



Accessibility Policy

DSB



Department responsible: The Group Secretariat

Approved by: The Board of Directors

Date: 14 November 2024

1. Introduction

Travelling by train in Denmark is available to everyone. At DSB, we must therefore be geared to ensure a pleasant journey for our passengers – including people with permanent disability or temporarily reduced mobility.

This policy describes DSB's efforts to improve accessibility across our services. Our aim is not only to meet regulatory requirements, but also to proactively work towards best practices in accessibility. We believe that through continuous collaboration with users and interest groups, we can create a more inclusive environment for all on our trains as well as in the stations.

The Accessibility Policy is part of the EU Corporate Sustainability Reporting Directive and is therefore updated once annually.

2. Purpose

The Accessibility Policy aims to ensure that all business areas of DSB are familiar with the requirements and processes applying to DSB's work to ensure good accessibility for all users. Service and assistance in connection with the execution of DSB's accessibility concept must be coordinated at all stages and adhere to the agreed processes, so that we work purposefully to ensure good accessibility on trains and in stations for all our customers. Continuous quality assurance should contribute to improving this service, where appropriate.

Furthermore, the fundamental objective of the policy is that DSB respects fundamental human rights as set out in the UN Declaration on Human Rights, the European Convention on Human Rights as well as the UN Convention on the Rights of Persons with Disabilities.

3. Our ambition and targets

In order to ensure good accessibility for all users, there must be an ongoing dialogue between the disability organisations and DSB about service and accessibility solutions – including through DSB's Disability Panel. This panel has representatives from DSB, GoCollective, Nordjyske Jernbaner, Banedanmark, the Danish Transport Agency and the Department of the Ministry of Transport and they meet with the disability organisations three times a year. The customer is in focus and the discussions include accessibility solutions in rolling stock and stations and on digital platforms.

Accessibility to rail journeys for people with reduced mobility or a disability is not just about whether the journey is physically accessible. An important part of DSB's Accessibility Policy therefore involves ensuring that initiatives are not only about the physical environment, but also focus on whether the transport system is easy to use and what opportunities for personal assistance are available on the journey. In order to compensate for any lack of accessibility for customers with physical or mental disabilities, DSB offers a passenger assist scheme. Under this scheme, you can buy tickets at half the standard fare for adults for both a disabled person and a companion, provided the disabled person has been referred for assistance under the passenger assist scheme. Assistance is provided at stations in the form of physical escort to and from the platform and help getting on or off the train. DSB also participates in the Hidden Disabilities Programme and supports



the Dementia Awareness Week in order to ensure that people with invisible disabilities are met with extra patience and help from the staff.

It is important that the Accessibility Policy and DSB's service responsibilities are accessible and known across DSB's locations. This means, for instance:

- that DSB ensures that the processes that are the prerequisite for close collaboration with other transport operators are updated and known in connection with the planning and execution of the available journey from A to B;
- that the work to improve accessibility from station forecourt to platform and from platform to train takes place in close collaboration with Banedanmark and the local authorities.

DSB plays a proactive role in accessibility and has a close dialogue and collaboration with the Danish Ministry of Transport and the Danish Transport Agency on the implementation of accessibility requirements, the development of new accessibility processes and the preparation of the national implementation plan.

4. How we achieve our ambition and/or reach our targets

DSB wants to provide an inclusive travel experience by:

- Identifying and eliminating physical or technological barriers that may prevent people with disabilities from being fully comfortable travelling with DSB
- Ensuring that our train stations, trains and infrastructure are designed or modified with maximum accessibility in mind
- Equipping our staff with the necessary knowledge and skills to effectively assist passengers with special needs
- Providing information in ways that are easily understandable and accessible to all customers
- Regularly evaluating our accessibility practices as well as collecting feedback from users for continuous improvement

By proactively working to achieve these accessibility objectives, we strive not only to meet regulatory requirements, but also to exceed them by being innovative.

In order to fulfil our corporate social responsibility, DSB performs disability assistance for a number of other train operators in Denmark. This provides a consistent experience for customers who need only one point of access to book assistance for most rail journeys.

4.1. Impacts, risks and opportunities

In order to promote collaboration and exchange knowledge on disability, DSB has established a dialogue forum with the participation of a wide range of disability organisations in Denmark – the Disability Panel mentioned above. In pursuing a dialogue with the stakeholders in this area, we acknowledge the risk that specific wishes cannot be fulfilled due to lack of resources, capacity or



other constraints. DSB prioritises preventing this risk by inviting stakeholders to test new services and the like and by being transparent about the need to strike an appropriate balance between the understandable desire for equal treatment and the resources available.

5. Organisation, responsibility and approval

The CFO has the overall responsibility for the policy and approval thereof.

6. Interaction with other policies and guidelines

We handle accessibility and our service concept in accordance with EU legislation, national requirements, the TSI PRM and the accessibility standards in force from time to time.