

Accessible EU Report

Accessibility Standards at European Level

Working together to build a more accessible European Union for persons with disabilities

Consortium composed by:



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0. Executive summary

This document provides information on why standards related to accessibility matter, no matter if you are a person with disabilities, an expert on accessibility, a legislator, a procurer, a manufacturer or a service provider. It explains what is a standard and introduces the standardisation system, focusing on the European one. The different models of the three European Standardisation Organisations (ESOs) are explained, as well as the role of the National Standardisation Bodies (NSBs).

It explains how to access the content of the European standardisation documents and, most important, how to contribute actively to its development, either at national or at European level.

In the framework of the current European policies on standardisation, the main European standardisation technical bodies are described, their main documents developed so far and the current challenges they are facing in order to support the European Accessibility Act (EAA).

Practical information is given, for each EU country, on the NSBs member of CEN, CENELEC and/or ETSI, or NSO related to ETSI. Focusing on the three main standardisation technical bodies working on standards related to accessibility, when relevant or available, information is given on the correspondent National Mirror Committee in place, as well as on the contact person of the NSB and its contact data (the personal data are only provided if they are publicly available in the website of their organisations).

1. Scope

The purpose of this document is to provide clear and simple information on:

- why standardisation is a key element to ensure the accessibility in day-to-day products and services in a broad spectrum of fields
- the standardisation system that supports the development of standards
- the main European policies on accessibility and its relation with standardisation
- how to actively contribute to the drafting of standards, either at national or at European level.

This document is focused on European standardisation and therefore tiptoes on the international standardisation system, although it provides useful information on the analogies with the European one.

2. Abbreviations and acronyms

2.1. Standardisation bodies

- **CEN:** European Committee for Standardization
- **CENELEC (CLC):** European Committee for Electrotechnical Standardization
- **ETSI:** European Telecommunications Standards Institute
- **ESOs:** European Standardisation Organisations (CEN, CENELEC and ETSI)
- **ISO:** International Organization for Standardization
- **IEC:** International Electrotechnical Commission
- **ITU:** International Telecommunication Union
- **NSB:** National Standardisation Body

2.2. Standardisation deliverables

- **CWA:** CEN Workshop agreement
- **EG:** ETSI Guide
- **EN:** European Standard
- **ES:** ETSI Standard
- **IS:** International Standard
- **IWA:** International Workshop Agreement
- **PAS:** Publicly Available Specification
- **GR:** Group Report
- **GS:** Group Specification
- **IWA:** International Workshop Agreements
- **TR:** Technical Report
- **TS:** Technical Specification
- **SR:** Special Report

2.3. Standardisation technical bodies

- **ISG:** Industry Specification Group
- **JTB:** Joint Technical Body
- **JTC:** Joint Technical Committee
- **JWG:** Joint working group
- **NMC:** National Mirror Committee
- **PC:** Project committee
- **TC:** Technical committee
- **SC:** Subcommittee
- **STF:** Specialist Task Force
- **WG:** Working group
- **WS:** Workshop

3. Standards and the standardisation system

3.1. Why standards matter

Standards influence the daily life of every citizen. Standards are, basically speaking, a widely agreed way of doing something, of designing a product, of building a process, of implementing a procedure or of delivering a service. Standards are a key element to a wide range of areas, such as digital and ecological transition, construction, food, toys, buildings, machinery, healthcare, environment, services, etc.

The track width of trains, the thread of screws being able to use our mobile devices once we are out of the reach of our operators' networks are success stories of how standards support our everyday life.

Standards also help us to ensure that products and services are accessible. The built environment, ICT products and services, as well as the design, development and provision of products, goods and services are fields where there are standards in place that help manufacturers, providers, legislators, procurers, users, and every stakeholder involved to know the consensus criteria on its accessibility.

There are some elements that are key to legitimate standards: Do they contribute to solve challenges of the society and of the market? Who participates in the development process of the documents? Is this participation balanced? Are the consensus building processes clear and robust? Which organisations approve standards? Are those documents available?

The standardisation system has been designed, and is continuously evolving, to meet those challenges and expectations and therefore to provide confidence in the outcome of the standardisation process.

3.2. What is a standard

A standard is a technical document designed to be used as a rule, guideline or definition. It is a consensus-built, repeatable way of doing something. Standards are created by bringing together all interested parties such as manufacturers, consumers, regulators and users of a particular material, product, process or service. All parties benefit from standardization through increased safety and quality as well as lower transaction costs and prices.

According to European Regulation (EU) No 1025/2012 on European standardisation, a standard is “a technical specification, adopted by a recognised standardisation body, for repeated or continuous application, with which compliance is not compulsory, and which is one of the following:

- a. ‘international standard’ means a standard adopted by an international standardisation body;
- b. ‘European standard’ means a standard adopted by a European standardisation organisation;
- c. ‘harmonised standard’ means a European standard adopted on the basis of a request made by the Commission for the application of Union harmonisation legislation;
- d. ‘national standard’ means a standard adopted by a national standardisation body.”

The founding principles recognised by the World Trade Organisation (WTO) in the field of standardisation are coherence, transparency, openness, consensus, voluntary application, independence from special interests and efficiency. In this framework, the WTO defines standard as a “document approved by a recognized body, that provides, for common and repeated use, rules, guidelines or characteristics for products or related processes and production methods, with which compliance is not mandatory (...)”.

The definitions of standard given by the International Organization for Standardization (ISO), the International Electrotechnical Commission (IEC), the European Committee for Standardization (CEN) and the European Committee for Electrotechnical Standardization (CENELEC) are quite similar. According to [ISO/IEC Guide 2:2004](#), a standard is a “document, established by consensus and approved by a recognized body, that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context”. This definition is accompanied by a note that states that “standards should be based on the consolidated results of science, technology and experience, and aimed at the promotion of optimum community benefits.”

The characteristics that give standards value is the fact that they are:

- Voluntary and driven by the needs and requests of the society and of the market. Every interested party, every relevant stakeholder, can participate in the making of a standard and provide comments when a standard is submitted to public consultation.
- Consensus based. “All standards are subject to dialogue in order to establish general agreement characterized by the absence of sustained opposition to substantial issues by any important part of the concerned interests and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments” (definition of consensus from EN 45020). Afterwards the standard goes through a formal vote procedure to get it approved.
- Approved by a recognised body. This entails that a recognized standards body national standards body has approved the document and that the document has gone through the necessary procedures, public consultations, etc.

3.3. The standardisation system

Standards are voluntary technical documents. They are developed and defined through a process of sharing knowledge and building consensus among technical experts nominated by interested parties and other stakeholders - including businesses, consumers and environmental groups, among others. These experts are organized in Technical Committees (TCs), which are subdivided in Subcommittees (SCs) or Working Groups (WGs). These TCs are included in the structure of the Standardization Organizations (national, European and international, with the respective mirror committees) and work following their internal regulations.

The standardization bodies operate at national (AFNOR, BSI, DIN, UNE etc.), Regional - in our case European - (CEN, CENELEC, ETSI) or International (ISO, IEC, ITU) level. Sometimes there are different standardization bodies at the same level but covering different fields. This is the case of ISO (general), IEC (electrical) and ITU (telecommunications) at international level, or CEN, CENELEC and ETSI at European level in the same way.

There are also different kinds of standardization documents. The most widespread is the standard, which has a different code depending on the organization under it was developed. e.g., EN for European Standards, ISO for International standards. Other types of documents are Technical Specifications (TS), Technical Reports (TR) and Workshop Agreements (CWA). Further Amendments to the standards are identified by adding A1, A2, etc. at the end of the standard code.

At European level, all the members of CEN or CENELEC shall adopt EN standards as national standards and must withdraw any existing national standard which could conflict with them. This is a key element to commerce within Europe and to the harmonisation of the requirements of products and services in the EU.

There is also an agreement established between European and international Organizations (e.g., CEN and ISO) to avoid duplication of efforts and promote global relevance of standards, which allows to adopt or develop in parallel each other’s standards with the same content and code. National standards could also be proposed as a base for new European or international standards. Figure 1 shows the possible tracks of the standards.

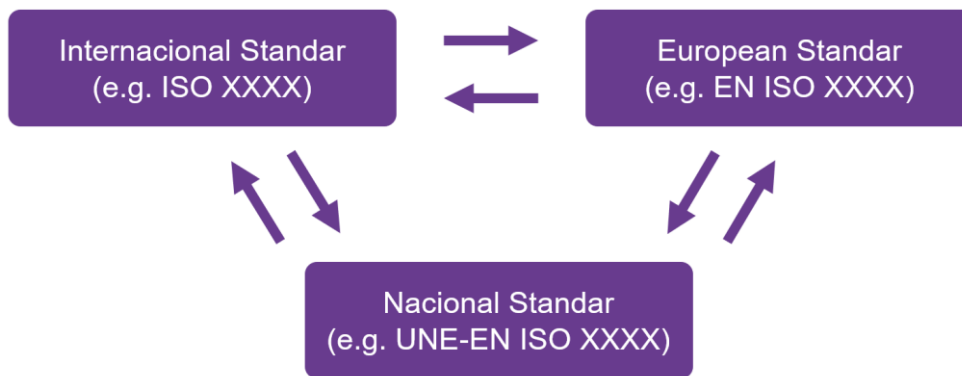


Figure 1. Possible tracks of standards adoption

Therefore, the code of any standard is the combination of the above mentioned issues and could be explained as shown in figure 2.

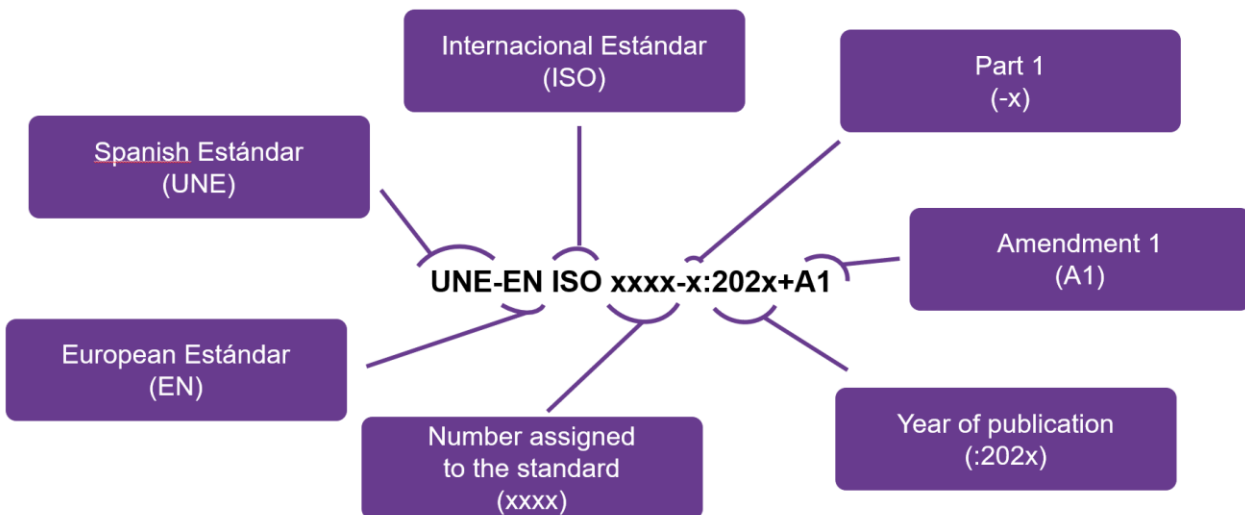


Figure 2. Example of identification of elements in the code of a standard

3.4. Voluntary standards and its relationship with public policies

On the voluntary character of standards, it should be highlighted that many standards support the European or national legislation. In fact, it is common practice that the European Commission (EC) and the National Governments ask the standardisation bodies the development of documents, and this appliance can also be accompanied by budgetary support to perform these works. Sometimes the legislator indicates that it is compulsory to fulfil a standard or a part of it. A usual situation in the EU is that the EC launches a Standardisation Request to the European Standardisation Organisations (ESOs) to develop standards that support the EU policies. Some of these standards are developed to provide presumption of conformity with the essential requirements of a European Directive. Those standards are called “harmonised standards”.

4. EU Regulation

The standardisation system relies on the openness to participation of all the relevant stakeholders, on demanding, clear and transparent consensus building rules and on the approval of the documents by a recognised standardisation body. The international standardisation bodies ISO and IEC, as well as the three ESOs (CEN, CENELEC and ETSI) and the National Standardisation Bodies (NSBs) have clear and demanding Internal Directives and Regulations .

However, standardisation has such an impact in society that it is a highly regulated activity. At European level, the three European Standardisation Organisations (ESOs: CEN, CENELEC and ETSI), as well as the National Standardisation Bodies (NSBs) operate according to the [European Regulation \(EU\) No 1025/2012 of 25 October 2012 on European standardisation](#). In accordance with this Regulation:

- The ESOs and the NSBs establish a yearly work programme, publicly available at their website.
- The NSBs ensure access to draft national standards in such a way that all relevant parties have the opportunity to submit comments.
- The ESOs encourage and facilitate an appropriate representation and effective participation of all relevant stakeholders, including SMEs, consumer organisations and environmental and social stakeholders in their standardisation activities.
- NSBs encourage and facilitate the access of SMEs to standards and standards development processes.

5. International standardisation bodies

There are three international standardisation bodies:

- International Organization for Standardization (ISO), general.
- International Electrotechnical Commission (IEC), focused on electrotechnics.
- International Telecommunication Union (ITU), focused on telecommunications.

[ISO](#) is an independent, non-governmental international organization with a membership of 168 national standards bodies.

[IEC](#) is also global, not-for-profit membership organization that brings together more than 170 national standards bodies.

ISO and IEC work closely to ensure that standards don't overlap or result in duplication. At the technical level work is coordinated through formal liaisons

between ISO and IEC technical committees and at the management level through board consultations¹.

ISO and IEC standards are developed by groups of experts called Technical Committees (TCs). The experts that participate in these TCs are put forward by the national members of ISO or IEC. In most cases they are chosen by the relevant National Committee (NC) of the National Standardisation Body (NSB) member of ISO or IEC. The NSBs represent ISO or IEC in each country. The participation in the TCs of ISO/IEC is done following the national representation principle, i.e., via the relevant NSB. Table 1 shows the NSBs member of ISO and member of IEC of each of the EU countries, with a link to its website.

Table 1. EU NSBs of the member of ISO and IEC

Country	ISO member (acronym)	IEC member (acronym)
Austria	ASI	OVE
Belgium	NBN	CEB-BEC
Bulgaria	BDS	BDS
Croatia	HZN	HZN
Cyprus	CYS	CYS
Czech Republic	UNMZ	UNMZ

¹ ISO/IEC Directives and policies are available at <https://www.iso.org/directives-and-policies.html>
CEN-CENELEC Internal Regulations are available at <https://boss.cen.eu/reference-material/refdocs/pages/>

Country	ISO member (acronym)	IEC member (acronym)
Denmark	<u>DS</u>	<u>DS</u>
Estonia	<u>EVS</u>	<u>EVS</u>
Finland	<u>SFS</u>	<u>SESKO</u>
France	<u>AFNOR</u>	<u>AFNOR</u>
Germany	<u>DIN</u>	<u>DKE</u>
Greece	<u>NQIS/ELOT</u>	<u>NQIS/ELOT</u>
Hungary	<u>MSZT</u>	<u>MSZT</u>
Ireland	<u>NSAI</u>	<u>NSAI</u>
Italy	<u>UNI</u>	<u>CEI</u>
Latvia	<u>LVS</u>	<u>LVS</u>
Lithuania	<u>LST</u>	<u>LST</u>
Luxembourg	<u>ILNAS</u>	<u>ILNAS</u>
Malta	<u>MCCAA</u>	<u>MCCAA</u>
Netherlands	<u>NEN</u>	<u>NEN</u>
Poland	<u>PKN</u>	<u>PKN</u>

Country	ISO member (acronym)	IEC member (acronym)
Portugal	IPQ	IPQ
Romania	ASRO	ASRO
Slovakia	UNMS SR	UNMS SR
Slovenia	SIST	SIST
Spain	UNE	UNE
Sweden	SIS	SEK

ITU is the United Nations specialized agency for information and communication technologies, and is governed by the Plenipotentiary Conference and the ITU Council. The Study Groups of ITU's Telecommunication Standardization Sector (ITU-T) assemble experts from around the world to develop international standards known as ITU-T Recommendations.

6. European standardisation bodies

There are three European Standardisation Organisations (ESOs):

- European Committee for Standardization (CEN), general.
- European Committee for Electrotechnical Standardization (CENELEC), focused on electrotechnics.
- European Telecommunications Standards Institute (ETSI), focused on telecommunications.

[CEN](#), the European Committee for Standardization, and [CENELEC](#), the European Committee for Electrotechnical Standardization, are two associations.

Each of them brings together the National Standardization Bodies of 34 European countries. The countries represented in CEN and CENELEC are the same ones: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom. However, some countries are represented by different NSBs in CEN and CENELEC.

CEN and CENELEC are different organisations, but they have the same Director, Ms. Elena Santiago, who is the head of the CEN-CENELEC Management Centre ([CCMC](#)). The CCMC is in charge of the daily operations, coordination and promotion of all CEN and CENELEC activities.

CEN and CENELEC can be assimilated, respectively, to ISO and IEC, and its technical activity is also based on the principle of national representation. CEN and CENELEC standards are developed by groups of experts called Technical Committees (TCs). The experts that participate in these TCs are put forward by the national members of CEN or CENELEC. In most cases they are chosen by the relevant National Committee (NC) of the National Standardisation Body (NSB) member of CEN or CENELEC. The NSBs represent ISO/IEC in each country. The participation in the TCs of ISO or IEC is done following the national representation principle, i.e., via the relevant NSB.

Although the field of activity of [ETSI](#) is very similar to the one of ITU, those two organisations are of a very different nature. ETSI is the recognized ESO dealing with telecommunications, broadcasting and other electronic communications networks and services. ETSI is a not-for-profit association. It counts more than 900 member organizations worldwide, drawn from over 60 countries and five continents. ETSI members are not only from the European environment. In fact, 67 ETSI members are based in the United States of America, 15 in China, 13 in Canada, 9 in Japan, 8 in South Korea, 6 in Australia, 3 in South Africa and 2 in India. Having said this, the European members outnumber the members from out

of this region. As an example, 139 members are based in Germany, 112 in the United Kingdom, 101 in France, 44 in Belgium, 42 in Spain, 37 in Italy and 36 in Sweden. ETSI members comprise a diversified pool of large and small private companies, research entities, academia, government and public organizations. Whereas CEN and CENELEC work under the national representation principle, ETSI members have direct participation in the technical groups of ETSI (Technical Committee, ETSI Project). This means that the consensus is not built between the different national delegations, but by the experts of the organisations that are members of ETSI (mainly private companies).

Table 2 shows the NSBs member of CEN and member of CENELEC of each of the EU countries, as well as the NSBs member of ETSI or National Standardisation Organisation (NSOs) related to ETSI, with a link to its website.

Table 2. EU NSBs member of CEN, CENELEC and ETSI, or NSO related to ETSI

EU country	NSB	CEN member	Webpage	NSB	CLC member	Webpage	NSB	ETSI member / NSO related to ETSI	Webpage
Austria	ASI	Austrian Standards International - Standardization and Innovation	www.austrian-standards.at	OVE	Austrian Electrotechnical Association	www.ove.at	ASI, OVE		
Belgium	NBN	Bureau de Normalisation/Bureau voor Normalisatie	www.nbn.be	CEB-BEC	Belgian Electrotechnical Committee	www.ceb-bec.be	NBN	Bureau de Normalisation/Bureau voor Normalisatie	www.nbn.be
Bulgaria	BDS	Bulgarian Institute for Standardization	www.bds-bg.org	BDS	Bulgarian Institute for Standardization	www.bds-bg.org	BDS	Bulgarian Institute for Standardization	www.bds-bg.org
Croatia	HZN	Croatian Standards Institute	www.hzn.hr	HZN	Croatian Standards Institute	www.hzn.hr	HZN	Croatian Standards Institute	www.hzn.hr

EU country	NSB	CEN member	Webpage	NSB	CLC member	Webpage	NSB	ETSI member / NSO related to ETSI	Webpage
Cyprus	CYS	Cyprus Organization for Standardisation	www.cys.org.c y	CYS	Cyprus Organization for Standardisation	www.cys.org.c y	CYS	Cyprus Organization for Standardisation	www.cys.org. cy
Czech Republic	UNMZ	Czech Office for Standards, Metrology and Testing	www.unmz.cz	UNMZ	Czech Office for Standards, Metrology and Testing	www.unmz.cz	UNMZ	Czech Office for Standards, Metrology and Testing	www.unmz.cz
Denmark	DS	Dansk Standard	www.ds.dk	DS	Dansk Standard	www.ds.dk	DS	Dansk Standard	www.ds.dk
Estonia	EVS	Non-profit Association Estonian Centre for Standardisation and Accreditation	www.evs.ee	EVS	Non-profit Association Estonian Centre for Standardisation and Accreditation	www.evs.ee	CPTRA	Republic of Estonia Consumer Protection and Technical Regulatory Authority	https://www.tj a.ee/en

EU country	NSB	CEN member	Webpage	NSB	CLC member	Webpage	NSB	ETSI member / NSO related to ETSI	Webpage
Finland	SFS	Suomen Standardisoimisliitto o r.y.	www.sfs.fi	SESKO	SESKO	www.sesko.fi	TRAFICOM	Finnish Transport and Communications Agency	https://www.traficom.fi/en
France	AFNOR	Association Française de Normalisation	www.afnor.org	AFNOR-CEF	Association Française de Normalisation	www.afnor.org	AFNOR	Association Française de Normalisation	www.afnor.org
Germany	DIN	Deutsches Institut für Normung	www.din.de	DKE	Association for Electrical, Electronic & Information Technologies	www.dke.de	DKE	Association for Electrical, Electronic & Information Technologies	www.dke.de
Greece	NQIS/ELOT	National Quality Infrastructure System	www.elot.gr	NQIS/ELOT	National Quality Infrastructure System	www.elot.gr	NQIS/ELOT	National Quality Infrastructure System	www.elot.gr
Hungary	MSZT	Hungarian Standards Institution	www.mszt.hu	MSZT	Hungarian Standards Institution	www.mszt.hu	MSZT	Hungarian Standards Institution	www.mszt.hu

EU country	NSB	CEN member	Webpage	NSB	CLC member	Webpage	NSB	ETSI member / NSO related to ETSI	Webpage
Ireland	NSAI	National Standards Authority of Ireland	www.nsai.ie	NSAI	National Standards Authority of Ireland	www.nsai.ie	NSAI	National Standards Authority of Ireland	www.nsai.ie
Italy	UNI	Ente Italiano di Normazione	www.uni.com	CEI	Comitato Elettrotecnico Italiano	www.ceinorme.it	UNINFO	UNINFO	https://www.uninfo.it/index.php
Latvia	LVS	Latvian Standard Ltd.	www.lvs.lv	LVS	Latvian Standard Ltd.	www.lvs.lv	LVS	Latvian Standard Ltd.	www.lvs.lv
Lithuania	LST	Lithuanian Standards Board	www.lsd.lt	LST	Lithuanian Standards Board	www.lsd.lt	LST	Lithuanian Standards Board	www.lsd.lt
Luxembourg	ILNAS	Organisme Luxembourgeois de Normalisation	www.portail-qualite.lu	ILNAS	Organisme Luxembourgeois de Normalisation	www.portail-qualite.lu	ILNAS	Organisme Luxembourgeois de Normalisation	www.portail-qualite.lu

EU country	NSB	CEN member	Webpage	NSB	CLC member	Webpage	NSB	ETSI member / NSO related to ETSI	Webpage
Malta	MCCAA	The Malta Competition and Consumer Affairs Authority	www.mccaa.org.mt	MCCAA	The Malta Competition and Consumer Affairs Authority	www.mccaa.org.mt	MCCAA	The Malta Competition and Consumer Affairs Authority	www.mccaa.org.mt
Netherlands	NEN	Nederlands Normalisatie-instituut	www.nen.nl	NEC	Nederlands Normalisatie-instituut	www.nen.nl	NEN	Nederlands Normalisatie-instituut	www.nen.nl
Poland	PKN	Polish Committee for Standardization	www.pkn.pl	PKN	Polish Committee for Standardization	www.pkn.pl	PKN	Polish Committee for Standardization	www.pkn.pl
Portugal	IPQ	Instituto Português da Qualidade	http://www1.ipq.pt/pt/pages/Homepage.aspx	IPQ	Instituto Português da Qualidade	http://www1.ipq.pt/pt/pages/Homepage.aspx	IPQ	Instituto Português da Qualidade	http://www1.ipq.pt/pt/pages/Homepage.aspx
Romania	ASRO	Romanian Standards Association	www.asro.ro	ASRO	Romanian Standards Association	www.asro.ro	ASRO	Romanian Standards Association	www.asro.ro

EU country	NSB	CEN member	Webpage	NSB	CLC member	Webpage	NSB	ETSI member / NSO related to ETSI	Webpage
Slovakia	UNMS SR	Slovak Office of Standards Metrology and Testing	www.unms.sk	UNMS SR	Slovak Office of Standards Metrology and Testing	www.unms.sk	UNMS SR	Slovak Office of Standards Metrology and Testing	www.unms.sk
Slovenia	SIST	Slovenian Institute for Standardization	www.sist.si	SIST	Slovenian Institute for Standardization	www.sist.si	SIST	Slovenian Institute for Standardization	www.sist.si
Spain	UNE	Asociación Española de Normalización	https://www.une.org	UNE	Asociación Española de Normalización	https://www.une.org	UNE	Asociación Española de Normalización	https://www.une.org
Sweden	SIS	Swedish Institute for Standards - SIS	www.sis.se	SEK	Swedish Institute for Standards - SIS	www.elstandards.se	ASUT	Swiss Telecommunications Association	https://asut.ch/asut/de/page/index.xhtml

7. How to access the European published standardisation documents

7.1. Introduction

Standardisation documents are publicly available. This means that all stakeholders are able to access its content. However, this does not mean that standardisation documents are freely available.

All standardization documents are protected by copyright and associated exploitation rights. Therefore, any reproduction, distribution, resale or communication of standards in any medium, is forbidden without the formal written authorization from the owner of the copyright and associated exploitation rights.

Regarding the cost of access to standardisation documents in Europe, there are basically two models: the ETSI model and the CEN-CENELEC model. Both models coexist with international distributors around the world from which European standards can be bought.

7.2. ETSI model

The ETSI model is based in direct participation. With more than 900 member organizations, ETSI standardisation documents are freely available in pdf at its [website](#).

Besides, ETSI European Standards (ENs) can be bought from the National Standards Organizations ([NSOs](#)) that assist ETSI in their making.

7.3. CEN-CENELEC model

The model of CEN and CENELEC is based in national representation. Both organisations have 34 members each, which are National Standardisation Bodies, each one from a different European country.

The distribution of CEN and CENELEC standardisation documents is the responsibility of the CEN and CENELEC Members, the NSBs. Consequently, CEN and CENELEC have entrusted their NSBs with the protection of their copyright interests, each in their respective territories. The CEN and CENELEC Management Centre does not sell or distribute Standards or any other deliverable. All CEN and/or CENELEC documents are directly available for purchase from [CEN NSBs](#), [CENELEC NSBs](#), [CEN Affiliates](#) and [CENELEC Affiliates](#).

However, certain CEN and/or CENELEC Workshop Agreements (CWAs), mainly in the ICT field, are available free of charge at the [CWA download area](#) under special arrangements, for example, where industry has offset the loss of sales.

CEN and/or CENELEC members are obliged to adopt all CEN and/or CENELEC standards, and to withdraw any diverging national standards.

NOTE The model of ISO and IEC is very similar to the one of CEN and CENELEC, except that ISO and/or IEC members are not obliged to adopt international standards nor to withdraw the national standards diverging with ISO and/or IEC international standards.

8. How to participate in the European standardisation process

8.1. Introduction

European Standards are the result of extensive efforts performed by the market players who provide the expertise and fund the infrastructure of standardization in Europe. There is also a management and structure cost of the ESOs and of the NSBs that needs to be covered to ensure the sustainability of the standardisation system. Due to this, the participation in the standardisation technical bodies might be subject to fees.

We could differentiate three different situations: ETSI; CEN and CENELEC; and the NSBs.

8.2. Participation in the standardisation technical bodies of ETSI

As explained before, the organisations can have direct participation in ETSI technical bodies work.

ETSI has two basic kinds of technical bodies:

- Technical groups (Technical Committee, ETSI Project). The participation in these groups is reserved to ETSI members.
- Other technical groups (ETSI Partnership Project, Industry Specification Group, Open Source Group). Both ETSI members and non-members can participate. However,

The running costs of these technical bodies are covered by the organisations participating in them.

- For ETSI members, ETSI Membership contributions are calculated depending on the type of membership:

- Members and associate members in general
- Not-for-profit user associations, universities, public research bodies and Micro-Enterprises
- Governmental organizations
- Observer members
- For non-ETSI members, the usual situation is the one given in the Industry Specification Groups (ISGs), where non-members pay a participation fee.

8.3. Participation in the standardisation technical bodies of CEN and/or CENELEC

The participation in the technical bodies of CEN and/or CENELEC is mainly structured according to the following groups:

- National delegations of the members of CEN and/or CENELEC. Those are the experts designated by the NSBs members to represent the national interests of their stakeholders. The total amount of NSBs membership fees is allocated between all members based on a financial contribution percentage calculated for each NSB Individually. The national delegations have voting rights on the decisions of the technical bodies.
- Liaisons with other CEN and/or CENELEC technical bodies. They are representatives of other CEN and/or CENELEC technical bodies that are deemed to participate to ensure coordination. They do not have voting rights on the decisions of the technical bodies where they participate representing another technical body.
- European Counsellors: Those are primarily the European Commission and the EFTA Secretariat. European Counsellors do not have voting rights on the decisions of the technical bodies.

- Societal stakeholders. According to the EU Regulation 1025/2012 on European Standardization, societal interests are represented for:
 - Consumers by ANEC - the European consumer voice in standardisation
 - Employees and workers by ETUC – European Trade Union Confederation
 - Environment by ECOS – Environmental Coalition on StandardsThe societal stakeholders do not pay a participation fee. They do not have voting rights on the decisions of the technical bodies.
- Partner organisations: These organisations pay a participation fee. They do not have voting rights on the decisions of the technical bodies. The main way of participating in the standardisation technical bodies of CEN and/or CENELEC is being part of the national delegation of the relevant National Standardisation Body member of CEN and/or CENELEC. Therefore, if you are interested in participating in a CEN and/or CENELEC technical body (TC, SC, WG, etc), you should contact the NSB of the country where you develop your activity, see table 2.

8.4. Participation in the standardisation technical bodies of the NSBs

Standardisation relies on the participation of all the relevant stakeholders in the process. This is why the default and preferred way of NSBs to contribute to the standardisation works of CEN and/or CENELEC technical committee is the assignation of the responsibility of defining the national position to an existing national standardisation technical body or, if needed, the creation of a new one with that task. That national standardisation technical body (TC, SC or WG) is commonly known as National Mirror Committee (NMC). Therefore, when a national expert wants to engage on the works of a European standard, that expert should join the NMC. The NMC will be responsible to send the national comments

on the different drafts of the standard, and to cast the national vote on the formal approval stages of the document. The relevant NSB can designate national experts (usually from the ones participating in the NMC) to participate directly in the CEN and/or CENELEC standardisation technical bodies (TC, SC or WG).

For example, the works on the revision of EN 17210:2021, “Accessibility and usability of the built environment - Functional requirements”, are performed by the CEN and CENELEC Joint Technical Committee CEN/CLC/JTC 11, “Accessibility in the built environment”. The Spanish experts that want to contribute to these works need to incorporate to the Spanish National Mirror Committee, which is CTN-UNE 170/GT 2. The experts participating in the Spanish technical body CTN-UNE 170/GTG 2 are responsible of helping to define the national criteria on the relevant works and decisions of CEN/CLC/JTC 11. Besides, the Spanish technical body CTN-UNE 170/GTG 2 has designated some experts who make up the Spanish delegation. Those experts of the Spanish delegation can attend to the meetings of the European Joint Technical Committee CEN/CLC/JTC 11, and that way contribute, in dialog with the experts of the other countries participating, to define the criteria on which are the requirements that need to be fulfilled to consider a built environment as accessible.

The default situation is that each NSB has a NMC in place covering the activity of the relevant European Technical Committee. Sometimes a NMC covers the activity of several European TCs, and sometimes the scope of a European TC is split into several National Technical Committees. The participation in the NMC can be subjected to participation fees to cover its management costs. However, the NSB are not obliged to put in place NMCs for each of the European TCs and, if relevant, can use other ways to identify the national criteria of their relevant stakeholders.

The participation in the standardisation technical bodies of the NSBs can be subject to fees. In these cases, most the times there are special considerations for specific stakeholders such as public institutions, societal stakeholders, academics and SMEs. Each NSB has different participation conditions.

Sometimes those participation conditions are available on their website, but this is not always the case.²

9. Main standardisation Technical Bodies at European level related to accessibility

9.1. EC Mandates M/376, M/420, M/473 and M/554

The European Commission ([EC](#)) and the European Free Trade Association ([EFTA](#)) are aware that common European accessibility standards help remove barriers for persons with disabilities and others (e.g., the older people). Besides, key EU legislative instruments (the directive on web accessibility, the European accessibility act, the public procurement directives) refer to the possible use of accessibility standards. Hence, European accessibility standards have been put in place to support implementation of accessibility in the built environment and ICT and for organisations to adopt a 'Design for All' approach. When applied across Member States, these standards also improve the functioning of the internal market, by removing barriers to free movement of goods and services.

The EC and EFTA have promoted with Mandates M/376, M/420 and M/473 the development of key European standardisation documents to support European policies on accessibility. Those were developed upon specific appliance of the EC, who launched Mandates aimed at the three ESOs to develop them. The first edition of all these documents were funded by the EC and EFTA.

The Web Accessibility Directive (WAD), i.e., Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility

² The model for the participation in ISO and/or IEC technical Bodies, is very similar to the one for the participation in CEN and/or CENELEC technical bodies.

of the websites and mobile applications of public sector bodies, was published in October 2016. The EC identified EN 301549:2015, “Accessibility requirements suitable for public procurement of ICT products and services in Europe”, as a suitable document to make public sector websites and mobile applications more accessible, and to harmonise varying standards within the European Union (EU), reducing barriers for developers of accessibility-related products and services. Therefore, the EC launched a new Mandate, M/554, funded by the EC and EFTA, to review it. Its final outcome, EN 301549:2018, “Accessibility requirements for ICT products and services” (V2.1.2), was a harmonised standard supporting the WAD. This means that its compliance with harmonised standard EN 301549:2018 conferred a presumption of conformity with the essential requirements of Directive (EU) 2016/2102. This standard has been revised twice since, and the current harmonised standard is EN 301549:2021. Accessibility requirements for ICT products and services. (V3.2.1).

Table 3 relates the EC and EFTA standardisation Mandates prior to 2022 with its outcomes.

Besides, under M/473, CEN and CENELEC developed the “[CEN-CENELEC Protocol on accessibility following a Design for All approach in standardization](#)”. The CEN/BT/Working Group 213 ‘Strategic Advisory Group on Accessibility’ ([SAGA](#)), is the Working Group of the Technical Board of CEN responsible of this document. It outlines the procedure to help technical bodies decide whether accessibility, with a Design for All approach, should be addressed when developing or revising a standardization deliverable. Besides, all EN and CENELEC technical bodies are obliged to assess, when they start a new standardisation deliverable, if accessibility aspects need to be addressed in the new deliverable.

Table 3. EC and EFTA standardisation Mandates related to standardisation prior to 2022

Mandate	Field	Date of the mandate	ESOs that accepted the mandate	TC that developed the mandate	Deliverables	Standard status	ESO leading the development of the deliverable	Remarks
M/376 . Standardisation mandate to CEN, CENELEC and ETSI in support of European Accessibility requirements for public procurement of products and services in the ICT domain.	ICT accessibility	07/10/2005	CEN, CENELEC and ETSI	CEN/CLC/ETSI/ JTB eAcc. eAccessibility	EN 301549:2014. Accessibility requirements suitable for public procurement of ICT products and services in Europe. (V1.1.1)	Withdrawn	ETSI	Works funded by the EC and EFTA.
					EN 301549:2015. Accessibility requirements suitable for public procurement of ICT products and services in Europe. (V1.1.2)	Withdrawn	ETSI	
					CEN/CLC/ETSI TR 101550:2014. Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe".	Withdrawn	ETSI	Works funded by the EC and EFTA.
					CEN/CLC/ETSI TR 101550:2022. Documents relevant to EN 301 549 (V1.1.1) "Accessibility requirements suitable for public procurement of ICT products and services in Europe".	Published	ETSI	No revision envisaged in the short term. Document relevant only to the 1st edition of EN 301549.



Mandate	Field	Date of the mandate	ESOs that accepted the mandate	TC that developed the mandate	Deliverables	Standard status	ESO leading the development of the deliverable	Remarks
					CEN/CLC/ETSI TR 101551:2014. Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe.	Published	ETSI	Works funded by the EC and EFTA. Will be revised shortly. The works on its revision still have not started.
					CEN/CLC/ETSI/TR 101552:2014. Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe.	Published	CEN	Works funded by the EC and EFTA. Will be revised shortly. The works on its revision still have not started.
M/554 . Commission implementing decision of 27.4.2017 on a standardisation request to the European standardisation organisations in support of Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of the websites and mobile applications of public sector bodies.	ICT accessibility	27/04/2017	CEN, CENELEC and ETSI	CEN/CLC/ETSI/ JTB eAcc. eAccessibility	EN 301549:2018. Accessibility requirements for ICT products and services (V2.1.2)	Withdrawn	ETSI	Works funded by the EC and EFTA. Also relevant to M/376.
					EN 301549:2019. Accessibility requirements for ICT products and services. (V3.1.1)	Withdrawn	ETSI	Also relevant to M/376.



Mandate	Field	Date of the mandate	ESOs that accepted the mandate	TC that developed the mandate	Deliverables	Standard status	ESO leading the development of the deliverable	Remarks
					EN 301549:2021. Accessibility requirements for ICT products and services. (V3.2.1)	Published	CEN	Also relevant to M/376. Harmonised standard. Confers a presumption of conformity with the corresponding essential requirements set out in Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies. The works on its revision have already started.
M/420 . Standardisation Mandate to CEN, CENELEC and ETSI in support of European Accessibility requirements for public procurements in the built environment.	Built environment	21/12/2007	CEN and CENELEC	CEN/CLC/JTC 11. Accessibility in the built environment.	EN 17210:2021. Accessibility and usability of the built environment - Functional requirements.	Published	CEN	The works on its revision have already started.

Mandate	Field	Date of the mandate	ESOs that accepted the mandate	TC that developed the mandate	Deliverables	Standard status	ESO leading the development of the deliverable	Remarks
					CEN/TR 17621:2021. Accessibility and usability of the built environment - Technical performance criteria and specifications.	Published	CEN	No revision envisaged in the short term.
					CEN/TR 17622:2021. Accessibility and usability of the built environment - Conformity assessment.	Published	CEN	No revision envisaged in the short term.
M/473 . Standardisation Mandate to CEN, CENELEC and ETSI to include “Design for All” in relevant standardisation initiatives.	Design for all	01/09/2010	CEN and CENELEC	CEN/CLC/JTC 12. Design for All.	EN 17161:2019. Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users.	Published	CEN	The works on its revision have already started.

9.2. EC and EFTA Standardisation Request M/587

[Directive \(EU\) 2019/882](#), on the accessibility requirements for products and services, so called the European Accessibility Act (EAA), has been a game changer. The purpose of this Directive is to contribute to the proper functioning of the internal market by approximating laws, regulations and administrative provisions of the Member States as regards accessibility requirements for certain products and services by, in particular, eliminating and preventing barriers to the free movement of certain accessible products and services arising from divergent accessibility requirements in the Member States. This would increase the availability of accessible products and services in the internal market and improve the accessibility of relevant information. Article 15 of the EAA considered the need of drafting harmonised standards for the accessibility requirements of the products and services covered by the Directive, to facilitate the assessment of conformity with the applicable accessibility requirements.

On 2022-09-14 the EC and EFTA launched a new Standardisation Request, [M/587](#) to the three ESOs. This Standardisation Request asked the three ESOs for the drafting of three new harmonised standards, for the revision of three existing European standards, with the objective of turning them into harmonised standards, and for the revision of two Technical Reports that supported one of this European Standards.

Table 4 relates the new harmonised standards to be developed according to M/587 with the European technical committee responsible of the works and the relevant deadline set by the EC.

Table 5 relates the standardisation deliverables to be revised according to M/587 with the European technical committee responsible of the works and the relevant deadline set by the EC.

Organisations and experts willing to participate in the development of these new standardisation works shall contact its relevant NSO (national representation principle) or the relevant ESO (direct participation). Tables 6, 7 and 8 relate the main European standardisation technical bodies on accessibility ([CEN/CLC/JTC 12](#), [CEN/CLC/JTC 11](#) and [CEN/CLC/ETSI/JTB eAcc](#)) with the relevant National Standardisation Body and, when available, the relevant National Mirror Committee and contact data.

Table 4. New harmonised standards to be developed according to M/587

Reference	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
<p>Harmonised standard(s) setting up requirements on the accessibility of non-digital information related to products and services</p>	<p>Shall describe the technical solutions for accessibility to ensure conformity with the following requirements set out in Annex I of Directive 2019/882:</p> <ul style="list-style-type: none"> - Annex I section I point 1 (a) and (b) and Annex I section II - Also covering Annex I section III (a) and (b) - Also covering Section IV (c) and (d) transport - Also covering Section IV (e) (ii) banking information - Excluding Section IV (f) e-books <p>The harmonised standards shall maximise the level of accessibility and ensure interoperability including with assistive devices in such a way as to maximise their foreseeable use by persons with disabilities. Standards shall reflect the generally acknowledged state of the art.</p>	<p>CEN/CLC/JTC 12</p>	<p>CEN</p>	<p>15/03/2026</p>

Reference	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
<p>Harmonised standard for the accessibility of support services related to products and services (help desks, call centres, technical support, relay services and training services)</p>	<p>Shall describe the technical solutions for accessibility and interoperability as well as provide information about the accessibility of the respective products and services, their compatibility with assistive technologies, and how to ensure that the information is provided in accessible modes of communication and to ensure conformity with the following requirement set in Annex I of Directive 2019/882: - Section I.3 for products and Section III (d) for services.</p> <p>The harmonised standards shall maximise the level of accessibility and ensure interoperability including with assistive devices in such a way as to maximise their foreseeable use by persons with disabilities. Standards shall reflect the generally acknowledged state of the art.</p>	<p>CEN/CLC/JTC 12</p>	<p>CEN</p>	<p>15/03/2026</p>

Reference	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
<p>Harmonised standard for the accessibility and interoperability of emergency communications and for the answering of emergency communications by the public safety answering point (PSAPs) (including to the single European Emergency number 112)</p>	<p>Should support the implementation of Article 109 of Directive (EU) 2018/1972 and shall describe the technical solutions for accessibility and interoperability, including when using roaming services, to ensure conformity with the following requirements set out in Annex I of Directive 2019/882: - Section III, Section IV and Section V.</p> <p>The harmonised standards shall maximise the level of accessibility and ensure interoperability including with assistive devices in such a way as to maximise their foreseeable use by persons with disabilities. Standards shall reflect the generally acknowledged state of the art.</p>	<p>ETSI TC EMTEL</p>	<p>ETSI</p>	<p>15/01/2027</p>

Table 5. Standardisation deliverables to be revised according to M/587

Deliverable to be revised	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
<p>EN 301549:2021. Accessibility requirements for ICT products and services. (V3.2.1)</p>	<p>The harmonised standards shall maximise the level of accessibility and ensure interoperability including with assistive devices in such a way as to maximise their foreseeable use by persons with disabilities. Standards shall reflect the generally acknowledged state of the art. Shall be revised to describe the technical solutions for accessibility to ensure conformity with the accessibility requirements of Annex I and III of Directive 2019/882 and Article 4 of Directive (EU) 2016/2102. The harmonised standard shall describe the technical solutions for accessibility to ensure conformity with the accessibility requirements of Annex I section I, II, III, IV, excluding point (f) of section IV on e-books of Directive 2019/882, except for those included in part B of this annex, namely those covered by new standards. It should be complementary with the new standards referred to in section B for example by addressing relay service requirements for accessibility, and consumer terminal accessibility to be used with and be applicable to emergency communications. It shall also ensure conformity with the accessibility requirements of article 4 of Directive (EU) 2016/2102. Shall address:</p> <ul style="list-style-type: none"> - accessibility requirements of ICT devices (including e-books readers as dedicated or included in other devices such as PCs or smartphones) - generic accessibility requirements for ICT-based service provision - accessibility requirements for electronic communication services with regards to real-time text (RTT) and Total Conversation (TC) including for number based interpersonal communications services and including 	<p>CEN/CLC/ETSI/JTB eAcc</p>	<p>ETSI</p>	<p>15/09/2025</p>

Deliverable to be revised	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
	<p>when using roaming services. These requirements should also refer to the enablement of these services in the core of the communication networks on which these services are being provided. Work should take account of already available work and deliverables (including on infrastructure) and in particular in view of technical specifications related to packet switched emergency communication infrastructure. It should also contain functional and service requirements for (interoperable) Total Conversation services (TC) including RTT.</p> <ul style="list-style-type: none"> - accessibility requirements for ICT-based application-specific services included in the scope of the European Accessibility Act. These requirements may also include QoS (Quality of Service) requirements. In the case of RTT and TC a reference terminal should be defined for conformity tests. <p>Shall include relevant existing or revised provisions of ETSI technical reports or other relevant guidelines and documents.</p> <p>The requirements set out in EN 17210 and EN 301 549 should be aligned avoiding contradictions.</p> <p>Shall cover accessibility specifications to be followed when designing, constructing, maintaining and updating websites and mobile applications. They shall provide generally applicable accessibility specifications. Those specifications in support of the implementation of Article 4 of Directive (EU) 2016/2102 shall ensure at least the level of accessibility already established by clauses 9, 10 and 11 of EN 301 549: v3.2.1 2021.</p>			

Deliverable to be revised	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
	<p>In order to satisfy the accessibility requirements of the Directive, such harmonised standard(s) shall provide the detailed technical specifications of those requirements, especially regarding the perceivability, operability, understandability and robustness.</p> <p>The established accessibility specifications shall be coordinated and aligned with the relevant industry specifications in particular, the specifications established or under development by the World Wide Web Consortium (W3C) in its Web Accessibility Initiative (WAI) and, when relevant, shall be aligned with other globally relevant specifications (e.g., US Access Board’s Section 508 Standards).</p> <p>The requested harmonised standard shall ensure that information and user interface components are presentable to users in ways they can perceive. This means that users must be able to perceive the information being presented (it cannot be imperceptible to all their senses).</p> <p>The requested harmonised standard shall ensure that user interface components and navigation are operable. This means that users must be able to operate the interface (the interface should not require interaction that a user cannot perform).</p> <p>Information and the operation of user interface shall be understandable. This means that users must be able to understand the information as well as the operation of the user interface (the content or operation should not be beyond their understanding).</p> <p>Content shall be robust enough to be interpreted in a reliable manner by</p>			

Deliverable to be revised	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
	<p>a wide variety of user agents, including assistive technologies. This means that users must be able to access the content as technologies advance (as technologies and user agents evolve, the content has to remain accessible).</p> <p>The requirements and their description coincide with the Four Principles of Accessibility defined in W3C Web Contents Accessibility Guidelines (WCAG) 2.1. If any of these requirements are not met, users with disabilities may not be able to use the Web.</p> <p>The requested harmonised standard shall further detail the accessibility provisions established in EN 301 549: v3.2.1 2021 to cover all specificities of mobile applications.</p> <p>The conceptual and technical specificities of mobile devices shall be duly considered when establishing accessibility specifications for mobile applications.</p>			

Deliverable to be revised	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
<p>EN 17161:2019. Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users.</p>	<p>The harmonised standards shall maximise the level of accessibility and ensure interoperability including with assistive devices in such a way as to maximise their foreseeable use by persons with disabilities. Standards shall reflect the generally acknowledged state of the art. Shall be revised to describe the technical solutions for accessibility to ensure conformity with the accessibility requirements of Annex I and III of Directive 2019/882. The harmonised standard shall describe process-related and procedural solutions for the design, development and provision of services that fulfil the accessibility requirements set out in Annex I to Directive 2019/882 in accordance with Section VI thereof.</p>	<p>CEN/CLC/JTC 12</p>	<p>CEN</p>	<p>15/09/2025</p>
<p>EN 17210:2021. Accessibility and usability of the built environment - Functional requirements.</p>	<p>The harmonised standards shall maximise the level of accessibility and ensure interoperability including with assistive devices in such a way as to maximise their foreseeable use by persons with disabilities. Standards shall reflect the generally acknowledged state of the art. Shall be revised to describe the technical solutions for accessibility to ensure conformity with the accessibility requirements of Annex I and III of Directive 2019/882. The harmonised standard shall describe where needed in more detail the functional solutions linking where feasible to technical solution for accessibility to ensure conformity with Annex III of Directive 2019/882.</p>	<p>CEN/CLC/JTC 11</p>	<p>CEN</p>	<p>15/09/2025</p>

Deliverable to be revised	Expected outcome	Technical Body in charge of the project	ESO leading the development of the deliverable	Deadline for the adoption by the ESOs
<p>CEN/CLC/ETSI TR 101551:2014. Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe.</p>	<p>CEN/CLC/ETSI TR 101551:2014 and CEN/CLC/ETSI/TR 101 552:2014 could be combined in their revision</p>	<p>CEN/CLC/ETSI/JTB eAcc</p>	<p>CEN</p>	<p>15/01/2026</p>
<p>CEN/CLC/ETSI/TR 101 552:2014. Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe.</p>	<p>CEN/CLC/ETSI TR 101551:2014 and CEN/CLC/ETSI/TR 101 552:2014 could be combined in their revision</p>	<p>CEN/CLC/ETSI/JTB eAcc</p>	<p>CEN</p>	<p>15/01/2026</p>

Table 6. National Mirror Committees of CEN/CLC JTC 12 and contact data

EU country	NSB	CEN member	Webpage	NMCs CEN/CLC/JTC 12	Title	Link	Contact person	e-mail/contact
Austria	ASI	Austrian Standards International - Standardization and Innovation	www.austrian-standards.at	KOMITEE 196	Assistive products for persons with disability	Link	DGKS Andrea Redelsteiner	a.redelsteiner@austrian-standards.at
Belgium	NBN	Bureau de Normalisation/Bureau voor Normalisatie	www.nbn.be	NBN/CCLC012			Not public.	info@nbn.be
Bulgaria	BDS	Bulgarian Institute for Standardization	www.bds-bg.org	TK-59	Ergonomics	Link	Galina Argirova	galina.argirova@bds-bg.org
Croatia	HZN	Croatian Standards Institute	www.hzn.hr					mzp@hzn.hr
Cyprus	CYS	Cyprus Organization for Standardisation	www.cys.org.cy					cystandards@cys.org.cy

EU country	NSB	CEN member	Webpage	NMCs CEN/CLC/JTC 12	Title	Link	Contact person	e-mail/contact
Czech Republic	UNMZ	Czech Office for Standards, Metrology and Testing	www.unmz.cz				Votrubcová Marta	votrubcova@unmz.cz
Denmark	DS	Dansk Standard	www.ds.dk	S-437	IT-tilgængelighed	Link	Berit Aadal	baa@ds.dk
Estonia	EVS	Non-profit Association Estonian Centre for Standardisation and Accreditation	www.evs.ee					standard@evs.ee
Finland	SFS	Suomen Standardisoimisliitto r.y.	www.sfs.fi	METSA SR 122	Ergonomia	Link	Tommi Carlson	etunimi.sukunimi@metsta.fi
France	AFNOR	Association Française de Normalisation	www.afnor.org	AFNOR/P96A	Accessibilité dans l'environnement bâti	Link	Ursula Viltart Baquero	Link
Germany	DIN	Deutsches Institut für Normung	www.din.de	NA 023-00-02 GA	Joint working committee of	Link	Batbayar Ganbaatar	Link



EU country	NSB	CEN member	Webpage	NMCs CEN/CLC/JTC 12	Title	Link	Contact person	e-mail/contact
					Ergonomics Standards Committee/Information Technology and selected IT Applications Standards Committee/German Commission for Electrical, Electronic & Information Technologies: Accessible design/Accessibility			
Greece	NQIS/ELOT	National Quality Infrastructure System	www.elot.gr					info@esyp.eu
Hungary	MSZT	Hungarian Standards Institution	www.mszt.hu	MSZT/MB 443	Építészet és műemlékvédelem	Link	Csaba Bernáth	cs.bernath@mszt.hu

EU country	NSB	CEN member	Webpage	NMCs CEN/CLC/JTC 12	Title	Link	Contact person	e-mail/contact
Ireland	NSAI	National Standards Authority of Ireland	www.nsai.ie	NSAI/TC 23/SC 5	Products and services. Range of users	Link		info@nsai.ie
Italy	UNI	Ente Italiano di Normazione	www.uni.com	UNI/CT 015	Ergonomia	Link		normazione@uni.com
Latvia	LVS	Latvian Standard Ltd.	www.lvs.lv			Link		Link
Lithuania	LST	Lithuanian Standards Board	www.lsd.lt			Link		lstboard@lsd.lt
Luxembourg	ILNAS	Organisme Luxembourgeois de Normalisation	www.portail-qualite.lu			Link		normalisation@ilnas.etat.lu
Malta	MCCAA	The Malta Competition and Consumer Affairs Authority	www.mccaa.org.mt			Link		Link
Netherlands	NEN	Nederlands Normalisatie-instituut	www.nen.nl			Link		klantenservice@nen.nl

EU country	NSB	CEN member	Webpage	NMCs CEN/CLC/JTC 12	Title	Link	Contact person	e-mail/contact
Poland	PKN	Polish Committee for Standardization	www.pkn.pl	KT 1	Osób Niepełnosprawnych	Link	Urszula Banaszekiewicz	urszula.banaszkiewicz@pkn.pl
Portugal	IPQ	Instituto Português da Qualidade	Link	CT 177	Acessibilidade e Design Inclusivo	Link	Luís Filipe Pires Da Silva	geral@abimota.pt
Romania	ASRO	Romanian Standards Association	https://www.asro.ro/	365	Managementul facilităților și al lucrărilor de construcții	Link	Cristina Chirea	vanzari@asro.ro
Slovakia	UNMS SR	Slovak Office of Standards Metrology and Testing	www.unms.sk	TK 29	Bezpečnosť strojov a ergonómia	Link	Jana Michalcová	jana.michalcova@normoff.gov.sk
Slovenia	SIST	Slovenian Institute for Standardization	www.sist.si			Link		sist@sist.si
Spain	UNE	Asociación Española de Normalización	https://www.une.org	CTN 170/GT 3	Diseño para todos	Link	Fernando Machicado	fmachicado@une.org
Sweden	SIS	Swedish Institute for Standards - SIS	www.sis.se	SIS/TK 536	Samordningsgrupp för tillgänglighet	Link	Alexandra Antoni	alexandra.antoni@sis.se

Table 7. National Mirror Committees of CEN/CLC JTC 11 and contact data

EU country	NSB	CEN member	Webpage	CEN/CLC/JTC 11	Title	Link	Contact person	e-mail
Austria	ASI	Austrian Standards International - Standardization and Innovation	www.austrian-standards.at	KOMITEE 011 AG 011 05	Building construction Barrierefreies Planen und Bauen (Spiegelgremium zu CEN/CLS JTC 011 Accessibility in the built environment; ISO/TC 059/SC 16 Accessibility and usability of the built environment)	Link	DIPL.-ING. (FH) ANITA REITER, MA	a.reiter@austrian-standards.at
Belgium	NBN	Bureau de Normalisation/Bureau voor Normalisatie	www.nbn.be	NBN/CCLC011	Accessibility in the built environment		Not public.	info@nbn.be
Bulgaria	BDS	Bulgarian Institute for Standardization	www.bds-bg.org	TK-0/ΠC-35	Building structures and elements	Link	Tsvetelin Zahariev	tsvetelin.zahariev@bds-bg.org

EU country	NSB	CEN member	Webpage	CEN/CLC/JTC 11	Title	Link	Contact person	e-mail
Croatia	HZN	Croatian Standards Institute	www.hzn.hr					msp@hzn.hr
Cyprus	CYS	Cyprus Organization for Standardisation	www.cys.org.cy					cystandards@cys.org.cy
Czech Republic	UNMZ	Czech Office for Standards, Metrology and Testing	www.unmz.cz				Votrubcová Marta	votrubcova@unmz.cz
Denmark	DS	Dansk Standard	www.ds.dk					dansk.standard@ds.dk
Estonia	EVS	Non-profit Association Estonian Centre for Standardisation and Accreditation	www.evs.ee					standard@evs.ee

EU country	NSB	CEN member	Webpage	CEN/CLC/JTC 11	Title	Link	Contact person	e-mail
Finland	SFS	Suomen Standardisoimislaitto r.y.	www.sfs.fi	Rakennustuoteteollisuus RTT ry; SR 31	Esteettömyys rakennetussa ympäristössä CEN/CLC TC 11 -standardointiryhmä	Link	Pekka Vuorinen	pekka.vuorinen@rt.fi
France	AFNOR	Association Française de Normalisation	www.afnor.org	AFNOR/P96A	Accessibilité dans l'environnement bâti	Link	Ursula Viltart Baquero	Link
Germany	DIN	Deutsches Institut für Normung	www.din.de	NA 005-01-11 AA	Accessibility in the built environment (national mirror committee for ISO/TC 59/SC 16 and CEN/BT/WG 207)	Link	Daniel Reinhard	Link
Greece	NQIS/EL OT	National Quality Infrastructure System	www.elot.gr					info@esyp.eu
Hungary	MSZT	Hungarian Standards Institution	www.mszt.hu	MSZT/MB 443	Építészet és műemlékvédelem	Link	Csaba Bernáth	cs.bernath@mszt.hu

EU country	NSB	CEN member	Webpage	CEN/CLC/JTC 11	Title	Link	Contact person	e-mail
Ireland	NSAI	National Standards Authority of Ireland	www.nsai.ie	NSAI /TC023/SC1	Accessibility of the built environment	Link		info@nsai.ie
Italy	UNI	Ente Italiano di Normazione	www.uni.com	UNI/CT 033/GL 32	Accessibilità e fruibilità dell'ambiente costruito	Link		normazione@uni.com
Latvia	LVS	Latvian Standard Ltd.	www.lvs.lv			Link		Link
Lithuania	LST	Lithuanian Standards Board	www.lsd.lt			Link		lstboard@lsd.lt
Luxembourg	ILNAS	Organisme Luxembourgeois de Normalisation	www.portail-qualite.lu			Link		normalisation@ilnas.etat.lu
Malta	MCCAA	The Malta Competition and Consumer Affairs Authority	www.mccaa.org.mt			Link		Link

EU country	NSB	CEN member	Webpage	CEN/CLC/JTC 11	Title	Link	Contact person	e-mail
Netherlands	NEN	Nederlands Normalisatie-instituut	www.nen.nl			Link	Emma de Sandick	bouw@nen.nl
Poland	PKN	Polish Committee for Standardization	www.pkn.pl	KT 1	Osób Niepełnosprawnych	Link	Urszula Banaszkiwicz	urszula.banaszkiewicz@pkn.pl
Portugal	IPQ	Instituto Português da Qualidade	http://www1.ipq.pt/pt/pages/Homepage.aspx	CT 177	Acessibilidade e Design Inclusivo	Link	Luís Filipe Pires Da Silva	geral@abimota.pt
Romania	ASRO	Romanian Standards Association	https://www.asro.ro/	365	Managementul facilităților și al lucrărilor de construcții	Link	Cristina Chirea	vanzari@asro.ro
Slovakia	UNMS SR	Slovak Office of Standards Metrology and Testing	www.unms.sk	TK 112	Trvalá udržateľnosť výstavby	Link	Jozef Valach	jozef.valach@normoff.gov.sk
Slovenia	SIST	Slovenian Institute for Standardization	www.sist.si			Link		sist@sist.si

EU country	NSB	CEN member	Webpage	CEN/CLC/JTC 11	Title	Link	Contact person	e-mail
Spain	UNE	Asociación Española de Normalización	https://www.une.org	CTN 170/GT 2	Accesibilidad en las compras públicas en el entorno construido (M/420)	Link	Fernando Machicado	fmachicado@une.org
Sweden	SIS	Swedish Institute for Standards - SIS	www.sis.se	SIS/TK 453	Tillgänglighet och användbarhet i byggd miljö	Link	Viveka Odlen	viveka.odlen@sis.se

Table 8. National Mirror Committees of CEN/CLC/ETSI JTB

EU country	NSB	CEN member	Webpage	NMC CEN/CLC/ETSI/ JTB eAcc	Title	Link	Contact person	e-mail
Austria	ASI	Austrian Standards International - Standardization and Innovation	www.austrian-standards.at	KOMITEE IT-EG	INFORMATIONS TECHNOLOGIE, TELEKOMMUNIKATION UND ELEKTRONIK	Link		office@austrian-standards.at
Belgium	NBN	Bureau de Normalisation/Bureau voor Normalisatie	www.nbn.be	No NMC				info@nbn.be
Bulgaria	BDS	Bulgarian Institute for Standardization	www.bds-bg.org	TK-57	Information and communication technology	Link	Angel Spasov	Angel.Spasov@bds-bg.org
Croatia	HZN	Croatian Standards Institute	www.hzn.hr					mzp@hzn.hr
Cyprus	CYS	Cyprus Organization for Standardisation	www.cys.org.cy					cystandards@cys.org.cy

EU country	NSB	CEN member	Webpage	NMC CEN/CLC/ETSI/ JTB eAcc	Title	Link	Contact person	e-mail
Czech Republic	UNMZ	Czech Office for Standards, Metrology and Testing	www.unmz.cz				Votrubcová Marta	votrubcova@unmz.cz
Denmark	DS	Dansk Standard	www.ds.dk	S-437	IT-tilgængelighed	Link	Berit Aadal	baa@ds.dk
Estonia	EVS	Non-profit Association Estonian Centre for Standardisation and Accreditation	www.evs.ee					standard@evs.ee
Finland	SFS	Suomen Standardisoimisliitto r.y.	www.sfs.fi	Traficom		Link	Sari Hulmi	sari.hulmi@traficom.fi
France	AFNOR	Association Française de Normalisation	www.afnor.org	AFNOR/CN 35	Interfaces utilisateur	Link	Mélissa JEAN	Link

EU country	NSB	CEN member	Webpage	NMC CEN/CLC/ETSI/ JTB eAcc	Title	Link	Contact person	e-mail
Germany	DIN	Deutsches Institut für Normung	www.din.de	NA 023-00-02 GA	Joint working committee of Ergonomics Standards Committee/Information Technology and selected IT Applications Standards Committee/German Commission for Electrical, Electronic & Information Technologies: Accessible design/Accessibility	Link	Batbayar Ganbaatar	Link
Greece	NQIS/E LOT	National Quality Infrastructure System	www.elot.gr					info@esyp.eu
Hungary	MSZT	Hungarian Standards Institution	www.mszt.hu	MSZT/MB 850	Multimédia és távközlés	Link	Nagy Gábor	g.nagy@mszt.hu

EU country	NSB	CEN member	Webpage	NMC CEN/CLC/ETSI/ JTB eAcc	Title	Link	Contact person	e-mail
Ireland	NSAI	National Standards Authority of Ireland	www.nsai.ie	NSAI/TC 23/SC 3	ICT Technology	Link		info@nsai.ie
Italy	UNI	Ente Italiano di Normazione	www.uni.com	UNINFO UNI/CT 531	eAccessibility	Link		uninfo@uninfo.it
Latvia	LVS	Latvian Standard Ltd.	www.lvs.lv			Link		Link
Lithuania	LST	Lithuanian Standards Board	www.lsd.lt	TK 18	Telekomunikacijos	Link	Linas Bielickas	linas.bielickas@lsd.lt
Luxembourg	ILNAS	Organisme Luxembourgeois de Normalisation	www.portail-qualite.lu			Link		normalisation@ilnas.etat.lu
Malta	MCCAA	The Malta Competition and Consumer Affairs Authority	www.mccaa.org.mt			Link		Link
Netherlands	NEN	Nederlands Normalisatie-instituut	www.nen.nl			Link		klantenservice@nen.nl
Poland	PKN	Polish Committee for Standardization	www.pkn.pl	KT 11	Telekomunikacji	Link	krystyna adamowicz	krystyna.adamowicz@pkn.pl

EU country	NSB	CEN member	Webpage	NMC CEN/CLC/ETSI/ JTB eAcc	Title	Link	Contact person	e-mail
Portugal	IPQ	Instituto Português da Qualidade	http://www1.ipq.pt/pt/pages/Homepage.aspx	CS/03	Tecnologias da Informação e Comunicações	Link		ipq@ipq.pt
Romania	ASRO	Romanian Standards Association	https://www.asro.ro/	6	Radiocomunicações, telecomunicações	Link	Adrian Colgiu	vanzari@asro.ro
Slovakia	UNMS SR	Slovak Office of Standards Metrology and Testing	www.unms.sk	TNK 37	Informačné technológie	Link	Jozef Valach	jozef.valach@normoff.gov.sk
Slovenia	SIST	Slovenian Institute for Standardization	www.sist.si	SS EIT	Strokovni svet SIST za področja elektrotehnike, informacijske tehnologije in telekomunikacij	Link		sist@sist.si
Spain	UNE	Asociación Española de Normalización	https://www.une.org	CTN 170/GT 1	Accesibilidad en las compras públicas TIC (M/376)	Link	Fernando Machicado	fmachicado@une.org
Sweden	SIS	Swedish Institute for Standards - SIS	www.sis.se	SIS/TK 504	e-Tillgänglighet	Link	Jolanta Wallström	jolanta.wallstrom@sis.se

10. Further information

On the main standards relevant to [accessibility](#).

On what is a European standard and on the European standardisation system:
[Link \(CEN\)](#) [Link \(ETSI\)](#)

On the Technical Bodies of the ESOs: [Link \(CEN\)](#) [Link \(CENELEC\)](#) [Link \(ETSI\)](#)

On the members of the three ESOs: [Link \(CEN\)](#) [Link \(CENELEC\)](#) [Link \(ETSI\)](#)

Frequently asked questions of CEN and CENELEC: [Link](#)

Learning material on standardisation: [Link \(ETSI\)](#)