

NETHERLANDS

MAINSTREAM STRATEGY ON ACCESSIBILITY	
National Action Plan on Accessibility in place	<p>NO – accessibility initiatives contained in a broad action plan</p> <p>Additional information: The multi-year strategy 'onbeperkt meedoen' outlines how the situation of people with disabilities should be improved by 2040. The program has been running since 2018 – 2021 and continues for the period 2022 - 2025.</p> <p>Here is a list of other action plans and programs containing accessibility initiatives:</p> <ul style="list-style-type: none"> • The National Digital Transformation Strategy 2021-2025 includes accessibility and inclusion • Based on the actions of 'onbeperkt meedoen' and meetings with stakeholders and persons with disabilities, The Minister is setting up a National Action Plan for the implementation of UNCRPD. This strategy and workplan is expected to be presented to Parliament in November 2023. In the meantime, the program keeps on running and the Minister is signing 'inclusion pacts' with communities in the Netherlands. • There is a national accessibility support program organized under the patronage of the Ministry of Health, Welfare and Sport together with stakeholders to raise awareness and share knowledge and Good practices. The Dutch AccesibleEU expert is partnering with MKBtoegankelijk in their webinars and Q&A documents explaining the European Accessibility Act in a more understandable way. MKBtoegankelijk is a coalition with the Ministry, the Association of Dutch Municipalities (VNG), The Alliantie VN Verdrag (including disability organisations like Lederin, Ongehinderd, Per Saldo, LFB, Mind Landelijk Platform and the Coalition for Inclusion. Many branch organizations are joining the program. • The implementation (monitoring, reporting and enforcement) of the Web Accessibility Directive (WAD) is taken up and coordinated by the Ministry of the Interior and Kingdom Relations. Tasks are carried out by the DigiAccessible Supervision and Support Program (DigiToegankelijk Toezichts- en OndersteuningsProgramma; DigiToegankelijk TOP). Main focus are Public Sector Body websites and mobile applications.

Authority monitoring accessibility initiatives in place	<p>YES – accessibility initiatives led by a cross-group of authorities</p> <p>The multi-year strategy 'onbeperkt meedoen' has been developed and running in the past years in collaboration between the Dutch government and persons with disabilities, local communities, companies, sectors and civil society organisations.</p>
Adoption of target dates to achieve accessibility initiatives	<p>YES – several target dates</p>
Infringement and sanction regime on equal opportunities, non-discrimination and accessibility for people with disabilities in place	<p>YES</p> <p>Additional information:</p> <p>This is covered by an existing law: 'Wet gelijke behandeling op grond van handicap of chronische ziekte'. And by an article from the Penal Code: article 429quater. The latter includes a possible jail sentence or fines. These laws cover a wide area of terrains, like ICT, building, transport, etc.</p>
Public Body that manages complaint about accessibility in place	<p>YES</p> <p>Additional information:</p> <p>The Netherlands Institute for Human Rights reviews individual cases to determine whether someone has been discriminated against at work, at school or as a consumer. In addition, the Institute monitors the implementation of the UN Convention on the Rights of Persons with Disabilities in the Netherlands. Cases include apps and websites. The institute also publishes research, advises the government and parliament, reports to international human rights institutes, provides information and promotes human rights education. The Ombudsman reviews cases involving inaccessibility of government.</p>
Umbrella organisation	<p>YES</p>

<p>representing more than 50% of associations for persons with disabilities in place</p>	<p>Additional information:</p> <ul style="list-style-type: none"> • leder(in)
<p>International accessibility standards incorporated into the national legislative framework</p>	<p>YES</p> <p>Additional information:</p> <p>Yes, the EN 301549 standard is referenced in the ‘Wet Digitale Overheid’ in the part describing the digital accessibility of Public Sector Bodies.</p> <p>The Netherlands Standardisation Forum facilitates digital cooperation (interoperability) between government organizations and between government, businesses and citizens. Interoperability ensures that different systems are better aligned and integrated and that data can be exchanged and/or reused. They have a list of standards by standardisation organisations and other relevant standards to support organisations. Some of the standards in the list are compulsory (for government agencies). Digital accessibility is one of the compulsory standards (Wet Digitale Overheid and Digital Accessibility) (WCAG and EN301549).</p> <p>Other standards have been incorporated or linked from related laws like for building, the Bouwbesluit that incorporates NEN and EN standards for accessibility. Also for transport there are related standards that have been incorporated into local standards or regulations.</p>
<p>Certification Body for accessible environments, products, or services in place</p>	<p>YES</p> <p>Additional information:</p>

	<p>Yes, there is an organization with partners providing consultancy and certification for built environment based on international standards and additional requirements from disability organisations in the Netherlands.</p> <p>There are also organisations in the Netherlands who certify websites, mobile applications and other ICT applications. These include organisations like Accessibility Foundation and Swink. There are also IAAP certified persons in the Netherlands who work for these organisations or provide personal support. The Netherlands also has the Drempelvrij quality mark for certification of websites. Their website includes a list of certified websites. There is currently work being done on organizing a Code for Inclusive Digital Design (CIDO).</p>
<p>Mandatory requirement regarding accessibility courses at post-secondary level in place</p>	<p>NO</p>

<p>BUILT ENVIRONMENT</p>	
<p>Legislation requiring public buildings to be accessible in place</p>	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>The Bouwbesluit 2012 is in place. Recently NEN started work on a new standard NEN9120 that will include the requirements in EN 17210:2021. This work is done together with relevant stakeholders, including disability organisations.</p>

Action plan on accessibility related to built environment in place	<p>YES – accessibility initiatives related to built environment are contained in a specific action plan</p> <p>Additional information:</p> <p>The Accessibility Action Plan for the Built Environment (2018) is made by the Ministry of the Interior and Kingdom Relations. The scope of this action plan focuses on the physical and architectural accessibility of homes and (publicly accessible) buildings. Based on identified challenges in practice, the action plan outlines five priority themes for which actions have been formulated.</p> <p>Accessibility related to built environment is also addressed in many other policy documents, such as the Omgevingswet, the Inter-administrative Program State-IPO-Municipalities-Water Boards 2016, and the Housing Agreement.</p>
Authority monitoring the action plan on accessibility related to built environment in place	<p>YES</p> <p>Additional information:</p> <p>A broad working group has been formed the development of the Accessibility Action Plan for the Built Environment (2018), including experts and advocacy groups of people with disabilities, as well as parties that directly influence various aspects of the construction process: representatives from the building, development, design, and consumer sectors.</p>
Adoption of target dates to achieve accessibility initiatives related to built environment	<p>YES</p> <p>Additional information:</p> <p>The Accessibility Action Plan for the Built Environment (2018) has an extended agenda for the various themes and actions.</p>

<p>Official data on public buildings complying with EN17210:2010 available</p>	<p>NO</p>
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<p style="text-align: center;">TRANSPORT</p>	
<p>Action plan on accessibility related to public transport in place</p>	<p>YES – accessibility initiatives related to public transport are contained in a specific action plan</p> <p>Additional information:</p> <p>The action plan on public transport called 'Iedereen onderweg' is also part of the multi-year national strategy on disability 'Onbeperkt meedoen!'.</p>
<p>Authority monitoring the action plan on accessibility related to public transport in place</p>	<p>YES</p>
<p>Adoption of target dates to achieve accessibility initiatives related to public transport</p>	<p>YES</p>
<p>Legislation in place regulating built environment</p>	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p>

accessibility conditions in airport infrastructures	Additional information: <p>The Bouwbesluit 2012 is in place. Recently NEN started work on a new standard NEN9120 that will include the requirements in EN 17210:2021. This work is done together with relevant stakeholders, including disability organisations.</p>
Legislation in place regulating built environment accessibility conditions in railway infrastructures	<p>YES – based on the regulations established by PRM TSI NIP (TSI 1300/2014) and the European series of standards EN 16584, EN 16585, EN 16586 and EN 16587</p> <p>Additional information:</p> <ul style="list-style-type: none"> • Besluit toegankelijkheid van het openbaar vervoer
Legislation in place regulating accessibility conditions of sea and inland waterway ports	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>The Bouwbesluit 2012 is in place. Recently NEN started work on a new standard NEN9120 that will include the requirements in EN 17210:2021. This work is done together with relevant stakeholders, including disability organisations.</p>
Legislation in place regulating accessibility conditions of bus and coach transport infrastructure	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>Besluit toegankelijkheid van het openbaar vervoer.</p>

	Recently NEN started work on a new standard NEN9120 that will include the requirements in EN 17210:2021. This work is done together with relevant stakeholders, including disability organisations.
National Enforcement Bodies in place to monitor and enforce compliance with Passenger Rights Regulations	<p>YES</p> <p>Additional information:</p> <ul style="list-style-type: none"> • Human Environment and Transport Inspectorate • National Enforcement Bodies for Passenger Rights

ICT	
Entity responsible for accessibility compliance of public websites and applications in place	<p>YES</p> <p>Additional information:</p> <ul style="list-style-type: none"> • The 'Digitoegankelijk' is responsible for the monitoring of the Web Accessibility Directive • Member States' bodies in charge of monitoring the Web Accessibility Directive
Results of accessibility compliance test son public websites and applications published	<p>YES</p> <p>Additional information:</p> <p>The Netherlands has implemented a specific and successful federative approach where Public Sector Bodies organize their own accessibility audits to show the level of compliance with the standard. The results are shared in a transparent way in the dashboard digitoegankelijk that also gives access to the audit results by hyperlinks to the documents supporting the claim of the public sector body. The dashboard shows the current status of accessibility statements but also shows the accessibility</p>

	<p>development of websites and apps in time based on the input by Public Sector Bodies and supported by official Audit reports.</p> <p>Additional link:</p> <ul style="list-style-type: none"> • Web Accessibility Directive - Monitoring reports
<p>Action plan on accessibility related to ICT in place</p>	<p>NO – accessibility initiatives related to ICT are contained in a broad action plan</p> <p>Additional information:</p> <p>Accessibility initiatives related to ICT are contained in broad plans and strategies. A few of them are highlighted below:</p> <ul style="list-style-type: none"> • A multi-year national strategy has been developed and running in the past years in collaboration with persons with disabilities, local communities, companies, sectors and civil society organisations. The strategy outlines how the situation of people with disabilities should be improved by 2040. The program is called 'onbeperkt meedoen' and has been running since 2018 – 2021 and continued 2022 - 2025. • The National Digital Transformation Strategy 2021-2025 includes accessibility and inclusion • Based on the actions of 'onbeperkt meedoen' and meetings with stakeholders and persons with disabilities, The Minister is setting up a National Action Plan for the implementation of UNCRPD. This strategy and workplan is expected to be presented to Parliament in November 2023. In the meantime, the program keeps on running and the Minister is signing 'inclusion pacts' with communities in the Netherlands.
<p>Authority monitoring the action plan on accessibility related to ICT in place</p>	<p>NO – accessibility initiatives related to ICT are contained in a broad action plan</p>
<p>Adoption of target dates to achieve</p>	<p>YES</p>

<p>accessibility initiatives related to ICT</p>	
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<p>Public Policies / Data Availability</p>	
<p>The inclusion of people with disabilities, particularly Universal Accessibility and Design for All, is promoted in the transposed laws of Directives 2014/24 and 2014/25</p>	<p>YES</p> <p>Additional information:</p> <p>This is included into the latest versions of the Aanbestedingswet.</p>
<p>Online Accessibility Information Schemes (AIS) in place at national or regional level to inform the public about the accessibility of public-use buildings, ICT products or services</p>	<p>YES</p> <p>Additional information:</p> <p>Yes for the websites and applications of Public Sector Bodies, not for all others.</p>