

AccessibleEU Final Report

Getting to know the European legislation on accessibility.

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

Consortium composed of:



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1. About AccessibleEU

The European Accessibility Resource Centre (AccessibleEU) is one of the flagships initiatives proposed in the [European Commission's Strategy for the Rights of Persons with Disabilities](#). The Centre's main purpose is to support the implementation of the European Union (EU) accessibility legislation in all Member States and to increase accessibility policy coherence and efficiency by easing access to relevant knowledge. AccessibleEU brings together national authorities, experts, professionals and other stakeholders from all areas of accessibility to share good practices, experiences and expertise to make of EU law implementation easier.

2. Purpose of these guidelines

These guidelines are a concise and easy-to-use document aiming at providing knowledge about the most relevant European Union legislation and standards on accessibility. Readers will get a better understanding of their purpose, scope, main and requirements. This document also includes the dates by which Member States have been or will be required to implement the provisions stated or transpose them into national legislation.

However, it is important that readers check on a national basis what their own authorities or providers have done to comply with the legislation. For further explanations on the legal acts summarised in this document, AccessibleEU has prepared a series of [complementary guides available on the Centre's website](#).

3. European legislation on accessibility

3.1. European Accessibility Act

3.1.1. Directive 2019/882/EU on the accessibility requirements for products and services

- **Purpose**

[Directive 2019/882/EU](#), also known as the European Accessibility Act, seeks to harmonise national laws and minimum accessibility requirements to ensure the proper functioning of the internal market. Its ultimate goal is to make Europe a more inclusive society by improving access to products and services for people with disabilities, including in the area of Information and Communications Technologies (ICT). This Directive also sets the requirements for the affordability of internet access, voice communication and availability of related equipment and services for consumers with disabilities.

- **Scope**

Digital technologies are the main focus of this Directive, which applies to products and services placed on the market after 28 June 2025 [Article 2]. These include:

- Smartphone, tablets, computers and operating systems, TV equipment
- ATMs and payment terminals
- E-readers and E-books
- Ticketing and check-in machines
- Phone services
- Banking services
- E-commerce
- Websites and other sources of information for transportation
- Audiovisual media services (AVMS)
- Calls to the European emergency number 112.

[Access a summary of the accessibility requirements for products and services covered by this Directive in the present report, Section 5.](#)

- **Main provisions**

EU Member States must transpose this Directive into national law. Although they are obliged to meet with its goals, they are free to decide how to enforce it [Article 31].

- Member States must ensure that manufacturers and service providers only place on the market the products and only provide the services falling under the scope of the European Accessibility Act when they comply with the accessibility requirements that are set out in Annex I of the Directive [Article 6]
- When products and services comply with the accessibility requirements set forth in the European Accessibility Act, Member States cannot impede their circulation on the market in their territory for reasons related to accessibility requirements [Article 6].
- As regards products, the European Accessibility Act places obligations on manufacturers, authorised representatives, importers and distributors [Article 7].
- Manufacturers must ensure that products are designed and manufactured in accordance with the applicable accessibility requirements set by this Directive. They must carry out a conformity assessment and draw up an EU declaration of conformity that must be kept for 5 years and be available for relevant authorities upon request. They must also affix the CE marking [Article 7].
- Market surveillance authorities must check compliance with the applicable accessibility requirements and, where necessary, require manufacturers to take all appropriate corrective action within a reasonable period and, in case of failure to take such action, to withdraw the product from the market [Article 19].
- Service providers must design and provide services following the accessibility requirements set forth in the Directive and prepare information explaining how the services meet the applicable accessibility requirements. This information must be available in different accessible formats and kept for as long the service is in operation [Article 13].
- Member States must designate the authorities responsible for checking the compliance of services with the accessibility requirements, follow up on complaints and reports on issues relating to non-compliance and verify that the service provider has taken the necessary corrective measures [Article 23].

[Access a summary of information on product and services requirements in the present report, Section 5.2.](#)

- **Built environment**

The European Accessibility Act leaves Member States the option to comply with accessibility requirements as regards the built environment used by clients of services covered by the Directive. Annex III contains a list of indicative requirements for that purpose [Article 4].

- **Exemption**

Small businesses providing services are generally exempted from complying with Directive 2019/882. [Article 4].

- **Disproportionate burden and fundamental alteration: what are they and when to claim them**

Accessibility requirements set by this Directive apply to the extent that they do not require a change in the product or services resulting in a fundamental alteration of its basic nature or impose a disproportionate burden on the manufacturers or service providers concerned, that is an additional excessive organisational or financial burden on the company (such as taking a large share of their human and financial resources). Lack of priority, time or knowledge should not be considered to be legitimate reasons. Organisations that receive funding, whether public or private, cannot claim disproportionate burden due to financial issues.

The manufacturers and service providers concerned must carry out an assessment of whether compliance with the accessibility requirements would introduce a fundamental alteration or impose a disproportionate burden. They must document that assessment and must keep all relevant results for a period of five years. [Article 14].

- **Timing**

- 28 June 2022 – Deadline for Member States to transpose the Directive into national law.

- 28 June 2025 - Member States must ensure the implementation of their national law
- 28 June 2030 – end of the transitional period in which service providers could use products not complying with the accessibility requirements set forth in the European Accessibility Act. By this date, each Member State must submit a report – and after this first, one every 5 years – evaluating the application of the Directive.
- 28 June 2045 - all inaccessible self-service terminals will need to be removed.

3.1.2. Directive 2016/2102/EU on accessibility of websites and mobile applications for public sector bodies

- **Purpose**

[Directive 2016/2102/EU](#) establishes the minimum requirements that websites and applications must meet to be accessible to persons with disabilities. Member States may maintain or introduce measures in conformity with EU law that go beyond the minimum requirements for accessibility of websites and mobile applications established by this Directive.

- **Scope**

It applies to websites and mobile applications belonging to public sector bodies in all Member States. The goal is to improve access to online public services to persons with disabilities.

- **Main provisions**

- Member States must ensure that public sector bodies take the necessary measures to make their websites and mobile applications more accessible by making them perceivable, operable, understandable and robust.
- Public sector bodies may avail themselves of a derogation for a specific website or mobile application, when compliance with accessibility requirements would impose a disproportionate burden on them, taking into account the size, resources and nature of the public sector body concerned, as well as the

- estimated costs and benefits for the public sector body concerned in relation to the estimated benefits for persons with disabilities [Article 5]
- Public bodies must provide a detailed accessibility statement on how their websites comply with the requirements set forth in the directive or following the model established in the [EU Implementing Decision 2018/1523 of 11 October 2018](#) [Article 7].
 - Member States are also responsible for facilitating training programmes on how to create, manage and update accessible content for websites and mobile applications. They must also raise awareness on the importance of accessibility requirements and share good practices [Article 7].
 - The compliance with the accessibility requirements laid down in this Directive must be monitored by the Member States, who must report to the European Commission on the relevant outcome [Article 8].
 - Public bodies must provide information to users on how to report accessibility issues and a link to a complaint form or a mechanism created for that purpose [Article 8].

- **Timing**

The deadline for all websites in the EU public sector to comply with this directive was 23 September 2020, and for mobile applications, 23 June 2021 [Article 12].

[Access a summary of accessibility needs and requirements in the present report, Section 5.](#)

3.2. Public procurement

3.2.1. Directive 2014/24/EU on public procurement

- **Purpose and scope of Directive**

[Directive 2014/24/EU](#) lays out the rules for public procurement in Europe. It establishes when accessibility is mandatory when procuring products and services. This Directive is one of the two main EU directives that set the framework for public procurement, together with [Directive 2014/25/EU \(Utilities Directive\)](#).

- **Scope**

It only applies to tenders with a monetary value estimated to be no less than the thresholds established by the European Commission. These thresholds are revised every two years. Interested parties must regularly consult the Official Journal of the European Union for an update on these thresholds [Article 1].

- **Main provisions**

- The procurement process must be carried out preferably using electronic means of communications. These must be non-discriminatory and comply with accessibility requirements [Article 22].
- Technical specifications must meet accessibility criteria stated in the European Accessibility Act [Article 42].
- The most economically advantageous tender must be identified on the basis of the price or cost and may include the best price-quality ratio, which must be assessed on the basis of criteria, including qualitative, environmental and/or social aspects, linked to the subject-matter of the public contract in question. Such criteria may comprise accessibility [Article 67 (2)].

- **Timing**

The deadline for Member States to transpose this Directive into national law was 18 April 2016 [Article 90].

3.3. Communications, media, and information technology

3.3.1. Directive 2018/1972/EU establishing the European Communications Code

- **Purpose**

[Directive 2018/1972/EU](#) seeks to implement a harmonised internal market in telecommunications, media and information technology to boost connectivity and the quality of electronic communication services in Europe. It also aims to ensure better consumer protection and allow end-users with disabilities, including older people, to gain access to communication services on an equal basis with others.

- **Scope**

The Directive regulates electronic communications (telecoms) networks, telecoms services and associated facilities and services [Article 1]

- **Main provisions**

The Code requires Member States to ensure that all consumers, including those with disabilities, have access to affordable and accessible communication services. In this regard, they must:

- Introduce appropriate measures to promote the creation of a market for affordable products and services that incorporate facilities for persons with disabilities, including equipment with assistive technologies. For example, the cost to consumers with disabilities of relay services should be equivalent to the average cost of voice communications services [paragraph 226].
- Make emergency services accessible, including the European emergency number 112, accessible to end-users with disabilities. This service must be free of charge [Article 109 (7)].
- Access to emergency services for persons with disabilities must be equivalent to those enjoyed by persons without disabilities [Article 109 (5)].

[Access a summary of accessibility requirements for emergency number 112 in the present document, Section 5.3.](#)

- Ensure that customers with disabilities benefit from competition and have equivalent access to electronic communications services and benefit from the choice of service providers on an equal basis with others. For example, that they have access to equivalent terms and conditions including prices, rates and quality of service [see paragraph 297].
- Ensure that appropriate and accessible support is provided to a customer with disability of any given service [Article 85 (4)].

- Ensure that information related to the service, including contractual information, is provided in a clear, comprehensible manner and in an accessible format [Article 102].

- **Timing**

The deadline for Member States to transpose this Directive into national law was 21 December 2020. By June 2025, at least real time text will have to be deployed in all Member States [[European Emergency Number Association](#), 2021 p. 16].

3.3.2. Directive 2018/1808/EU on audiovisual media services

- **Purpose**

[Directive 2018/1808/EU](#) governs EU-wide coordination of national legislation on audiovisual media services. This includes traditional broadcasting as well as emerging online platforms and new media, it thus applies to a variety of service providers such as broadcasters, platforms for video-sharing, and other on demand audiovisual media services operating within the European Union.

- **Scope**

The Directive applies to media service providers established in the Member States. In principle, a media service provider is considered to be established in a Member State if its head offices are placed and the editorial decisions are taken in that Member State. Audiovisual media services intended exclusively for reception in third countries are not subject to this Directive [Article 2].

- **Main provisions**

- Member States must ensure that media service providers under their jurisdiction make their content accessible to people with disabilities, in particular people with a visual or hearing impairment [see paragraph 22].
- People with disabilities must have access to a point of contact to obtain information or place complaints regarding accessibility issues that is accessible and available online [Article 7].

- **Timing**

The transposition deadline for the Directive expired on 19 September 2020.

3.4. Public transport

On 23 November 2023, the European Commission proposed [the passenger mobility package](#), where special attention is paid to the needs of passengers with disabilities and/or reduced mobility. These proposals aim to improve the experience of passengers and travellers by strengthening their rights.

The proposal offers stronger enforcement mechanisms and introduces new rules for air passengers who booked their flights through an intermediary. It also protects the rights of passengers using different types of transport in one trip. For example, trains and buses. Persons with reduced mobility who switch from one transport mode to another during their journey will be assisted at connecting points by carriers and terminal operators when they travel under a single contract of carriage or when they travel through multimodal passenger hubs. Also, airlines requesting passengers with reduced mobility to travel accompanied, must allow the accompanying person to travel free of charge.

However, until the passenger mobility package proposed in November is adopted, the legislation summarised below will remain in force.

3.4.1. Regulation (EU) No 2021/782 on rail passenger's rights and obligations

- **Purpose**

[Regulation \(EU\) No. 2021/782](#) lays down the rules regarding the rights of rail passengers with disabilities and conditions offered by rail transport providers.

- **Scope**

In principle, European Union rail passenger rights are applicable to all rail passenger services in all Member States. However, Member States may exempt certain types of services from the application of these rights under the regulations. The regulation refers to persons with disabilities and persons with reduced mobility:

this means any person who has a permanent or temporary impairment which may hinder their full and effective use of transport on an equal basis with other passengers or whose mobility when using transport is reduced due to age [Article 2].

- **Main provisions**

- Reservation and tickets for passengers with disabilities cannot incur extra charges [Article 11 (4)].
- Any information about the journey, including changes in schedule, emergencies and access facilities onboard, among others must be available in accessible formats [Article 22 (1)].
- Station managers and railway companies must offer assistance both at the station and onboard free of charge to passengers with disabilities. Persons with reduced mobility must be able to embark and disembark a train without problems [Article 23 (1)].
- If a railway company requires that a person with a disability is accompanied onboard the train, the accompanying person must be entitled to travel free of charge and to be seated, if possible, next to the main passenger [Article 23 (1b)].
- Passengers with disabilities must have access to the same services as other passengers while onboard [Article 23 (1h)].
- Passengers must be compensated in full and without undue delay for any loss or damage to mobility equipment including treatment for assistance dogs injured during the journey [Article 13].
- If the journey is interrupted and cannot continue the same day and the railway company must offer accommodation for the night, the needs of assistant dogs must also be taken into account, whenever possible [Article 20 (2)].
- A complaint handling system must be put in place for passengers by train station managers and transport companies. Instructions and details of the complaint procedure must be available in accessible formats [Article 28].

- Persons with disabilities must request travel assistance have a 24-hour pre-notification period for requesting travel assistance (24 hours before departure). However, station managers and service providers must make a reasonable effort to offer assistance even without 24 hours' notice [Article 24].
- In addition, staff dealing with such assistance should receive targeted disability-related training so that they know how to meet the needs of passengers with disabilities. Regular refresher training courses are also foreseen [Article 26].
- **Timing**

This regulation applies to all Member States as of June 2023.

3.4.2. Commission Regulation (EU) No 1300/2014 on the technical specifications for interoperability relating to accessibility of the Union's rail system for persons with disabilities and persons with reduced mobility (TSI-PRM)

- **Purpose**

[Commission Regulation \(EU\) No. 1300/2014](#), also called “TSI-PRM”, deals with the accessibility of trains and railway stations. The purpose is that all Member States work towards improving the accessibility of their rail system for persons with disabilities and persons with reduced mobility.

- **Scope**

The TSI-PRM applies to all the public areas of stations dedicated to the transport of passengers. It covers all aspects which are relevant to accessibility for persons with disabilities and persons with reduced mobility (e.g.: infrastructure, rolling stock, operation and traffic management) [Article 2].

- **Main provisions**

- New and refurbished trains and stations must be equipped with accessibility features, such as:
 - wheelchair accessible toilets

- audio signals
- hearing loops at ticket desk
- tactile marking on platforms
- lighting

See section 4.2 in the Annex for detailed information.

- Member States are required to develop and endeavour to put into practice a National Implementation Plan setting how they will progressively eliminate all identified barriers to accessibility across the rail network [Article 8].

- **Timing**

The Commission regulation was published in November 2014 and entered into force in January 2015.

3.4.3. Regulation (EU) No 181/2011 concerning the rights of passengers in bus and coach transport

- **Purpose**

[Regulation \(EU\) No. 181/2011](#) establishes the rules regarding the rights of passengers travelling by bus or coach and the conditions offered by bus/coach transport providers.

- **Scope**

The Regulation applies to passengers travelling with regular bus/coach services departing from a terminal situated in the territory of a Member State and with a journey distance of 250 km or more.

- **Main provisions**

- Passengers are entitled to receive compensation or a similar replacement for lost or damaged mobility equipment or devices during the journey. Compensation must be equal to the cost of replacing or repairing of the lost or damaged equipment [Article 7].

- Bus/coach companies cannot deny a reservation or a ticket to any person on the grounds of disability or reduced mobility. Refusal is only allowed for justifiable safety reasons. For example, if the design of the vehicle makes it impossible to safely embark or disembark a passenger with disability [Article 9].
- Online or digital reservation and ticket sales systems (websites or applications) must be accessible for passengers with disabilities [Article 9].
- Bus/coach transport providers cannot charge additional costs to passengers with disabilities for reservations and tickets. Conditions must be the same as the ones that apply to other passengers [Article 9].
- If a carrier, travel agent or tour operator refuses a reservation from a person on the grounds of disability or of reduced mobility for safety reasons, that person may request to be accompanied by another person who is capable of providing the assistance required. The accompanying person must be transported free of charge and, when feasible, be seated next to the person with disabilities [Article 10].
- Transport service providers and station staff must provide assistance free of charge to persons with disabilities at terminals and onboard buses and coaches and must be properly trained for this purpose [Article 13].
- The terminal managing body must designate a point inside or outside the terminal at which disabled persons or persons with reduced mobility can announce their arrival and request assistance. The point must be clearly signposted and offer basic information about the terminal and assistance provided, in accessible formats [Article 13].

- **Timing**

The regulation applies to all Member States as of 1 March 2013.

3.4.4. Regulation (EU) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air

- **Purpose**

[Regulation \(EU\) No. 1107/2006](#) establishes rules for the protection and provision of assistance to passengers with disabilities and reduced mobility intending to travel using commercial passenger air services.

- **Scope**

The Regulation applies to passengers departing from, on transit, or arriving at an airport situated in the territory of a Member State. The rules also apply to passengers travelling from a third country to a Member State in an EU airline [Article 1].

- **Relevant provisions**

- Airlines cannot deny a reservation or a ticket to any person on the grounds of disability or reduced mobility. Refusal is only allowed for justifiable safety reasons [Article 3].
- Passengers denied embarkation after purchasing a ticket are entitled to a reimbursement or re-routing [Article 2].
- Airports must designate a point where passengers with disabilities can announce their arrival and request assistance [Article 5].
- Assistance to passengers with disabilities must be provided at the airport and on the plane, and for embarking and disembarking [see Annex I].
- Assistance must be free of charge [see Article 8].
- Air carriers and airport managing bodies must ensure that their personnel are properly trained on how to provide assistance [Article 11].
- Passengers with disabilities need to notify their particular needs to air carriers, their agents or tour operators at least 48 hours before the published time of departure [Article 6].

- Airlines can request passengers with disabilities to travel accompanied by a person capable of providing assistance, if the passenger cannot meet key safety requirements without assistance (reaching the life jacket, fastening the seat belt and evacuating the plane in an emergency) [Article 3].
- If an airline fails to comply with this Regulation, passengers with disabilities can place a complaint to the managing body of the airport, airline or body designated by the Member State where the airport is located [Article 15].
- Member States can lay down penalties to any EU airline that does not comply with this Regulation [Article 16].
- Information on safety rules and restrictions that apply to equipment and devices used by disabled passengers must be available in accessible formats. This applies to tour operators and travel agents making air travel reservations [Article 4].
- Assistance dogs must be accommodated on planes in accordance with applicable national laws [Article 7].

- **Timing**

The regulation applies to all Member States as of July 2008.

3.4.5. Directive 2009/45/EU on safety rules and standards for passenger ships

- **Purpose**

[Directive 2009/45/EC](#) introduces a uniform level of safety of life and property on new and existing passenger ships and high-speed passenger craft when both categories of ships and craft are engaged on domestic voyages. It also lays down procedures for negotiation at international level with a view to a harmonisation of the rules for passenger ships engaged on international voyages.

- **Scope**

This Directive applies to the following passenger ships and craft when engaged on domestic voyages [Article 3].:

- New and existing passenger ships of 24 metres in length and above
- High-speed passenger craft

- **Main provisions**

See Annex III for more details.

- The design of the vessel must allow persons with disabilities or with reduced mobility to easily embark and disembark with or without assistance. It must also enable them to move around the vessel, enter and exit decks unassisted or through ramps, elevators or lifts. Handrails, corridors and passageways, doorways and doors must accommodate the movement of a person in a wheelchair.
- Signs provided on a ship to aid passengers should be accessible and easy to read for persons with reduced mobility, (including persons with sensory disabilities), and be positioned at key points.
- Operators should have the means onboard the vessel visually and verbally to provide announcements to persons with disabilities. Alarm systems must be designed to be accessible to passengers with reduced mobility, including passengers with sensory or learning disabilities.

- **Timing**

This Directive should have been transposed by all Member States by January 2003.

Regulation (EU) No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterways

- **Purpose**

[Regulation \(EU\) No 1177/2010](#) specifies the rules regarding the rights of passengers travelling by sea or inland waterways and conditions offered by transport providers.

- **Scope**

- This Regulation applies in respect to passengers travelling on passenger services operated by a Union carrier and embarking and/or disembarking in the territory of a Member State. There are some exceptions however, for example the Regulation does not apply in respect to ships certified to carry up to 12 passengers or excursion and sightseeing tours other than cruises [Article 2].

- **Main provisions**

- Member States must ensure that port managers and transport companies establish non-discriminatory access rules for passengers [Article 9].
- Passengers must not be denied a reservation, ticket or embarkment on the grounds of disability or reduced mobility. Refusal is only allowed for justifiable safety reasons [Article 7].
- Onsite assistance to passengers with disabilities must be provided free of charge at the port and onboard. Passengers must be able to safely embark and disembark the vessel. Terminal operators must ensure that their personnel is properly trained to provide that assistance [Article 14].
- Information regarding the trip including access conditions must be available in accessible formats [Article 9].
- Assistance dogs must be accommodated in accordance with the legislation of the Member State where service provider operates from [Article 10].

- **Timing**

The Regulation has been applied in every Member State as of 18 December 2012.

[Access a summary to the general accessibility requirements applicable to public transport in Europe in Section 5.4 of this report.](#)

3.5. Digital services

3.5.1. Regulation (EU) No 2022/2065 on a Single Market for Digital Services (Digital Services Act)

- **Purpose**

[Regulation \(EU\) No. 2022/2065](#) specifies harmonised rules on the provision of intermediary digital services in the European internal market to intermediary services offered to recipients located in the EU.

- **Scope**

The regulation applies to intermediary services offered to recipients located in the EU [Article 2].

- **Main provisions**

This Regulation calls for the establishment of a code of conduct that facilitates the accessibility of very large online platforms and search engines to ensure that the information meets accessibility requirements laid out in the EU legislation. In other words, such information must be easy to find and accessible to persons with disabilities [Article 47].

- **Timing**

The regulation entered into force in November 2022 and must apply to all Member States from 17 February 2024.

3.5.2. Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market

- **Purpose**

[Regulation \(EU\) No. 910/2014](#) aims to improve trust in EU-wide electronic transactions and to increase the effectiveness of public and private online services and e-commerce. It also removes barriers to electronic identification and e-signature systems, so that both individual and legal entities can use their electronic identification in any country of the European Union.

- **Scope**

The regulation establishes a cross-border legal framework for electronic signatures, electronic seal, electronic time stamp, certified electronic delivery and website authentication [Article 2].

- **Main provisions**

When feasible, trust services provided and end-user products used in the provision of those services must be made accessible for persons with disabilities [Article 15].

- **Timing**

This regulation applies to all Member States as of 1 July 2016.

3.6. Access to justice

3.6.1. Directive 2012/29/EU establishing minimum standards on the rights, support and protection of victims of crime

- **Purpose**

[Directive 2012/29/EU](#) aims to ensure that victims of crime are recognised, treated in a respectful, professional, sensitive and non-discriminatory manner, and receive appropriate information, support and protection. It also aims to ensure that they are able to participate in criminal proceedings.

- **Scope**

The provisions of the Directive apply to victims of all crimes, however special attention is given to specific categories of victims, including victims with disabilities.

- **Main provisions**

EU Member States must ensure that victims with disabilities are able to benefit fully from the rights set out in this Directive, on an equal basis with others, for instance ensuring that communications are given in simple and accessible language, orally or in writing. They must also facilitate the accessibility to premises where criminal proceedings are conducted and that the information provided meets accessibility criteria set out by European Union legislation [paragraph 15].

- **Timing**

The directive entered into force in November 2012. The deadline for its transposition expired on 16 November 2015.

4. Standards associated to EU directives and mandates.

4.1. Accessibility standards

4.1.1. EN 301 549 Accessibility requirements for ICT products and services

- **Purpose and scope of standard**

The European standard [EN 301 549](#) specifies the functional accessibility requirements for a variety of Information and Communication Technology (ICT) solutions. The latest 2 versions of this standard were harmonised. The latest version, the [EN 301 549 v3.2.1](#) is the one currently in force.

The standard that includes a description of test procedures and an evaluation methodology for each requirement, and that refers to the WCAG 2.1 for the application of accessibility requirements. It is intended to be used with web-based, non-web technologies, products and services that use both, software and hardware.

This standard was adopted in response to European Commission's standardisation mandates [M 376](#) and [M 554](#).

4.1.2. EN 17210:2021 Accessibility and usability of the built environment – Functional requirements

- **Purpose and scope of standard**

[Standard EN 17210:2021](#) was developed in response to the European Commission's standardisation mandate [M 420](#) Built Environment. It specifies a series of functional accessibility and usability requirements and recommendations for many construction elements, assembly, interior configuration, as well as the components and fittings that make up the built environment.

Specifically, these functional requirements and recommendations relate to the construction aspects of outdoor pedestrian and urban areas, the approach and access to buildings, indoor circulation, and use of facilities within the buildings, exiting buildings in normal situations and evacuation in case of emergency. The standard also includes functional requirements and recommendations related to buildings for specific uses such as accommodation including hotel and adaptable housing, cultural, leisure and sport use, and transport facilities, among others.

The requirements and recommendations are formulated in qualitative terms and describe the objectives to be achieved based on the diversity of users in a life-course perspective. They can be used as criteria for awarding public contracts as well as for other purposes such as for accessibility legislation.

Two technical reports have been developed to be read alongside the standard EN 17210. These are:

- [CEN/TR 17621:2021](#) Accessibility and usability of the built environment – Technical performance criteria and specifications. This document exemplifies the technical performance criteria and specifications to fulfil the functional requirements given in the European Standard EN 17210.
- [CEN/TR 17622:2021](#) Accessibility and usability of the built environment – Conformity assessment. This document assesses the conformity with the functional requirements given in the EN 17210 Standard.

4.1.3. EN 17161:2019 Design for All – Accessibility

- **Purpose and scope of standard**

[Standard 17161:2019](#) specifies requirements and recommendations that enable organisations to expand the diversity of the people they serve by identifying their different needs, characteristics, capabilities and preferences, involving them in their procedures and processes. It also helps organisations comply with applicable legal requirements regarding accessibility of their products, goods and services.

This document promotes accessibility following a Design for All approach, for products, goods and services of daily use and their interoperability with assistive technologies. However, it doesn't provide technical design specifications.

The requirements laid out in this standard are generic and applicable to a wide range of products and services.

5. Annex I. Accessibility requirements

5.1. Digital accessibility requirements

The following accessibility needs and requirements must be considered when developing websites, applications as well as other products and services covered by the European Union legislation, including those related to bus, rail, air and waterborne transport.

Note: Table A.1 in standard EN 301 549 provides a more detailed list of web content accessibility requirements.

5.1.1. Usage without vision

There must be at least one mode of use that does not require vision. For example, screen readers or Braille. To improve usage without vision content must include the following:

- Text alternatives - any non-text content such as images must have a text alternative that conveys the equivalent meaning or purpose. (EN 301 549 reference: clause 10.1.1).
- Adequate content structure – content must have properly nested headings (H1, H2, H3) and labels. It must be logically and semantically organised. (EN 301 549 reference: clauses 9.2.4.6, 10.2.4.6, 11.2.4.6).
- Keyboard accessible - All functionality of the content must be operable through a keyboard interface not just with a mouse. (EN 301 549 reference: clauses 9.2.1, 10.2.1, 11.2.1).
- Multimedia content – any multimedia content must be audio described. EN 301 549 reference: clauses 7.2, 7.3, 9.1.2.3.

5.1.2. Usage with limited vision

Digital content, products and services must provide or be compatible with features that allow end users with limited vision to see it better.

- Increasing the size of the text – text must be resizable so that scrolling is not needed. (EN 301 549 reference: clauses 9.1.4.4, 10.1.4.4, 11.1.4.4, 11.1.4.4.2).

- Sufficient colour contrast – Colour contrast combination must be sufficient. Users must also be able to adjust the colour contrast. (EN 301 549 reference: clauses 9.1.4.3, 9.1.4.11, 10.1.4.3, 10.1.4.11, 11.1.4.3, 11.1.4.11).

5.1.3. Usage without perception of colour

Content must not require end users to distinguish between colours.

- Use of colour – any information conveyed using only colour must have an accessible alternative such as text. (EN 301 549 reference: clauses 9.1.4.1, 10.1.4.1, 11.1.4.1).

5.1.4. Usage without hearing

If the product or service has multimedia content, there must be an alternative to auditory information.

- Sign-language interpretation – media content available on a website or application should include sign-language interpretation EN 301 549 references: clause 6.5).

5.1.5. Usage with limited hearing

If the product or service provides multimedia content, it must include features that allow users to hear the information better. Users without hearing may also benefit from these accessibility features.

- Captions – any multimedia content must have captions. (EN 301 549 reference: clause 7.1).
- Alternative to voice messages – if the website, application or product provides communication services, there must be an alternative to voice messages. For example, text messaging services (EN 301 549 reference clause 6.4).
- Real time text functionality – an example of this features is a software that provides real time captions during phone calls. The person with

limited hearing reads what the person on the other ends says (EN 301 549 reference clause 6.2).

5.1.6. Usage without vocal capabilities

If the content, product or service require voice input it must provide an alternative. Some users without vocal capabilities benefit from accessibility features designed for users without or with limited hearing, such as text messaging services or Real time text functionality.

- Provide an alternative to authentication by voice recognition (EN 301 549 reference clause 5.3).
- A video conference platform that provides communication by voice must also provide a real time text communication channel (EN 301 549 reference clause 6.2.1.2).
- A voice-based service must provide an alternative that does not require voice (EN 301 549 reference clause 6.4).

5.1.7. Usage with limited manipulation of strength

Products must not include features that entail the use of great strength or extensive reach. However, products requiring users to touch a screen, make wrist movements or employ force must provide alternatives, such as voice control features.

- Force used – users should not have to employ great force to activate an element on a user interface. (EN 301 549 reference: clause 8.4.2.2.).

5.1.8. Minimize photosensitive seizure triggers

Avoid publishing content that flashes 3 times or more per second, or that the flash is below the general flash and red flash thresholds. Allow users to stop any animation included (EN 301 549 reference: clauses 9.2.3, 10.2.3, 11.2.3).

5.1.9. Usage with limited cognition, language or learning

Information on products or services must be plain and without the use of technical jargon or complex terms (EN 301 549 reference clause 9.3.1). Also, instructions and labels must be clear (EN 301 549 reference clause 9.3.3.2).

5.2. Information on products and services

Information about services and products covered by the European Accessibility Act must be available in more than one format. For example, in a website, application, audiovisual materials, etc. This includes information on accessibility facilities offered by air, rail, bus and waterborne service providers.

The information about products that come on the product itself (labelling, packaging and warnings) and instructions for use (user manual, website, app, etc.) must include the following:

- Purpose of the product, how to activate and use
- Compatibility with assistive technologies
- Accessibility features included and how to use them

5.3. European emergency number (112)

People with disabilities, including people who are deaf-blind must be able to access the single European emergency number, 112, on equal conditions with others. This is binding for all Member States.

- The service must be compatible with alternative forms of communications such as SMS, real time text, videocalls or relay services, including already-written text or pictograms. ICT's providing relay services or emergency service access must meet [ETSI ES 202 975 \[i.5\]](#) applicable requirements. (EN 301 594 reference: clause 13).
- When using text-based communication such as SMS, chat or real time text, operators must let callers know that the message has been received.
- Operators must be able to answer videocalls using national and international sign language.

- Easy to understand language must be used in all communications with callers.
- Silent calls must be taken in consideration as the caller could be a person in a real emergency situation who may not be able to talk.

(Source: [EENA, \(2021\). Emergency Services Accessibility for Persons with Disabilities](#)).

5.4. Accessibility requirements for transport services

Bus/coach and port terminals, airports, and train station must be designed to allow passengers to easily find their way and move around. Below is a summary of the general requirements to make transportation services accessible. However, for a detailed explanation and instructions on how to design public transport places, consult the standard EN 17210:2022.

- **Information** - Routes inside a station or a terminal must be properly signposted and well lit. Signs must be easy to perceive and understand. The information must be complete, concise and timely with recognisable symbols, icons and pictograms. There must also be tactile signage for people with visual impairments. Signs containing information on emergency and safety should be given priority over advertising. (EN 17210:2022 reference: clauses 6.2, 6.4, 6.6 and 6.7).
- **Adequate visual contrast** - There must be different levels of visual contrast to make it easier for people to perceive their surroundings and recognise the different areas. For example, a moderate contrast between large surfaces (floors, walls, ceilings, etc.), doors and door frames, door opening and closing components, handrails and walls and other fixed elements in the environment. For security-related elements, high contrast should be provided. For example, glass walls, access to escalators, edge of steps, etc. (EN 17210:2022 reference: clause 6.3).
- **Audio information** - Stations, terminals and airports must provide audio information to warn of dangers and emergencies, notify gate numbers, ticket collection, etc. This information must be easy to understand, in an adequate

volume and unambiguous. It must also be available in more than one format, for example, as a public announcement **and** in an application. (EN 17210:2022 reference: clause 6.5).

- **Accessible routes** - At least one accessible route must be provided to connect all the main elements of a terminal. For example, arrival points, accessible entrances including passenger information points. These routes must follow the shortest distance from the entrance to the destination and the parking area. It must also be separated from the passage of vehicles including bicycles by a curb, railing or barrier. (EN 17210:2022 reference: clause 7.1).
- **Embarking and disembarking areas** - Must be marked with the International Accessibility Symbol and the ISO symbol. When there is a difference in level between the road and the pavement, a recess must be provided to facilitate the transfer of people who use wheelchairs. Vehicles with special lifting devices must provide space for a person using a wheelchair to manoeuvre safely. Seats must be close to the embarking and disembarkation area. Additionally, Tactile Walking Surface Indicators must be provided to allow blind people to find the way in and out. (EN 17210:2022 reference: clause 8.2).
- **Accessible parking places** - Parking places reserved for people with disabilities must be close to the building entrance. The number of reserved places must be determined by national laws. (EN 17210:2022 reference: clause 8.3).
- **Ramps** - Buildings must be designed in a way that ramps are not needed. Ramps are necessary when the gradient on an accessible route is greater than a gentle incline. Additionally, a flight of steps should be provided unless the change in level is equal to or less than two steps. Likewise, sections with curved ramps should be avoided. Indoor ramps should only be used to cover limited level differences and never to connect different floors in a building. (EN 17210:2022 reference: clause 10.1).
- **Accessible toilets** - Accessible toilets are essential in any public place. They should be in areas that are easy and quick to find. At least one bathroom must be unisex to allow assistance to both sexes. They must also allow the transfer

of a user from a wheelchair to the toilet in mind. Additionally, toilets should include a sink and provide ways to call for help in the event of an emergency. (EN 17210:2022 reference: clause 12.1).