

AccessibleEU – Accessibility Indicators Annual Report 2024 France

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Topic 1. Legislation / Policy Framework / Standards

The following indicators would show the representation of accessibility in various legislation, policy and standards of EU Member States. They present information about scope, reference to right to equal access, reference to accessibility standards, enforcement, and involvement of people with disabilities.

Indicator 1.1: Existence of legislation / policy framework / standards on accessibility.

- **Description:** Identification of national legislation / policy framework / standards related to accessibility.
- **Areas:**
 - **Built environment:**

RESULT	YES
<p>INFORMATION</p>	<p>Decree no. 2023-977 of October 23, 2023: this decree specifies the modalities for implementing the experiment provided for in article 97 of law no. 2022-217 of February 21, 2022 relating to the procedure for issuing commercial exploitation authorizations. It aims to improve the accessibility of commercial establishments by facilitating and supervising the administrative procedures necessary to obtain operating authorizations. The decree details the administrative procedures, such as the opinion of the municipalities and public establishments concerned and the submission of authorization requests. However, the decree does not specifically include accessibility enforcement mechanisms, nor does it provide data on the number of accessibility or disability-related complaints investigated under this decree. The decree focuses primarily on the procedural aspects of obtaining commercial operating permits rather than enforcement or complaint-handling mechanisms.</p> <p>Decree No. 2024-111 of February 14, 2024 amending decree No. 2023-993 of October 27, 2023 relating to the creation of the territorial accessibility fund (FTA) for micro, small and medium-sized enterprises classified in establishments open to the public 5th category. Endowed with 300 million euros for a period of five years (from November 2, 2023 to December 31, 2028), the territorial accessibility fund (FTA) aims to accelerate the accessibility of establishments open to the public. category 5, prioritizing those located in the territories hosting the Olympic and Paralympic Games Paris 2024.</p> <p>Decree No. 2023-796 of August 18, 2023: this decree was enacted to implement Article 6 and Article 20-1 of Law No. 89-462 of July 6, 1989, adapting the provisions of standard rental contracts for residential leases. The decree specifically aims to improve the</p>

	<p>accessibility of rental housing by defining specific criteria for necessary adaptations to accommodate individuals with disabilities. The decree outlines minimum performance levels and criteria related to architectural or heritage constraints that might prevent achieving these standards. These criteria must be reflected in the standard rental contracts for primary residences.</p> <p>Decree No. 2023-993 of October 27, 2023: this decree establishes financial assistance for micro, small, and medium-sized enterprises classified as public establishments of the 5th category. This financial aid is intended to fund the necessary work to comply with accessibility obligations. The aid is available from November 2, 2023, to December 31, 2028. This decree aims to support small businesses in their efforts to improve the accessibility of their premises and services, thereby facilitating the inclusion of people with disabilities.</p> <p>Decree No. 2023-1175 of December 12, 2023: this decree addresses the documents certifying compliance with regulations concerning acoustics, accessibility, and the energy and environmental performance of buildings. It specifies the documentary requirements to ensure that new or renovated constructions meet accessibility and acoustic standards, in addition to adhering to energy and environmental performance criteria. This decree aims to harmonize and strengthen the documentation requirements to ensure that new constructions and renovations are accessible and meet the prevailing quality standards.</p> <p>Modification of the town planning code for leisure residences. Article A 111-2 of the town planning code which defines leisure residences has been modified and supplemented on April 8th, 2024 by order. This makes it possible to deviate from the maximum surface area of 40m² under 2 conditions: 1- do not exceed 50m²; 2- these spaces have to be equipped to accommodate people with reduce mobility and allow, under normal operating conditions, all of the people likely to access with the greatest possible autonomy, to move around, access the spaces, use the equipment, find their way, orient themselves, communicate and benefit from the services for which they were designed.</p>
SOURCES	Légifrance website

○ **Transport:**

RESULT	YES
INFORMATION	<p>Law No. 2023-171 of March 9, 2023 enacts various provisions to align French legislation with European Union laws across multiple domains, including economy, health, labor, transportation, and agriculture. It specifically addresses the requirements for the accessibility of products and services to people with disabilities, as per the EU Directive 2019/882. This includes ensuring that electronic communications, banking services, public transportation services, and media services are accessible.</p> <p>Decree No. 2023-321 of April 27, 2023. This decree concerns fare reductions on railway transport for people with disabilities and their</p>

	<p>companions. It sets out the implementation modalities for these reductions by the organizing authorities of railway transport, with the exception of the unique organizing authority for mobility in Île-de-France and the territorial collectivity of Corsica. This decree aims to facilitate access to railway transport services for people with disabilities.</p> <p>Decree No. 2023-812 of August 21, 2023. This decree modifies the reimbursement rate for public transport tickets, increasing this reimbursement to 75% of the annual monthly value of the transport ticket starting from September 1, 2023. The decree aims to make public transport more financially accessible for people with disabilities.</p>
SOURCES	Légifrance website

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>Decree No. 2023-857 of September 6, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of telephone services for individuals who are deaf, hard of hearing, deafblind, or aphasic. It defines the requirements for telecommunications operators to ensure that their services are accessible to these groups of people. This decree is a significant step towards inclusivity in telecommunication services, implementing concrete measures to improve accessibility and the quality of services offered to individuals with sensory and communication disabilities. - The decree references **Directive (EU) 2019/882**, which sets the accessibility requirements for products and services within the European Union. <p>Decree No. 2023-931 of October 9, 2023: relating to the accessibility of products and services for people with disabilities.</p> <ul style="list-style-type: none"> - This decree implements the requirements of Directive (EU) 2019/882 on the accessibility of products and services. - It specifies the obligations for manufacturers, importers, and distributors to ensure that products and services are accessible to people with disabilities. The sectors concerned include information and communication technologies, banking services, transportation, and telephony and electronic communication services. <p>Decree n° 2023-931 of October 9, 2023 does include enforcement mechanisms for ensuring accessibility compliance. The decree specifies that the provisions are applicable to products and services placed on the market after June 28, 2025. This is in accordance with the implementation modalities detailed in the law of March 9, 2023, which adapts various European Union directives on accessibility to French law. However, the decree does not provide specific details about the operational status of these enforcement mechanisms. The decree primarily outlines the requirements for manufacturers, importers, and distributors to ensure accessibility, and the applicable sectors, such as</p>

	<p>information and communication technologies, banking services, transportation, and electronic communication services.</p> <p>Decree No. 2023-778 of August 14, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of digital books for people with disabilities. It mandates that publishers ensure their digital books are accessible by complying with specific accessibility standards to facilitate reading for visually impaired, blind, or otherwise disabled individuals who face challenges reading conventional texts. - The decree references Directive (EU) 2019/882, which pertains to the accessibility requirements for products and services across the EU. This directive harmonizes the legislation among EU member states to ensure that digital books and specialized software meet accessibility standards that allow adequate access for all users.
SOURCES	Légifrance website

○ **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding accessibility-related legislation in the area of public policies in France.
SOURCES	NA

Indicator 1.2: Reference to the Right to Equal Access.

- **Description:** The identified legislation / policy framework / standards related to accessibility explicitly address the right to access, on an equal basis with others, to programs and services

• **Areas:**

○ **Built environment:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the reference to equal access
SOURCES	Légifrance website

○ **Transport:**

RESULT	YES
INFORMATION	Law No. 2023-171 of March 9, 2023 enacts various provisions to align French legislation with European Union laws across multiple domains, including economy, health, labor, transportation, and agriculture. It specifically addresses the requirements for the accessibility of products and services to people with disabilities, as per the EU Directive 2019/882 which addresses the right to access, on an equal basis with others, to programs and services This includes ensuring that electronic communications, banking services, public transportation services, and media services are accessible.

SOURCES	Légifrance website
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○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>Decree No. 2023-857 of September 6, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of telephone services for individuals who are deaf, hard of hearing, deafblind, or aphasic. It defines the requirements for telecommunications operators to ensure that their services are accessible to these groups of people. This decree is a significant step towards inclusivity in telecommunication services, implementing concrete measures to improve accessibility and the quality of services offered to individuals with sensory and communication disabilities. - The decree references **Directive (EU) 2019/882**, which addresses the right to access, on an equal basis with others, to programs and services. <p>Decree No. 2023-931 of October 9, 2023: relating to the accessibility of products and services for people with disabilities.</p> <ul style="list-style-type: none"> - This decree implements the requirements of Directive (EU) 2019/882 on the accessibility of products and services which addresses the right to access, on an equal basis with others, to programs and services. - It specifies the obligations for manufacturers, importers, and distributors to ensure that products and services are accessible to people with disabilities. The sectors concerned include information and communication technologies, banking services, transportation, and telephony and electronic communication services. <p>Decree No. 2023-778 of August 14, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of digital books for people with disabilities. It mandates that publishers ensure their digital books are accessible by complying with specific accessibility standards to facilitate reading for visually impaired, blind, or otherwise disabled individuals who face challenges reading conventional texts. - The decree references Directive (EU) 2019/882, which pertains to the accessibility requirements for products and services across the EU. This directive harmonizes the legislation among EU member states to ensure that digital books and specialized software meet accessibility standards that allow adequate access for all users.
SOURCES	Légifrance website

○ **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding accessibility-related legislation in the area of public policies in France.
SOURCES	NA

Indicator 1.3: Scope of disability-related obstacles.

- **Description:** The identified legislation / policy framework / standards related to accessibility cover different types of disability related obstacles

- **Areas:**

- **Built environment, Transport, and Information and Communication Technologies:**

RESULT	YES
INFORMATION	The accessibility-related listed under indicator 1 cover different types of disability related obstacles
SOURCES	NA

- **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding accessibility-related legislation in the area of public policies in France.
SOURCES	NA

Indicator 1.4: Reference to accessibility standards.

- **Description:** The identified legislation / policy framework related to accessibility incorporates European and/or national accessibility standards

- **Areas:**

- **Built environment:**

RESULT	NO
INFORMATION	<p>Decree No. 2023-796 of August 18, 2023: this decree was enacted to implement Article 6 and Article 20-1 of Law No. 89-462 of July 6, 1989, adapting the provisions of standard rental contracts for residential leases. The decree specifically aims to improve the accessibility of rental housing by defining specific criteria for necessary adaptations to accommodate individuals with disabilities. The decree outlines minimum performance levels and criteria related to architectural or heritage constraints that might prevent achieving these standards. These criteria must be reflected in the standard rental contracts for primary residences.</p> <p>The decree does not explicitly reference European standards. It primarily focuses on national adaptations and requirements for accessible housing.</p>
SOURCES	Légifrance website

- **Transport:**

RESULT	YES
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INFORMATION	Law No. 2023-171 of March 9, 2023 enacts various provisions to align French legislation with European Union laws and standards across multiple domains, including economy, health, labor, transportation, and agriculture. It specifically addresses the requirements for the accessibility of products and services to people with disabilities, as per the EU Directive 2019/882. This includes ensuring that electronic communications, banking services, public transportation services, and media services are accessible.
SOURCES	Légifrance website

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>Decree No. 2023-857 of September 6, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of telephone services for individuals who are deaf, hard of hearing, deafblind, or aphasic. It defines the requirements for telecommunications operators to ensure that their services are accessible to these groups of people. This decree is a significant step towards inclusivity in telecommunication services, implementing concrete measures to improve accessibility and the quality of services offered to individuals with sensory and communication disabilities. - The decree references **Directive (EU) 2019/882**, which sets the accessibility requirements for products and services within the European Union and contains references to accessibility standards. <p>Decree No. 2023-931 of October 9, 2023: relating to the accessibility of products and services for people with disabilities.</p> <ul style="list-style-type: none"> - This decree implements the requirements of Directive (EU) 2019/882 on the accessibility of products and services and which contains references to accessibility standards. - It specifies the obligations for manufacturers, importers, and distributors to ensure that products and services are accessible to people with disabilities. The sectors concerned include information and communication technologies, banking services, transportation, and telephony and electronic communication services. <p>Decree No. 2023-778 of August 14, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of digital books for people with disabilities. It mandates that publishers ensure their digital books are accessible by complying with specific accessibility standards to facilitate reading for visually impaired, blind, or otherwise disabled individuals who face challenges reading conventional texts. - The decree references Directive (EU) 2019/882, which pertains to the accessibility requirements for products and services across the EU. This directive harmonizes the legislation and standards among EU member states to ensure that digital books and specialized software meet

	accessibility standards that allow adequate access for all users.
SOURCES	Légifrance website

○ **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding accessibility-related legislation in the area of public policies in France.
SOURCES	NA

Indicator 1.5: Reference to enforcement mechanisms.

- **Description:** The identified legislation / policy framework / standards related to accessibility contains enforcement mechanisms to monitor compliance

- **Areas:**

- **Built environment:**

RESULT	YES
INFORMATION	<p>Decree No. 2023-1175 of December 12, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the documents certifying compliance with regulations concerning acoustics, accessibility, and the energy and environmental performance of buildings. It specifies the documentary requirements to ensure that new or renovated constructions meet accessibility and acoustic standards, in addition to adhering to energy and environmental performance criteria. This decree aims to harmonize and strengthen the documentation requirements to ensure that new constructions and renovations are accessible and meet the prevailing quality standards. - The decree outlines enforcement mechanisms by requiring the project owners to document and certify compliance with accessibility, acoustic, and performance standards. Compliance must be verified by qualified professionals, and the documentation must be maintained and made available for regulatory inspection. - Complaints and Investigations: while the decree does not specifically mention the number of accessibility or disability-related complaints investigated, it sets a framework for ensuring compliance through stringent documentation and professional oversight, thus facilitating the handling of any complaints that may arise.
SOURCES	Légifrance website

- **Transport:**

RESULT	YES
INFORMATION	Law No. 2023-171 of March 9, 2023 enacts various provisions to align French legislation with European Union laws across multiple domains, including economy, health, labor, transportation, and agriculture. It specifically addresses the requirements for the

	accessibility of products and services to people with disabilities, as per the EU Directive 2019/882 which contains enforcement mechanisms. This includes ensuring that electronic communications, banking services, public transportation services, and media services are accessible.
SOURCES	Légifrance website

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>Decree No. 2023-857 of September 6, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of telephone services for individuals who are deaf, hard of hearing, deafblind, or aphasic. It defines the requirements for telecommunications operators to ensure that their services are accessible to these groups of people. - This decree is a significant step towards inclusivity in telecommunication services, implementing concrete measures to improve accessibility and the quality of services offered to individuals with sensory and communication disabilities. - The decree outlines several enforcement mechanisms: <ol style="list-style-type: none"> 1. Telecommunications Operators must ensure that their services are accessible and compliant with the requirements set out in the decree. 2. Authority Oversight: The implementation and compliance are monitored by the Regulatory Authority for Electronic Communications, Postal and Print Media Distribution (ARCEP). Operators are required to submit regular reports and evaluations of their accessibility compliance. 3. Compliance Documentation: Operators must maintain records of compliance and evaluations, which can be requested by ARCEP at any time to ensure ongoing adherence to the standards. - The decree does not provide specific details on the number of accessibility or disability-related complaints investigated. However, it establishes a framework for monitoring and enforcement, ensuring that complaints related to non-compliance can be addressed through ARCEP. Users facing issues with accessibility can contact ARCEP or their service provider to file a complaint and seek resolution. <p>Decree No. 2023-778 of August 14, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of digital books for people with disabilities. It mandates that publishers ensure their digital books are accessible by complying with specific accessibility standards to facilitate reading for visually impaired, blind, or otherwise disabled individuals who face challenges reading conventional texts. - The decree references Directive (EU) 2019/882, which pertains to the accessibility requirements for products and services across the EU. This directive harmonizes the legislation among EU member states to ensure that digital books and specialized software meet accessibility standards that allow adequate access for all users. - The decree stipulates several enforcement mechanisms:

	<ol style="list-style-type: none"> 1. Publishers must create digital book files that comply with the accessibility requirements. 2. Distributors and Retailers must ensure that these files retain their accessibility features and metadata throughout the supply chain. 3. Software Developers must design software that supports the accessibility features of digital books. <ul style="list-style-type: none"> - These stakeholders are required to maintain records of compliance and evaluations of accessibility for at least five years. The Regulatory Authority for Audiovisual and Digital Communication (ARCOM) is empowered to request these evaluations and ensure ongoing compliance.
SOURCES	Légifrance website

○ **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding accessibility-related legislation in the area of public policies in France.
SOURCES	NA

Indicator 1.6: Reference to the mandatory involvement of people with disabilities.

- **Description:** The identified legislation / policy framework / standards related to accessibility requires the participation of persons with disabilities and their representative organizations during implementation
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the reference to the mandatory involvement of people with disabilities in accessibility-related legislation in France.
SOURCES	NA

Indicator 1.7: Application of enforcement mechanisms.

- **Description:** The enforcement mechanisms contained in the identified legislation / policy framework / standards related to accessibility are operational. This information could be found in annual implementation reports published by public authorities.
- **Areas:**
 - **Built environment:**

RESULT	NA
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INFORMATION	<p>Decree No. 2023-1175 of December 12, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the documents certifying compliance with regulations concerning acoustics, accessibility, and the energy and environmental performance of buildings. It specifies the documentary requirements to ensure that new or renovated constructions meet accessibility and acoustic standards, in addition to adhering to energy and environmental performance criteria. This decree aims to harmonize and strengthen the documentation requirements to ensure that new constructions and renovations are accessible and meet the prevailing quality standards. - The decree outlines enforcement mechanisms by requiring the project owners to document and certify compliance with accessibility, acoustic, and performance standards. Compliance must be verified by qualified professionals, and the documentation must be maintained and made available for regulatory inspection. - Complaints and Investigations: while the decree does not specifically mention the number of accessibility or disability-related complaints investigated, it sets a framework for ensuring compliance through stringent documentation and professional oversight, thus facilitating the handling of any complaints that may arise. <p>No specific information has been identified regarding the application of these enforcement mechanisms.</p>
SOURCES	Légifrance website

○ **Transport:**

RESULT	NA
INFORMATION	<p>Law No. 2023-171 of March 9, 2023, enacts various provisions to align French legislation with European Union laws across multiple domains, including economy, health, labour, transportation, and agriculture. It specifically addresses the requirements for the accessibility of products and services to people with disabilities, as per the EU Directive 2019/882 which contains enforcement mechanisms. This includes ensuring that electronic communications, banking services, public transportation services, and media services are accessible.</p> <p>No specific information has been identified regarding the application of these enforcement mechanisms.</p>
SOURCES	Légifrance website

○ **Information and Communication Technologies**

RESULT	YES
INFORMATION	<p>Decree No. 2023-857 of September 6, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of telephone services for individuals who are deaf, hard of hearing, deafblind, or aphasic. It defines the requirements for telecommunications operators to ensure that their services are accessible to these groups of people.

	<ul style="list-style-type: none"> - This decree is a significant step towards inclusivity in telecommunication services, implementing concrete measures to improve accessibility and the quality of services offered to individuals with sensory and communication disabilities. - The decree outlines several enforcement mechanisms: <ol style="list-style-type: none"> 1. Telecommunications Operators must ensure that their services are accessible and compliant with the requirements set out in the decree. 2. Authority Oversight: The implementation and compliance are monitored by the Regulatory Authority for Electronic Communications, Postal and Print Media Distribution (ARCEP). Operators are required to submit regular reports and evaluations of their accessibility compliance. 3. Compliance Documentation: Operators must maintain records of compliance and evaluations, which can be requested by ARCEP at any time to ensure ongoing adherence to the standards. - The decree does not provide specific details on the number of accessibility or disability-related complaints investigated. However, it establishes a framework for monitoring and enforcement, ensuring that complaints related to non-compliance can be addressed through ARCEP. Users facing issues with accessibility can contact ARCEP or their service provider to file a complaint and seek resolution. <p>Decree No. 2023-778 of August 14, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of digital books for people with disabilities. It mandates that publishers ensure their digital books are accessible by complying with specific accessibility standards to facilitate reading for visually impaired, blind, or otherwise disabled individuals who face challenges reading conventional texts. - The decree references Directive (EU) 2019/882, which pertains to the accessibility requirements for products and services across the EU. This directive harmonizes the legislation among EU member states to ensure that digital books and specialized software meet accessibility standards that allow adequate access for all users. - The decree stipulates several enforcement mechanisms: <ol style="list-style-type: none"> 1. Publishers must create digital book files that comply with the accessibility requirements. 2. Distributors and Retailers must ensure that these files retain their accessibility features and metadata throughout the supply chain. 3. Software Developers must design software that supports the accessibility features of digital books. - These stakeholders are required to maintain records of compliance and evaluations of accessibility for at least five years. The Regulatory Authority for Audiovisual and Digital Communication (ARCOM) is empowered to request these evaluations and ensure ongoing compliance.
SOURCES	Légifrance website

○ **Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding accessibility-related legislation in the area of public policies in France.
SOURCES	NA

Indicator 1.8: Application of the mandatory involvement of people with disabilities.

- **Description:** Persons with disabilities and their representative organization actively participate to the implementation and monitoring of the identified legislation / policy framework / standards related to accessibility. This information could be found in annual implementation reports published by public authorities.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the reference to the involvement of people with disabilities in accessibility-related legislation in France.
SOURCES	NA

Topic 2. Standards

Technical standardisation makes it possible to establish a common framework when talking about the specific requirements that products, services, systems, processes, must comply with. Having national accessibility standards aligned with the European standards can reinforce the homogenized achievement at European level while respecting the particularities of each country.

Indicator 2.1: Alignment of national and European standards.

- **Description:** Existing national accessibility standards incorporate and/or are aligned with European accessibility standards
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the alignment of national and European standards in France
SOURCES	NA

Topic 3. Strategic Plans

The consideration of accessibility in national strategic plans shows the commitments of Member States to carry out accessibility initiatives in the medium/long term. Their existence is an important step, but other important parameters include their duration, periodic reviews and the involvement of people with disabilities during implementation.

Indicator 3.1: Existence of national accessibility strategy and/or plan.

- **Description:** Identification of comprehensive national accessibility strategy and/or plan to identify, remove and prevent barriers to accessibility
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	YES
INFORMATION	<p>The National Disability Strategy 2023-2027 in France is a governmental initiative aimed at improving the inclusion and accessibility of people with disabilities. It was developed in response to France's commitments under the **United Nations Convention on the Rights of Persons with Disabilities (CRPD)**, which France ratified in 2010. This strategy is an official document published by the **Ministry of Solidarity and Health**, in collaboration with various government agencies and disability advocacy organizations.</p> <p>The national strategy focuses on several essential areas, including accessibility: improving the accessibility of public spaces, transportation, and digital services.</p> <p>The document of the National Disability Strategy is edited by the Ministry of Solidarity and Health. It is created in consultation with the National Consultative Council for People with Disabilities (CNCPH), which plays a crucial role in representing people with disabilities and developing policies that concern them.</p>
SOURCES	<ul style="list-style-type: none"> - Ministry of Solidarity and Health - CNCPH website

Indicator 3.2: Duration of accessibility strategy and/or plan

- **Description:** Number of years foreseen to implement the identified national accessibility strategy and/or plan
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	4
INFORMATION	In France, the National Disability Strategy covers the period 2023-2027 and focuses on several essential areas, including accessibility: improving the accessibility of public spaces, transportation, and digital services.
SOURCES	- Ministry of Solidarity and Health - CNCPh website

Indicator 3.3: Periodic review of accessibility strategy and/or plan

- **Description:** The identified national accessibility strategy and/or plan is reviewed and/or updated on a regular basis
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	YES
INFORMATION	The National Disability Strategy 2023-2027 in France focuses on several essential areas, including accessibility: improving the accessibility of public spaces, transportation, and digital services. The implementation and monitoring of this strategy are overseen by several governmental entities, including the Ministry of Solidarity and Health, in coordination with other relevant ministries. The CNCPh and various associations also play an important role in overseeing and evaluating the implementation of the measures outlined in this strategy.
SOURCES	- Ministry of Solidarity and Health - CNCPh website

Indicator 3.4: Involvement of people with disabilities in accessibility strategy and/or plan

- **Description:** Persons with disabilities and their representative organization actively participate to the implementation and monitoring of the identified national accessibility strategy and/or plan. This information could be found in annual implementation reports of public authorities.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	YES
INFORMATION	The National Disability Strategy 2023-2027 in France focuses on several essential areas, including accessibility: improving the accessibility of public spaces, transportation, and digital services.

	The implementation and monitoring of this strategy are overseen by several governmental entities, including the Ministry of Solidarity and Health, in coordination with other relevant ministries. The CNCPH and various associations also play an important role in overseeing and evaluating the implementation of the measures outlined in this strategy.
SOURCES	- Ministry of Solidarity and Health - CNCPH website

Topic 4. Audits

The level of implementation of accessibility audits in a country is one of the ways to better understand the impact of accessibility initiatives onto facilities, services, and programmes. It also calls for auditors that are adequately trained to carry out this work in cooperation with people with disabilities.

Indicator 4.1: Implementation of accessibility audits.

- **Description:** Implementation of accessibility audits on public and/or private facilities, services and programmes. This information could be found in information published by public authorities, disability organizations and/or organizations promoting education and training on accessibility.
- **Areas:**
 - **Built environment, Transport, and Public Policies:**

RESULT	NO
INFORMATION	No accessibility audits in the areas of built environment, transport and public policies have been identified in France
SOURCES	NA

- **Information and Communication Technologies**

RESULT	YES
INFORMATION	Each semester, the digital accessibility department of Caisse des Dépôts draws up a quantified assessment of compliance with the General Accessibility Improvement Framework (RGAA)
SOURCES	Les chiffres clés de l'accessibilité numérique de l'Établissement public - 1er semestre 2023

Indicator 4.2: Number of accessibility audits.

- **Description:** Number of accessibility audits on public and/or private facilities, services and programmes. This information could be found in information published by public authorities, disability organizations and/or organizations promoting education and training on accessibility.
- **Areas:**

- **Built environment, Transport, and Public Policies:**

RESULT	0
INFORMATION	No accessibility audits in the areas of built environment, transport and public policies have been identified in France
SOURCES	NA

- **Information and Communication Technologies**

RESULT	60
INFORMATION	Each semester, the digital accessibility department of Caisse des Dépôts draws up a quantified assessment of compliance with the General Accessibility Improvement Framework (RGAA): 60 digital services referenced for the first semester of 2023 (up compared to the previous report +5).
SOURCES	Les chiffres clés de l'accessibilité numérique de l'Établissement public - 1er semestre 2023

Indicator 4.3: Involvement of people with disabilities in audit processes.

- **Description:** The identified accessibility audits on public and/or private facilities, services and programmes involve persons with disabilities and their representative organization in their processes, for instance during the trainings provided to the auditors responsible to conduct the audits
- **Areas:**

- **Built environment, Transport, and Public Policies:**

RESULT	NA
INFORMATION	No accessibility audits in the areas of built environment, transport and public policies have been identified in France
SOURCES	NA

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	Each semester, the digital accessibility department of Caisse des Dépôts draws up a quantified assessment of compliance with the General Accessibility Improvement Framework (RGAA). No specific information has been identified regarding the involvement of people with disabilities.
SOURCES	Les chiffres clés de l'accessibilité numérique de l'Établissement public - 1er semestre 2023

Topic 5. Complaints

Information about accessibility-related complaints can provide a better understanding of the mechanisms used in each EU Member States to listen and respond to the needs of people with disabilities.

Indicator 5.1: Number of complaints on accessibility.

- **Description:** Number of complaints related to accessibility of persons with disabilities that have been received by public authorities and their outcomes (proportion redressed)
- **Areas:**
 - **Built environment:**

RESULT	NA
INFORMATION	<p>Decree No. 2023-1175 of December 12, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the documents certifying compliance with regulations concerning acoustics, accessibility, and the energy and environmental performance of buildings. It specifies the documentary requirements to ensure that new or renovated constructions meet accessibility and acoustic standards, in addition to adhering to energy and environmental performance criteria. - This decree aims to harmonize and strengthen the documentation requirements to ensure that new constructions and renovations are accessible and meet the prevailing quality standards. - Complaints and Investigations: while the decree does not specifically mention the number of accessibility or disability-related complaints investigated, it sets a framework for ensuring compliance through stringent documentation and professional oversight, thus facilitating the handling of any complaints that may arise.
SOURCES	Légifrance website

- **Transport, and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

- **Information and Communication Technologies**

RESULT	NA
INFORMATION	<p>Decree No. 2023-857 of September 6, 2023:</p> <ul style="list-style-type: none"> - This decree addresses the accessibility of telephone services for individuals who are deaf, hard of hearing, deafblind, or aphasic. It defines the requirements for telecommunications operators to ensure that their services are accessible to these groups of people. - This decree is a significant step towards inclusivity in telecommunication services, implementing concrete measures to improve accessibility and the quality of services offered to individuals with sensory and communication disabilities. - The decree does not provide specific details on the number of accessibility or disability-related complaints investigated. However, it establishes a framework for monitoring and enforcement, ensuring that complaints related to non-

	compliance can be addressed through ARCEP. Users facing issues with accessibility can contact ARCEP or their service provider to file a complaint and seek resolution.
SOURCES	Légifrance website

Topic 6. Trainings

The successful implementation of accessibility initiatives depends largely on the existence of trained professionals. The following indicators would provide a better understanding of efforts undertaken in each Member States to increase and improve the range of professionals receiving suitable knowledge and skills on Universal Design / Design for All.

Indicator 6.1: Existence of trainings on Universal Design / Design for All.

- **Description:** Identification of courses offering accessibility and universal design modules in educational curricula of relevant professions. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	YES
INFORMATION	<p>Strate School of Design: Master in Inclusive Design:</p> <ul style="list-style-type: none"> - Focuses on designing products and services accessible to all. - Includes coursework on ergonomics, user experience, and social responsibility. <p>ENSCI-Les Ateliers: Universal Design Workshops:</p> <ul style="list-style-type: none"> - Practical workshops emphasizing inclusive and sustainable design. - Projects often involve collaboration with industry partners to solve real-world accessibility issues. <p>L'École de Design Nantes Atlantique: Design for Social Innovation:</p> <ul style="list-style-type: none"> - Part of their postgraduate programs. - Covers principles of Universal Design, aiming to create inclusive and innovative solutions. <p>MDes Care Design:</p> <ul style="list-style-type: none"> - Focuses on designing for vulnerable populations, including elderly and disabled people. - Emphasizes user-centered design and accessibility. <p>Institut National des Sciences Appliquées (INSA) Lyon: Engineering and Design for All Course</p>

	<ul style="list-style-type: none"> - Integrated into their engineering programs. - Teaches principles of Universal Design in technology and engineering solutions. <p>Université de Bordeaux: Inclusive Design Workshops</p> <ul style="list-style-type: none"> - Offered as part of design and architecture programs. - Focus on practical applications of Universal Design principles in various projects. <p>CNAM (Conservatoire National des Arts et Métiers): Accessibility and Inclusive Design Course:</p> <ul style="list-style-type: none"> - This course covers legal aspects, user-centered design, and practical applications of Universal Design across various fields.
SOURCES	NA

Indicator 6.2: Number of trainings on Universal Design / Design for All.

- **Description:** Number of courses offering accessibility and universal design modules in educational curricula of relevant professions. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	7
INFORMATION	<p>The following seven courses / trainings have been identified in France.</p> <p>Strate School of Design: Master in Inclusive Design:</p> <ul style="list-style-type: none"> - Focuses on designing products and services accessible to all. - Includes coursework on ergonomics, user experience, and social responsibility. <p>ENSCI-Les Ateliers: Universal Design Workshops:</p> <ul style="list-style-type: none"> - Practical workshops emphasizing inclusive and sustainable design. - Projects often involve collaboration with industry partners to solve real-world accessibility issues. <p>L'École de Design Nantes Atlantique: Design for Social Innovation:</p> <ul style="list-style-type: none"> - Part of their postgraduate programs. - Covers principles of Universal Design, aiming to create inclusive and innovative solutions. <p>MDes Care Design:</p> <ul style="list-style-type: none"> - Focuses on designing for vulnerable populations, including elderly and disabled people.

	<ul style="list-style-type: none"> - Emphasizes user-centered design and accessibility. <p>Institut National des Sciences Appliquées (INSA) Lyon: Engineering and Design for All Course</p> <ul style="list-style-type: none"> - Integrated into their engineering programs. - Teaches principles of Universal Design in technology and engineering solutions. <p>Université de Bordeaux: Inclusive Design Workshops</p> <ul style="list-style-type: none"> - Offered as part of design and architecture programs. - Focus on practical applications of Universal Design principles in various projects. <p>CNAM (Conservatoire National des Arts et Métiers): Accessibility and Inclusive Design Course: This course covers legal aspects, user-centered design, and practical applications of Universal Design across various fields.</p>
SOURCES	NA

Indicator 6.3: Involvement of people with disabilities in trainings on Universal Design / Design for All.

- **Description:** The identified courses offering accessibility and universal design modules involve persons with disabilities and their representative organization during the design and delivery.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the involvement of people with disabilities in the courses / trainings listed in Indicator 6.1
SOURCES	NA

Indicator 6.4: Number of trainees on Universal Design / Design for All.

- **Description:** Number of people participating in courses offering accessibility and universal design modules. This includes courses at higher education, vocational education and training (VET) and lifelong learning programmes.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people participating in the courses / trainings listed in Indicator 6.1
SOURCES	NA

Topic 7. Public Awareness

The successful implementation of accessibility initiatives is not possible without a population that is aware of their rights and responsibilities. In this sense, awareness raising campaigns are essential to get all citizens involved. These indicators will show efforts undertaken by public authorities to organise public awareness activities to promote accessibility.

Indicator 7.1: Existence of public awareness raising campaigns on accessibility.

- **Description:** Identification of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	YES
INFORMATION	<p>Semaine Européenne pour l'Emploi des Personnes Handicapées (SEEPH): The European Week for the Employment of People with Disabilities is an annual event aimed at facilitating the professional integration of people with disabilities. It features job dating, employment forums, and various public awareness events. Notable activities include the DuoDay, where employers partner with individuals with disabilities to provide insight into different professions and break down barriers and prejudices (Mon Parcours Handicap).</p> <p>Conférence Nationale du Handicap (CNH): Held every three years, the National Disability Conference assesses the progress of public policies related to disability. The 2023 edition highlighted the need for further improvements in accessibility and inclusion, despite notable advancements. The conference serves as a platform for discussing strategic actions and sharing progress reports on various initiatives aimed at enhancing the lives of people with disabilities.</p> <p>National Accessibility Assizes: The 10th National Accessibility Assizes were held on June 6 and 7, 2023, in Paris. This event, organized by the Ministerial Delegation for Accessibility, aims to evaluate progress in accessibility and discuss new initiatives and strategies.</p>

SOURCES	Mon Parcours Handicap
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Indicator 7.2: Number of public awareness raising campaigns on accessibility.

- **Description:** Number of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	3
INFORMATION	<p>The following three public awareness raising campaigns have been identified in France.</p> <p>Semaine Européenne pour l'Emploi des Personnes Handicapées (SEEPH): The European Week for the Employment of People with Disabilities is an annual event aimed at facilitating the professional integration of people with disabilities. It features job dating, employment forums, and various public awareness events. Notable activities include the DuoDay, where employers partner with individuals with disabilities to provide insight into different professions and break down barriers and prejudices (Mon Parcours Handicap).</p> <p>Conférence Nationale du Handicap (CNH): Held every three years, the National Disability Conference assesses the progress of public policies related to disability. The 2023 edition highlighted the need for further improvements in accessibility and inclusion, despite notable advancements. The conference serves as a platform for discussing strategic actions and sharing progress reports on various initiatives aimed at enhancing the lives of people with disabilities.</p> <p>National Accessibility Assizes: The 10th National Accessibility Assizes were held on June 6 and 7, 2023, in Paris. This event, organized by the Ministerial Delegation for Accessibility, aims to evaluate progress in accessibility and discuss new initiatives and strategies.</p>
SOURCES	Mon Parcours Handicap

Indicator 7.3: Involvement of people with disabilities in public awareness raising campaigns on accessibility.

- **Description:** The identified public awareness raising campaigns on accessibility involve persons with disabilities and their representative organization during the design and delivery

- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	Yes
INFORMATION	Semaine Européenne pour l'Emploi des Personnes Handicapées (SEEPH): The European Week for the Employment of People with Disabilities is an annual event aimed at facilitating the professional integration of people with disabilities. It features job dating, employment forums, and various public awareness events. Notable activities include the DuoDay, where employers partner with individuals with disabilities to provide insight into different professions and break down barriers and prejudices (Mon Parcours Handicap).
SOURCES	Mon Parcours Handicap

Indicator 7.4: Number of people reached out by public awareness raising campaigns on accessibility.

- **Description:** Number of individuals reach out as a result of awareness raising campaigns and activities organized by public authorities to promote accessibility and inform individuals of their rights and responsibilities as they relate to accessibility
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified regarding the number of people reached out as a result of the public awareness raising campaigns listed in Indicator 7.1
SOURCES	NA

Topic 8. Incentives

Public authorities can demonstrate their level of commitment on accessibility by providing more resources to promote change. The following indicators would provide a better understanding of actions taken to incentivize goods and service providers to improve accessibility and respond to the needs of people with disabilities.

Indicator 8.1: Existence of public funding initiatives promoting accessibility.

- **Description:** Identification of measures from public authorities, such as funding / incentive schemes, to incentivize goods and service providers to

improve accessibility of goods and service provisions, including information about accessibility to potential users

- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	YES
INFORMATION	<p>Financial Incentives: Public authorities offer financial aid to small and medium-sized enterprises (SMEs) to fund accessibility improvements. This includes grants for modifications to buildings and digital services:</p> <ul style="list-style-type: none"> - Fonds pour l'Insertion des Personnes Handicapées dans la Fonction Publique (FIPHFP): Provides grants and subsidies to public sector employers to improve workplace accessibility. - Agefiph: Offers financial support to private employers for accessibility adaptations. <p>Certification Programs: Programs like "Tourisme et Handicap" provide certifications to businesses meeting accessibility standards, promoting them as accessible options to potential users.</p>
SOURCES	NA

Indicator 8.2: Amount invested on public funding initiatives promoting accessibility.

- **Description:** Amount of funding provided by public authorities to incentivize goods and service providers to improve accessibility of goods and service provision, including information about accessibility to potential users
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	<p>Financial Incentives: Public authorities offer financial aid to small and medium-sized enterprises (SMEs) to fund accessibility improvements. This includes grants for modifications to buildings and digital services:</p> <ul style="list-style-type: none"> - Fonds pour l'Insertion des Personnes Handicapées dans la Fonction Publique (FIPHFP): Provides grants and subsidies to public sector employers to improve workplace accessibility. - Agefiph: Offers financial support to private employers for accessibility adaptations. <p>Certification Programs: Programs like "Tourisme et Handicap" provide certifications to businesses meeting accessibility standards, promoting them as accessible options to potential users.</p> <p>No specific information has been identified regarding amount invested on these programs and initiatives.</p>
SOURCES	NA

Indicator 8.3: Number of recipients of public funding initiatives on accessibility.

- **Description:** Number of goods and service providers receiving funding from public authorities to improve accessibility of goods and service provision, including information about accessibility to potential users
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	<p>Financial Incentives: Public authorities offer financial aid to small and medium-sized enterprises (SMEs) to fund accessibility improvements. This includes grants for modifications to buildings and digital services:</p> <ul style="list-style-type: none"> - Fonds pour l'Insertion des Personnes Handicapées dans la Fonction Publique (FIPHFP): Provides grants and subsidies to public sector employers to improve workplace accessibility. - Agefiph: Offers financial support to private employers for accessibility adaptations. <p>Certification Programs: Programs like "Tourisme et Handicap" provide certifications to businesses meeting accessibility standards, promoting them as accessible options to potential users.</p> <p>No specific information has been identified regarding the number of recipients of these programs and initiatives.</p>
SOURCES	NA

Topic 9. Situation on the ground

This indicator assesses the impact onto individuals of the commitments and efforts of EU Member States to implement accessibility initiatives. It is the last step in the implementation chain and could presents greater challenges in acquiring data, mostly due to the absence of existing data at this moment.

Indicator 9.1: Number and proportion of services in compliance with legal requirements

- **Description:** This indicator includes information such as the number and proportion of:
 - existing public/governmental facilities that meet accessibility requirements and/or standards;
 - websites and mobile applications of public sector bodies that comply with web accessibility standards; and
 - public transportation facilities that meet accessibility requirements and/or standards

- This information could be found in various types of repositories such as implementation reports regularly published by relevant public authorities and findings of accessibility audits.
- **Areas:**
 - **Built environment, Transport, Information and Communication Technologies and Public Policies:**

RESULT	NA
INFORMATION	No specific information has been identified
SOURCES	NA

Indicator 9.2: Number and proportion of population with convenient access to services

- **Description:** This indicator includes information such as the number and proportion of people reporting access to:
 - public/governmental facilities;
 - websites and mobile applications of public sector bodies; and
 - public transportation facilities.
- This information could be found in various types of repositories such as implementation reports regularly published by relevant public authorities and findings of accessibility audits.
- **Areas:**
 - **Built environment, Transport and Public Policies:**

RESULT	NA
INFORMATION	<p>Transportation & built environment: data from the Ministry of Ecological Transition: The Ministry of Ecological Transition has mandated the creation of accessibility databases by local authorities and transport operators by December 2023. These databases are intended to inform applications and services that help people with disabilities plan their journeys and access public spaces more easily.</p> <p>Focus on AccèsLibre is a collaborative platform developed to enhance the accessibility of public spaces in France. The goal of this initiative is to provide comprehensive information on the accessibility of various establishments to individuals with disabilities. Here are the key aspects of the AccèsLibre platform:</p> <ul style="list-style-type: none"> - Information Sharing: AccèsLibre aims to inform users about the accessibility of public buildings, making it easier for people with disabilities to find accessible places. - Collaborative Effort: The platform encourages contributions from the public, including users and businesses, to update and maintain accurate information on the accessibility of different venues.

	<ul style="list-style-type: none"> - Database: It serves as an open, shared database where accessibility information about public establishments is collected and made available to everyone. - User Contributions: Individuals can contribute by adding or updating information about the accessibility of places they visit. This helps create a comprehensive and up-to-date resource for everyone. - Government and Organizations: AccèsLibre is supported by various governmental and non-governmental organizations, which help in the promotion, development, and accuracy of the information provided. - Public Participation: The platform relies on the active participation of the public to gather and update information, making it a dynamic and constantly evolving resource.
SOURCES	AccèsLibre platform

○ Information and Communication Technologies

RESULT	1.8
INFORMATION	<p>ICT baromètre de l’accessibilité numérique en lecture publique</p> <p>ICT Observatoire Access-Score: The Observatoire Access-Score provides an overview of the digital accessibility of public websites in France. To date, out of 28,035 public websites, only 518 (1.8%) have a complete accessibility statement. This observatory aims to improve transparency and compliance with accessibility standards by providing a detailed and up-to-date database of accessible sites. (private initiative)</p> <p>Focus on AccèsLibre is a collaborative platform developed to enhance the accessibility of public spaces in France. The goal of this initiative is to provide comprehensive information on the accessibility of various establishments to individuals with disabilities. Here are the key aspects of the AccèsLibre platform:</p> <ul style="list-style-type: none"> - Information Sharing: AccèsLibre aims to inform users about the accessibility of public buildings, making it easier for people with disabilities to find accessible places. - Collaborative Effort: The platform encourages contributions from the public, including users and businesses, to update and maintain accurate information on the accessibility of different venues. - Database: It serves as an open, shared database where accessibility information about public establishments is collected and made available to everyone. - User Contributions: Individuals can contribute by adding or updating information about the accessibility of places they visit. This helps create a comprehensive and up-to-date resource for everyone. - Government and Organizations: AccèsLibre is supported by various governmental and non-governmental organizations, which help in the promotion, development, and accuracy of the information provided.

	<ul style="list-style-type: none">- Public Participation: The platform relies on the active participation of the public to gather and update information, making it a dynamic and constantly evolving resource.
SOURCES	<ul style="list-style-type: none">- ICT baromètre de l'accessibilité numérique en lecture publique- AccèsLibre platform