THE FRAGRANCE SHOP - DDA STATEMENT

At The Fragrance Shop, we are committed to ensuring that our stores are accessible to everyone, including individuals with disabilities. We strive to create an inclusive environment where all customers feel welcome and supported.

Accessibility Features:

- Step-Free Access: All our store entrances are equipped with step-free access to accommodate wheelchair users and individuals with mobility impairments.
- Wide Aisles: Our store layout includes wide aisles to ensure easy navigation for wheelchairs and mobility aids.
- Accessible Point of Sale: Our till units are designed with removable Chip and Pin machines, allowing our staff to assist customers as needed.

Customer Support:

Trained Staff: Our retail teams undergo comprehensive training to recognize and support customers with disabilities. This includes:

- Disability Awareness: Training on various types of disabilities and how they may impact customers' shopping experiences.
- Assistance Techniques: Practical training on assisting customers with carrying items, reaching products on high shelves, and providing guidance for customers with mobility, hearing, or visual impairments.
- Communication Skills: Training on effective communication strategies to ensure clear and respectful interactions with all customers.
- Safety Protocols: Instruction on how to help customers shop safely in line with relevant government guidelines and store policies.

Employment Practices:

Equal Opportunities: We are dedicated to providing equal employment opportunities and avoiding unlawful discrimination based on age, disability, sex, gender reassignment, pregnancy, maternity, race, sexual orientation, religion or belief, marital or civil partnership status.

Reasonable Adjustments: We make reasonable adjustments to accommodate employees with disabilities, ensuring they can perform their roles effectively and comfortably.

Fraegra-Specific Provisions:

- The store is less than 2000 sq. ft. overall.
- We ensure that wheelchair users are not required to reach products from heights exceeding 3 feet.
- During peak trading periods (October to December), we limit the number of staff to a maximum of 8 at any given time.

Commitment to Improvement:

We continuously review and improve our accessibility features and practices to better serve our customers and employees with disabilities.