

## Co-op Live Accessibility

We've teamed up with Attitude Is Everything to ensure Co-op Live is as accessible as possible. Our state-of-the-art venue includes design and spaces to help everyone make the most of their visit, from lowered service counters, step-free access to all floors, a designated respite room, support for assistance dogs, hearing loops and more. [[Find out more](#)]

Co-op Live has signed up to 'Attitude Is Everything' (AIE) to ensure our venue is as accessible as possible and are currently working to complete the AIE assessment and are aiming for Gold. This process should be concluded by the early part of 2026.

The fan experience is at the heart of our customer strategic pillar and therefore we focus on ensuring every fan who visits Co-op Live has a world class experience. Fans with accessible needs are a key customer stakeholder group and we have a dedicated accessibility working group, led by a Fan Experience Manager, that ensures we are focused on the accessible fan experience on a day-to-day basis. Attitude is Everything is the live entertainment accessible advisory and accreditation organisation, which accredits venues and festivals for accessibility service and facility delivery. We are proceeding with Attitude is Everything accreditation later this year and we are aiming for gold status, with the long term aim of going for platinum. We are currently working through the charter and have completed 75% of what is needed and are currently doing the final 25% to make sure we are ready to put in for accreditation in the early months of 2026.

As part of this, the Fan Experience team have received training in 'Train the trainer' in Access in Live events and are now rolling out the training to all full-time members of the team (Nov and Dec 2025) which is a key element of the accreditation process. This training is a 3-hour training session in Disability, Equality and customer service training.

This training is mandatory to all FT staff within the business as everyone in our business has a responsibility to ensure all fans, backstage personnel, staff and crew are given the best possible service. This training will cover the use of correct language and terminology to also having an understanding how we as a business can improve what are already doing well and to make it even better. This will be rolled out to key casual staff in the new year as we want every member of our team to feel confident when speaking to a disabled fan.

In addition, we continually gather feedback from our fans via our access team and customer services teams and continually developing the fan experience and responding to requests from fans with accessible requirements to ensure the fan experience is the best for everyone.