advised to show their cards when booking to assist this process.

### 2. HEARING LOOPS

The Club has provided mobile induction loop units at strategic customer interface areas. These are namely the Ticketing Centre, both Receptions and RFC Training Ground

These systems can be moved to venue locations easily to provide individual assistance to communication.

Additionally the Club has a portable conference loop system which is adaptable to many different business and function uses.

The availability of induction loop equipment will be extended as per the Access Plan.

### 3. ASSISTANCE AT THE STADIUM

The Club has wheel chairs available, to give assistance to individuals who may by reason of frailty or mobility impairment require the use of one for the duration of their visit to the Club or to transfer from one location to another.

These wheelchairs are located at:

Ambulance Room  
Main Stand Reception  
AH Reception



Lifts are available at accessible points throughout the Club, and though access to venues is possible in all but a few hospitality areas, equal provision of service can be replicated.

Customers are advised to inform us of any arrangements that we may require to have in place for them so that we can ensure suitability of venues.

Where access to hospitality dining areas is hampered by height differentials between viewing and dining areas portable ramps have been provided.

Some hospitality boxes on the Main Stand Club Deck cannot for reasons of construction of the stadium allow suitable ramping to be installed the Club therefore has no option for the short term but to offer alternative services. Every effort is made to ensure this does not detract from other service offers and is a reasonable option.

Where for reasons of safety wheelchairs cannot be accommodated at some of the spectator areas, specific provision may be available to allow ground level viewing on request. This is on a first come first served basis.

All general ticket applications are restricted to normal limitations; membership vouchers and may exclude applicants on purely availability grounds. Persons with restricted mobility but not regular wheelchair users (referred to here as ambulant or semi ambulant disabled) should when purchasing tickets indicate any required adjustment or show their access card to enable appropriate allocations or provisions to be made by our sales teams,

In these situations the supporter is made known to Garrion Stewards and or Stand Safety Managers at the location who can be aware of their additional needs in the unlikely event of evacuation. The areas available in these circumstances may be restricted according to the individuals' physical capability to access seating. Some areas of the Stadium are deemed to be wholly unsuitable for any person with a physical disability for safety reasons and will not be offered as available to them.

Visiting non-ambulant supporters are currently accommodated in 7 spaces plus essential companion seats if required in the West Corner with visiting fans except for fixtures where for reasons of crowd control and individual safety this is not practicable.

The Club has an additional non ambulant viewing area in the Broomloan Stand which will accommodate 4 home supporters plus assistants except for some category B or all Category C games ( status agreed by Risk Assessment between the Stadium Safety and Police Scotland representatives) when the Visiting Support accommodates the area close to or around the Broomloan wheelchair area. This area will be removed from sale in these circumstances.

#### 4. Customers with Visual Impairment

To assist completion of documentation, provision has been made for signing templates and magnifiers to be available at customer areas e.g. Reception Argyle House and Ticketing Centre.

A commentary service is available to patrons with impaired vision. This equipment is primarily the property of Rex Blind Party based at Rangers Football Club. However there exists an arrangement whereby the equipment is loaned to patrons occupying other areas of the Stadium including hospitality. This is by arrangement only and care is exercised to retrieve the equipment on behalf of RBP officers.

It is envisaged that any replacement commentary equipment would be of a suitably high standard. It is essential that the organisers offer impartial report as it would be intended in the future to also offer this facility out to visiting supporters and patrons who chose to sit elsewhere in the Stadium.

RFC will invest in additional equipment for hire to supporters home and away so that it can be logged and managed by its own employees.

## 5. Sensory and Learning difficulties

The Club is creating Safe Quiet Spaces for the use of families who have a child or young person who is affected by the environment around them to such an extent that the football experience can become impaired for them or their carer/parent.

So that everyone's experience of visiting the Stadium can be enjoyed families with children with sensory difficulties can apply to use the Family Support Section

The space will accommodate 8 individual applicants plus as a minimum 1 carer/parent and comprises of 5 spaces for external viewing accessible by platform lift if required, 2 fully accessible internal spaces for viewing plus an activity area for those distracted times. A variety of equipment will be available to keep them on their toes.

So that parents are still in touch with the activity on pitch Television screens will be installed into the area.

A separate 'Safe Quiet Space has been incorporated for those who need to chill out in a quiet safe environment. This room fully enclosed will be kitted with sensory equipment and padded matting to give a calming zone for parents to reconnect with their child or to allow the child to work out their own issues under parental supervision whether they be active or passive needs. A large screen will be available to allow parent/carer to keep on top of the score and on pitch action.

An exclusive accessible toilet suite is available close by and will be accessed by radar key only.

The décor and themes will be connected to Ibrox and football to keep the young supporter engaged until they are ready to return to watching the game either in the external or internal seats.

Access to Half time snacks will be by pre order at the nearby TBAR

The area will be exclusive to its users allowing a discreet pacing area for those who need it.

Applications will be made for the season and allocations will be made by individual allocation and ballot for key fixtures. Where individuals are not able to attend their allocation will be offered on a match to match option.

Because of the split between open and internal viewing the two areas will be allocated and balloted separately.

Parents taking their child into the activity zone must not permit their child to interfere with the internal viewing zone.

## LIFTS

Lifts serve only hospitality areas for access. However disabled patrons may apply for lift passes to enable them to use the lifts on grounds of poor mobility. Applications should be made to the Disability Access Manager [disabilitymatters@rangers.co.uk](mailto:disabilitymatters@rangers.co.uk)

Some adaptations have been made to lifts to assist visually impaired persons as part of an on going programme, however on match-days the lifts are manned by stewards to enable access for all to the correct location.

Argyle House has lift cars able to accommodate assisted wheelchair users only. Main stand and Ibrox Suite have lifts able to accommodate wheelchair users independently. Broomloan and Copland House can accommodate standard sized wheelchairs only however Clients can be accommodated at Argyle House Reception for business purposes.

Ultimately when lifts are upgraded Lift cars will be replaced to enable more accessibility.

## EMERGENCY EVACUATION

Individuals attending the Stadium who may require assistance with accessing our facilities or evacuation in an emergency must let stewards know so that appropriate arrangements can be made.

Events with an expected high percentage of wheelchair users or individuals with restricted mobility will require a separate risk assessment and procedure to be agreed with key personnel and contractors.

Where additional evacuation chairs /aids are required equipment will be deployed from unoccupied areas elsewhere in the Stadium. An annual review of equipment will be carried out to establish if all areas are covered with sufficient flexibility

Evacuation from venues is assisted by the provision of refuge areas specifically signed for the evacuation of individuals with disabilities.

Those spectators seated or in wheelchair accessible zones on the stadium seating area will be evacuated within the normal Police and Steward evacuation arrangements.

## TOILET FACILITIES

Disabled toilets are available within, or close by each of the hospitality suites. Where refurbishment takes place within the Club every effort is being made to ensure that any additional provision that can be made is included within the proposals.

The Access Plan highlights the need for additional provision at various locations.

### Current Provision

East enclosure x 2	West enclosure x 2
Ambulance Room West enclosure x 1	Broomloan Lower x 1
Govan West Corner x1	Ibrox Suite Copland Side x2
Main Stand First Floor Centre x1	Main Stand East Tower x1
Argyle House 4 <sup>th</sup> Floor Landing	

Additional larger cubicles are available at Argyle House 4th Floor, Bar 72 third Floor.  
Argyle House

## SIGNAGE

The Club is constantly striving to improve its signage and information provision for all its supporters and is currently working on a programme of improvements. This will take account of those with sight impairments

Audits have been previously commissioned external to the Club and Disability Access organizations are welcome to undertake audits for publication within disability information forums such as Disabledgo, Café Football, and Scottish Disabled Supporters Association.

## TRAINING

Rangers Football Club will in the course of its staff development programme provide disability awareness training through an appropriate source and encourage the inclusion of employees of permanent contractors in the programme.



Employees will be encouraged to take active participation in any disability awareness programmes provided by the Club.

## PARKING

The Club has disabled parking spaces adjacent to the buildings for use on normal business days and allocates disabled parking permits for match condition for all car parks. The Clubs Parking for disabled patrons exceeds the recommended ratios.

The Club is currently re organizing parking areas and increasing availability both in numbers and closer proximity for patrons with disabilities.

Initially not all spaces will meet doc M specifications e.g. no logos but will be larger than normal spaces. As only disabled patron's park in these bays it is felt that this will suffice in the short-term.

## ENTRANCES

All areas will be adapted to ensure level access including pavements where dropped curbs will be introduced.

Doors within the Stadium will when refurbishments take place be replaced or adapted to meet recommendations. Magna-locks will be fitted to venue doors. This is to assist with ease of access and to ensure that the Club also meets its requirements under Fire Regulations.

On match days the Club provides Stewards to assist access and egress to all customer areas including lifts. Stewards are briefed ahead of events if there are individuals with special requirements and where they will access the stadium and be located.

## CUSTOMER CONTACTS

The Club has a customer contact procedure in place and guarantees to supporters and customers with disabilities that any complaints of discrimination will be taken seriously and dealt with promptly. Any positive comments about improvements that can be made to our disability access provision are also welcome.

Alternatively contact can be made directly to

[disabilitymatters@rangers.co.uk](mailto:disabilitymatters@rangers.co.uk)

0141 580 8639

## -EMPLOYMENT

All employees will via the employee's handbook be made aware of the equality and inclusive attitude of the Club.

Any employees deliberately or otherwise displaying behaviors, which may be conceived, to be discriminatory or exclusive of individuals with disabilities may be subject to disciplinary action.

Within the Club's equal opportunities policy all persons have the right to equal treatment whether at interview or during employment and this is fully laid out in the employee's handbook.

Adaptations required to assist employees with disabilities will be provided by the Club either directly or via available funding or support agencies. Should an employee find work conditions increasingly difficult assessments will be carried out to identify reasonable solutions which can be implemented to overcome these difficulties.