

Accessibility Policy

PURPOSE

As part of the policy for improvement at Euskalduna Jauregia and under the regulatory framework arising from national legislation, **Act 20/1997 on the Promotion of Accessibility** in the Basque Country and the regulations for its implementation **Royal Decree 68/2000 on technical regulations governing the accessibility of urban settings, public areas, buildings and information and communication systems**, the Management has made it a priority goal to integrate into the Euskalduna Jauregia Management System the procedures needed to monitor and manage universal accessibility in regard to our operations, with a view to improving the accessibility of the services offered to customers and users at our facilities and ensure that persons with disabilities of any kind can enjoy same with the same standard of comfort and dignity of use.

PRINCIPLES

To that end, the following basic principles are set in place:

- ❑ To comply with the applicable legislation and regulations on accessibility.
- ❑ To apply the Spanish DALCO requirements as set out in UNE 170001 on Universal Accessibility with a view to eliminating or minimising shortcomings in access to locations.
- ❑ We have matchless facilities, and we need to live up to the standard that they set in terms of the technology and personnel needed to make them accessible to everyone, including the differently-abled.
- ❑ To be the best we need not just facilities but also the proper adaptation and flexibility in regard to the needs of our customers.
- ❑ To allocate sufficient resources to maintain and continually improve the accessibility of the complex, and provide suitable technical aids in each case so that all the activities and events organised here can be considered as accessible to everyone, including emergency response measures.
- ❑ To enlist the cooperation and engagement of all members of the organisation at all hierarchical levels on matters of accessibility, factoring this accessibility policy into all the activities and events staged in the various venues at the complex.
- ❑ Accordingly, the cooperation of subcontractors working at Euskalduna Jauregia, of contractors working for our customers at the complex and of visitors is also needed.
- ❑ To create a positive culture in terms of accessibility and the integration of the differently-abled.

As the General Manager, I undertake to foster an accessibility management system, and I as the whole workforce, at both supervisory and operational staff levels, to cooperate consciously and actively in a disciplined fashion, so as to attain the goals pursued by Euskalduna Jauregia.

General Manager
Bilbao, 15 June 2018