

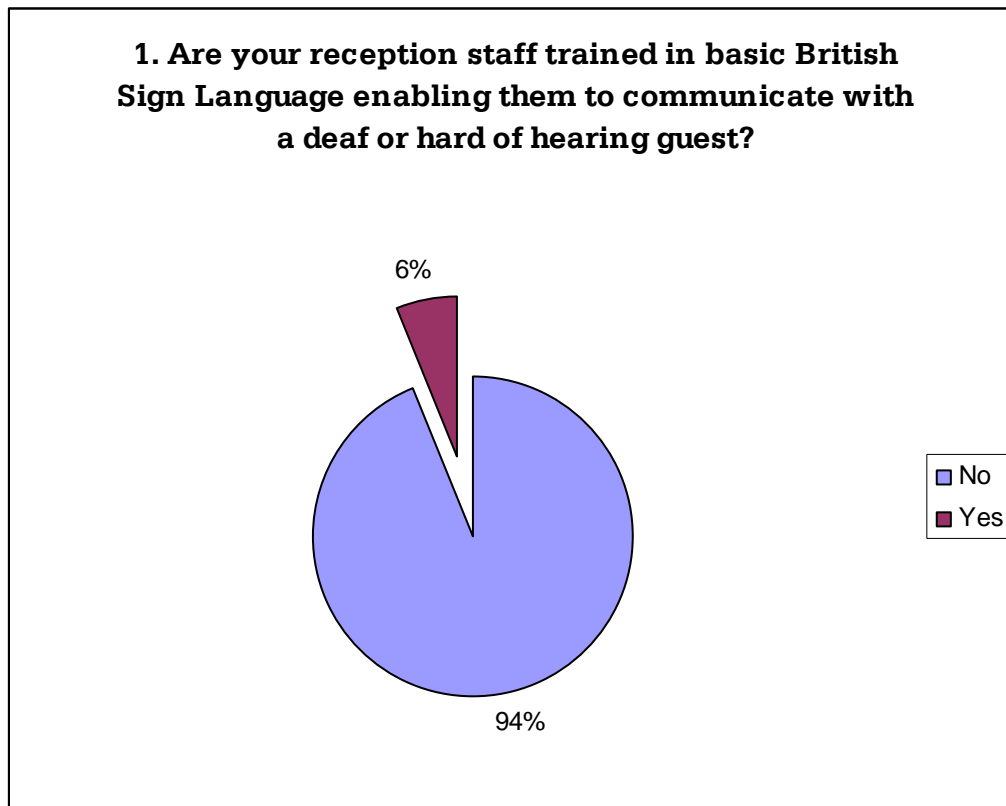
Deaf to Change Survey

To coincide with the 2nd anniversary of the Disability Discrimination Act (DDA), the 'Deaf to Change' survey of hotels was commissioned by Fireco Ltd, manufacturers of Deafgard, the wire-free solution for communicating the sound of the fire alarm to deaf and hard of hearing people www.deafgard.com.

The survey, carried out by Fireco Ltd. sampled 215 hotels across all star ratings, with a minimum of 15 rooms. Interviews were conducted by telephone between 8th and 11th August 2006.

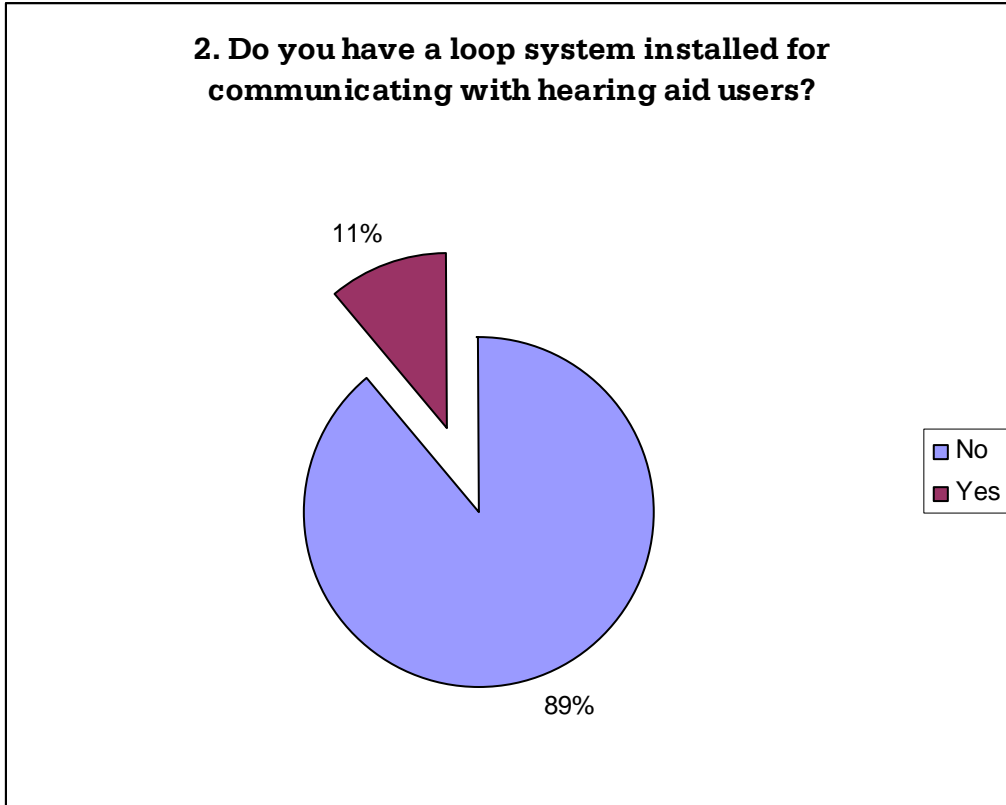
1. Are your reception staff trained in basic British Sign Language enabling them to communicate with a deaf or hard of hearing guest?

NO 94% (202) YES 6% (13)



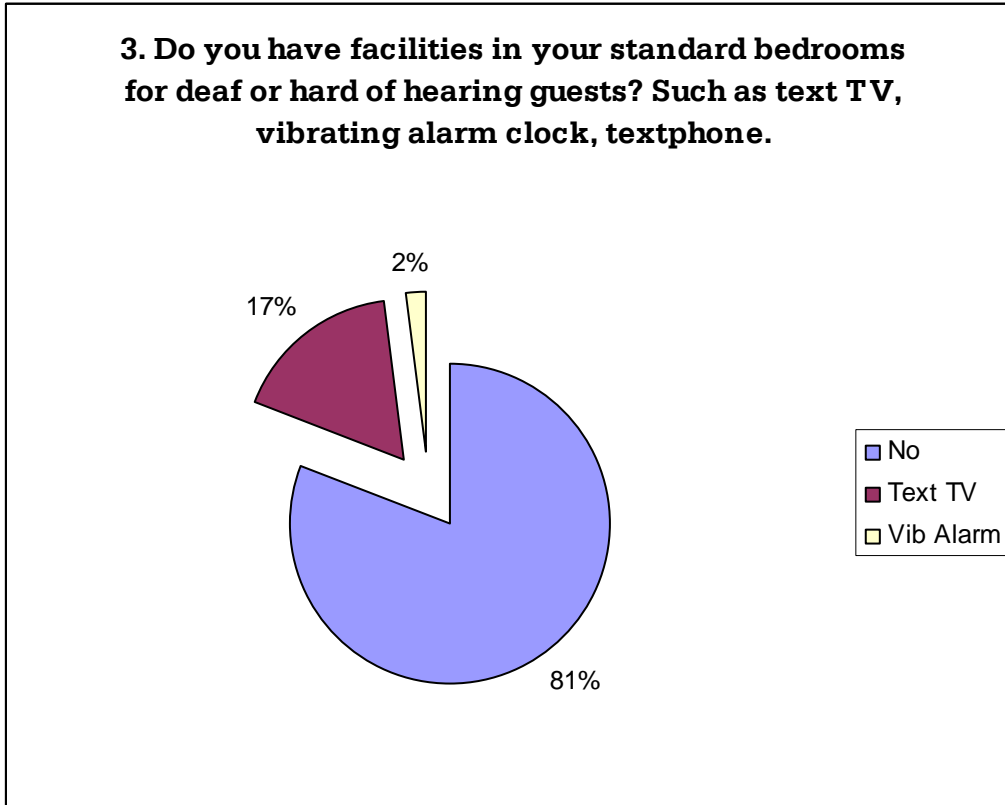
2. Do you have a loop system installed for communicating with hearing aid users?

NO 89% (191) YES 11% (24)



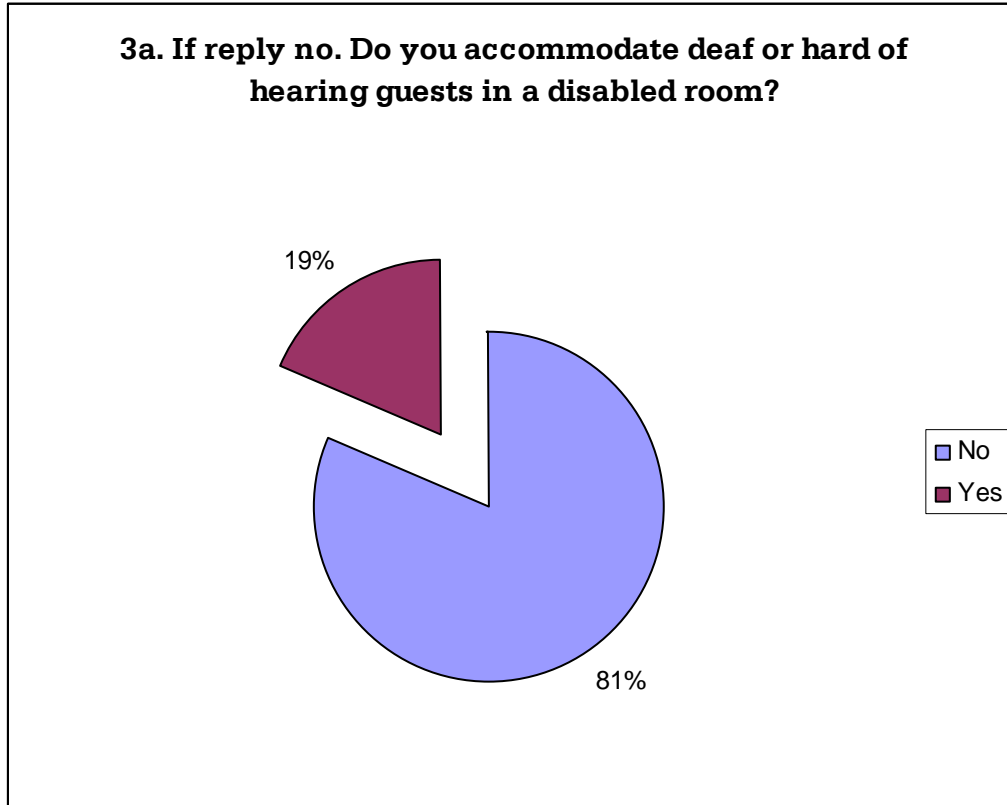
3. Do you have facilities in your standard bedrooms for deaf or hard of hearing guests? Such as text TV, vibrating alarm clock, textphone.

NO 81% (174) TEXT TV 17% (37) VIB ALARM 2% (4)



3a. If reply no. Do you accommodate deaf or hard of hearing guests in a disabled room?

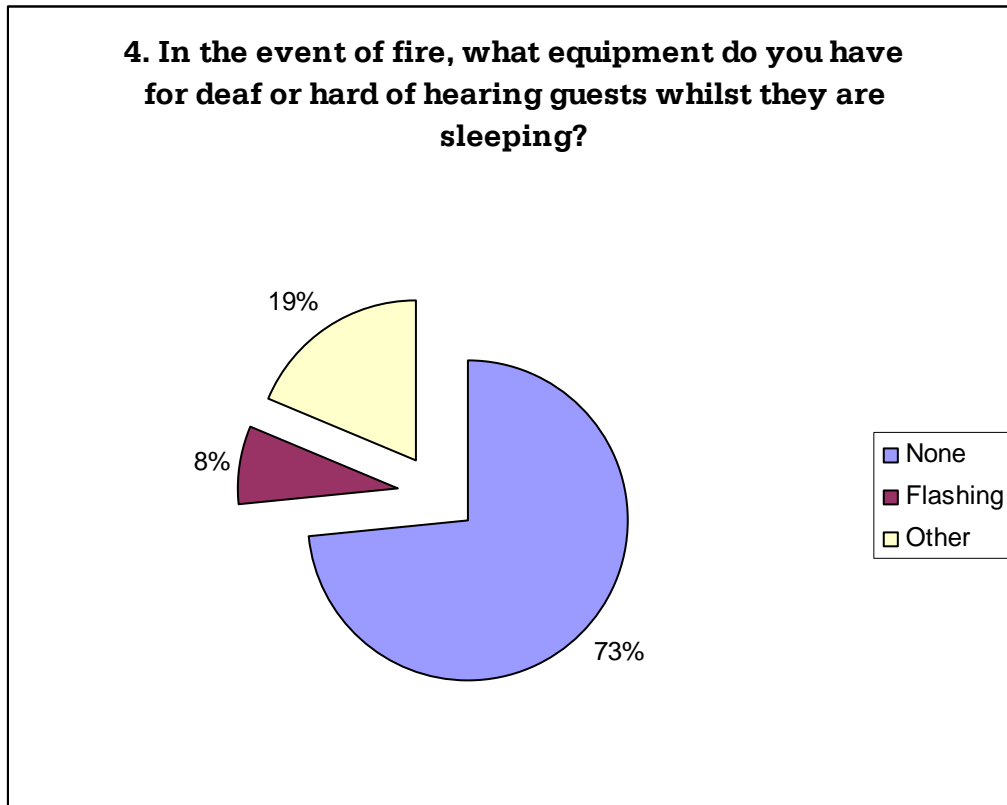
NO 81% (175) YES 19% (40)



4. In the event of fire, what equipment do you have for deaf or hard of hearing guests whilst they are sleeping?

- i) Flashing alarms
- ii) Alarms with vibrating under-pillow pads
- iii) Other
- iv) None

NONE 73% (157) FLASHING 8% (17) OTHER 19% (40)



Key findings of the 'Deaf to Change' survey were: 81.6 percent of hotels do not have the basic level of services to meet deaf needs, such as Text TV, inductive loops, British Sign Language trained receptionists, or fire alarm systems, such a vibrating under-pillow pads or flashing devices, to alert deaf guests. Only 12.96 percent of hotels surveyed had services that followed the recommendations of the Royal National Institute for Deaf People (RNID) which defines the essentials required to make hotels safe for the deaf community.