



Sanitary facilities for people with reduced mobility at more and more star and ORLEN petrol stations

Elmshorn, 17th of August 2021 – The innovative petrol station concept of ORLEN Deutschland GmbH has achieved another significant milestone on their customer-friendliness index. At almost 40 petrol stations, the sanitary facilities are already fully accessible for people with reduced mobility.

For the changed customer needs, such as supply en route, ORLEN Deutschland has developed a petrol station concept that is being successively implemented in its own petrol station network. It transforms the classic petrol station with a shop into a gastronomic meeting point with a feel-good atmosphere. Cleanness, a modern ambience, and friendly service staff – that is what all our customers appreciate at the star and ORLEN petrol stations – not just when refuelling. The bistro and shop score points with their modern and distinctive design, and the sanitary areas are also part of the innovative concept.

Since September 2019 almost 40 toilets have been converted, making them easy to use and reach, and suitable for people with reduced mobility, such as wheelchair users. In cases where the structural conditions permit, the lavatories can also be reached from the bistro and shop area. All wheelchair-accessible lavatories have wheelchair-accessible washbasins and specially designed mirrors with a corresponding tilt. Of course, all the sanitary facilities are equipped with emergency call systems. “We managed to equip the lavatories at many locations with sliding doors, as these are much easier to use for people with reduced mobility,” says Thore Lop, Shop Fitting Professional at ORLEN Deutschland. “The often difficult spatial conditions at the individual stations won’t prevent us from gradually designing more and more lavatories for wheelchair users,” explains Lop further. Ten more conversions are planned within this year.

The connection to the respective location and region is emphasised visually at all petrol stations of the ORLEN Deutschland network: large-format pictures with the sights of the town or region where the station is located, are not only a sign of the local establishment, but also a commitment to the neighbourhood of the respective petrol stations. That's why

the local design is also reflected in the sanitary areas, the new design of which also belongs to the comprehensive concept.

star – a strong brand from ORLEN Deutschland GmbH

star is the petrol station brand of ORLEN Deutschland GmbH, which has been on the German market since 2003 and is operating almost 600 petrol stations. The company, which is based in Elmshorn near Hamburg, is part of the Polish multi-energy group PKN ORLEN S.A., which is the largest enterprise in Central Eastern Europe (CEE), with an annual turnover of EUR 19 billion in 2020.

PKN ORLEN is a leading player on the fuel and energy market and is listed in prestigious global rankings such as Fortune Global 500, Platts TOP250 and Thompson Reuters TOP100.

The Group owns state-of-the-art integrated infrastructure, capable of producing more than 35 million tonnes of various crude oil types per annum and of marketing its products through the CEE-region's largest network of more than 2,800 modern petrol stations. PKN ORLEN's offering includes over 50 top-quality petrochemical and refining products sold in more than 90 countries around the world on 6 continents. 55 percent of the company's revenues are generated outside the country.

For the last few years, ORLEN has been established as the most valuable brand in Poland. PKN ORLEN is also the only company in the region that has been awarded the prestigious title of 'The Most Ethical Company' for the sixth time in a row by the American Ethisphere Institute.

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