



EU Legislation & Standards addressing accessibility

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EU Web Accessibility Compliance and Legislation

EU Web Accessibility Directive

- On October 26, 2016, the EU Parliament and the Council of the European Union passed the [EU Web Accessibility Directive](#) with aims to create a more standardized and harmonized framework around the accessibility of websites and mobile applications of public sector bodies.
 - To increase digital inclusion of persons with disabilities
 - To improve the functioning of the internal market by establishing common accessibility requirements
- **Four principles of accessibility are:**
 - **Perceivability:** information and user interface components must be presentable to users in ways they can perceive;
 - **Operability:** user interface components and navigation must be operable;
 - **Understandability:** information and the operation of the user interface must be understandable; and
 - **Robustness:** content must be robust enough to be interpreted reliably by a wide variety of user agents, including assistive technologies.
- On 12 August 2021, EC published an **implementing decision on the harmonised standard** for websites and mobile applications that provides for the presumption of conformity with the Directive.
 - This decision updated the harmonised standard to be **EN 301 549 V3.2.1 (2021-03)**, which is in line with the most recent Web Content Accessibility Guidelines: WCAG 2.1.
- EC set up the [Web Accessibility Directive Expert Group \(WADEX\)](#) to support the implementation of the Directive, to facilitate cooperation between Member States and stakeholders and to exchange best practices in the field of web accessibility.

European Accessibility Act

- On June 7, 2019, European Union formally adopted the **European Accessibility Act** with aims to improve the functioning of the internal market for accessible products and services, by removing barriers created by divergent rules in Member States.
 - Directive requires key digital tools, products and services, to be accessible by 2025.

Businesses will benefit from:

- common rules on accessibility in the EU leading to costs reduction
- easier cross-border trading
- more market opportunities for their accessible products and services

Persons with disabilities and elderly people will benefit from:

- more accessible products and services in the market
- accessible products and services at more competitive prices
- fewer barriers when accessing transport, education and the open labour market
- more jobs available where accessibility expertise is needed

Products and services covered:

- Computers and operating systems
- ATMs, ticketing and check-in machines
- Smartphones
- TV equipment related to digital television services
- Telephone services and related equipment
- Access to audio-visual media services such as television broadcast and related consumer equipment
- Services related to air, bus, rail, and waterborne passenger transport
- Banking services
- E-books
- Online shopping websites and mobile applications

<https://ec.europa.eu/social/main.jsp?catId=1202>



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New Strategy for the Rights of Persons with Disabilities 2021 - 2030

New Strategy for the Rights of Persons with Disabilities 2021- 2030

- In March 2021, European Commission published “[EU Strategy for the Rights of Persons with Disabilities 2021-2030](#)” to ensure their full participation in society, on an equal basis with others in the EU and beyond.
 - New strategy builds upon the work done on the basis of the [Disability Strategy 2010-2020](#).
- **Ten years strategy focuses on the three main themes:**
 - **EU rights:**
 - Be able to move to another EU country.
 - Participate in political elections
 - **Independent living and autonomy:**
 - Participate in the labour market.
 - Learn new skills for new jobs
 - **Non-discrimination and equal opportunities:**
 - to protect persons with disabilities from any form of discrimination and violence and
 - to ensure equal opportunities in and access to justice, education, culture, sport and tourism.
- Strategy supports implementation by the EU and its Member States of the United Nations Convention on the Rights of Persons with Disabilities at both EU and national levels.



Accessibility related standardization work at EU level

Mandates

- [M/376](#): Accessibility requirements for public procurement of products and services in the ICT domain;
- [M/420](#): Accessibility requirements for public procurement in the built environment (including transport infrastructures)
- [M/473](#): To apply Design for All in relevant standardization initiatives;
- [M/554](#): Accessibility of the websites and mobile applications of public sector bodies

CEN/CENELEC work

Strategic Advisory Group on Accessibility' (SAGA):

- In 2011, the CEN/BT/Working Group 213 'Strategic Advisory Group on Accessibility' (SAGA) was created by the CEN Technical Board (BT), in line with the CEN policy on horizontal issues in standardization, and with the full participation of representatives of the CENELEC/BT and ETSI Board.
- SAGA is an advisory and coordinating body to the CEN and CENELEC BTs on political and strategic matters related to 'Accessibility'.
- to help guide standardizers, SAGA has created a simple brochure '[How to address accessibility in standardization](#)', which covers the material available to standardizers to help address accessibility in their work.
- SAGA will work within three major areas in 2020-2022:
 1. Continue to promote the design for all (M/473) approach
 2. Continue to raise awareness of accessibility issues in European standardization
 3. Standardization in support of the European Accessibility Act (EAA)

CEN/CLC/JTC 11 -Accessibility in the built environment:

- Responsible for the standardization activities of Mandate M/420 Phase II.
- **Published standards:**
 - [CEN/TR 17621:2021](#) (WI=JT01 1002): Accessibility and usability of the built environment - Technical performance criteria and specifications
 - [CEN/TR 17622:2021](#) (WI=JT01 1003): Accessibility and usability of the built environment - Conformity assessment
 - [EN 17210:2021](#) (WI=JT01 1001): Accessibility and usability of the built environment - Functional requirements



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CEN/CLC/ETSI/JWG on e-Accessibility: Responsible for the standardization activities of Mandate M/376.

- **Published standards:**

- **EN 301549:2021** (WI=JWEAC008): Accessibility requirements for ICT products and services
- **CEN/CLC/ETSI TR 101551:2014** (WI=JWEAC003): Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe
- **CEN/CLC/ETSI/TR 101 552:2014** (WI=JWEAC004): Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe

CEN/TC 293 – Assistive products and accessibility: responsible for Standardization in the field of assistive products and related services including interoperability/interface between assistive and mainstream products to achieve accessibility.

- **Published standards:**

- **EN ISO 10535:2021** (WI=00293064): Assistive products - Hoists for the transfer of persons - Requirements and test methods (ISO 10535:2021)
- **EN ISO 11199-1:2021** (WI=00293067): Assistive products for walking manipulated by both arms - Requirements and test methods - Part 1: Walking frames (ISO 11199-1:2021)
- **EN ISO 11199-2:2021** (WI=00293068): Assistive products for walking manipulated by both arms - Requirements and test methods - Part 2: Rollators (ISO 11199-2:2021)
- **EN ISO 20342-1:2019** (WI=00293063): Assistive products for tissue integrity when lying down - Part 1: General Requirements (ISO 20342-1:2019)
- **EN ISO 21801-1:2021** (WI=00293074): Cognitive accessibility - Part 1: General guidelines (ISO 21801-1:2020)
- **EN ISO 21802:2021** (WI=00293076): Assistive products - Guidelines on cognitive accessibility - Daily time management (ISO 21802:2019)
- **EN ISO 22748:2021** (WI=00293065): Absorbent incontinence products for urine and/or faeces - Product type names and illustrations (ISO 22748:2021)
- **EN 12182:2012** (WI=00293044): Assistive products for persons with disability - General requirements and test methods
- **EN ISO 9999:2016** (WI=00293056): Assistive products for persons with disability - Classification and terminology (ISO 9999:2016)



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CEN/TC 315 'Spectator facilities':

- drafted a Technical Report, [CEN/TR 15913:2009](#) 'Spectator facilities - Layout criteria for viewing area for spectators with special needs'.

CEN/TC 10 'Lifts, escalators and moving walks':

- [EN 81-70:2021](#) 'Safety rules for the construction and installations of lifts - Particular applications for passenger and goods passenger lifts – Part 70: Accessibility to lifts for persons including persons with disability'.
- [EN 81-82:2013](#) on 'Safety rules for the construction and installation of lifts - Existing lifts - Part 82: Improvement of the accessibility of existing lifts for persons including persons with disability',

CEN/TC 320: Transport – Logistics and services:

- Currently developing [FprEN 17478](#) 'Transport Services - Customer communications for passenger transport services - A Universal Design approach'.

CEN/TC 122: Ergonomics:

- developing standards in the field of ergonomics principles and requirements for the design of work systems and work environments, including machinery and personal protective equipment, to promote the health, safety and well-being of the human operator and the effectiveness of the work systems.

ETSI work

ETSI Technical Committee Human Factors (TC HF):

- ETSI TC HF champions the importance of ensuring that developments in technology are usable and accessible to all people in society, including the elderly, the young and those with disabilities.
- focuses on support for the use of services and devices by people with cognitive impairments.

EN 301 549: Accessibility requirements for ICT products and services

- EN 301 549 draws heavily from the [Web Content Accessibility Guidelines v2.1](#), published by the W3C and known as WCAG 2.1.

List of standards published by ETSI TC HF

S. No.	ETSI deliverable	Title
1	ETSI TR 101 550 V1.1.3 (2021-07)	Documents relevant to EN 301 549 (V1.1.1) "Accessibility requirements suitable for public procurement of ICT products and services in Europe"
2	ETSI TR 101 550 V1.1.2 (2021-05)	Documents relevant to EN 301 549 (V1.1.1) "Accessibility requirements suitable for public procurement of ICT products and services in Europe"
3	ETSI EN 301 549 V3.2.1 (2021-03)	Accessibility requirements for ICT products and services
4	ETSI TR 103 455 V1.1.1 (2020-09)	Human Factors (HF); Smart cities and communities; Standardization for citizens and consumers
5	ETSI EN 301 549 V3.1.1 (2019-11)	Accessibility requirements for ICT products and services
6	ETSI EG 203 499 V1.1.1 (2019-08)	Human Factors (HF); User-centred terminology for existing and upcoming ICT devices, services and applications
7	ETSI EN 301 549 V2.1.2 (2018-08)	Accessibility requirements for ICT products and services
8	ETSI TR 103 349 V1.1.1 (2016-12)	Human Factors (HF); Functional needs of people with cognitive disabilities when using mobile ICT devices for an improved user experience in mobile ICT devices
9	ETSI EG 203 350 V1.1.1 (2016-11)	Human Factors (HF); Guidelines for the design of mobile ICT devices and their related applications for people with cognitive disabilities
10	ETSI TR 102 575 V1.2.1 (2016-03)	Human Factors (HF); An IP-based text telephony solution known as "Reliable RTT"

Thank you!

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