

CYPRUS

MAINSTREAM STRATEGY ON ACCESSIBILITY	
National Action Plan on Accessibility in place	<p>NO – accessibility initiatives contained in a broad action plan</p> <p>Additional information:</p> <p>There is no specific National Action Plan on Accessibility in Cyprus. Targets on Accessibility are included in the National Disability Action Plans. The latest/current Disability Action Plan is the Third National Disability Action Plan 2021-2023, which includes specific targets and actions in relation to accessibility.</p>
Authority monitoring accessibility initiatives in place	<p>YES – accessibility initiatives led by one specific authority</p> <p>Additional information:</p> <p>The Department for Social Inclusion for Persons with Disabilities (Deputy Ministry of Social Welfare) is the authority responsible for the National Disability Action Plan.</p>
Adoption of target dates to achieve accessibility initiatives	<p>YES – several target dates</p> <p>Additional information:</p> <p>The National Disability Action Plan 2021-2023 holds different target dates for achieving the intended accessibility measures.</p>
Infringement and sanction regime on equal opportunities, non-discrimination and accessibility for	<p>NO</p> <p>Additional information:</p>

<p>people with disabilities in place</p>	<p>At the time there is no general infringement and sanctions regime implemented in Cyprus for guaranteeing the basic conditions for implementation of accessibility requirements, even when those are provided by relevant regulations. For example, there are no fines or corresponding regime for buildings not complying with the built environment accessibility. Similarly, there is no reference to infringement and sanctions regime and in compliance included in the national legislation for the web accessibility of public websites.</p>
<p>Public Body that manages complaint about accessibility in place</p>	<p>YES</p> <p>Additional information:</p> <p>Complaints about accessibility in Cyprus are managed by the Commissionaire for Administration and the Protection of Human Rights, and specifically under the mandate for the commissionaire’s responsibilities as the Independent Mechanism for the Promotion, Protection and Monitoring of the UN Convention on the Rights of People with Disabilities, and the Equality Body.</p> <p>Complaints can also be submitted to the Department for Social Inclusion of Persons with Disabilities but this entity is not accounted as an independent complaint mechanism.</p>
<p>Umbrella organisation representing more than 50% of associations for persons with disabilities in place</p>	<p>YES</p> <p>Additional information:</p> <p>The Cyprus Confederation of Disability Organisations is the umbrella organisation representing more than 50% of the associations for person with disabilities.</p>
<p>International accessibility standards incorporated into the</p>	<p>YES</p> <p>Additional information:</p>

<p>national legislative framework</p>	<p>The Accessibility of websites and mobile applications harmonised standard has been incorporated into the Accessibility of Websites and Mobile Applications of Public Sector Organisations Law of 2019 (50(I)/2019) and it is included in the standards under the National standardization organization which is the Cyprus Standardization Organization under the Harmonized Standards List.</p> <p>The Regulation of Roads and Buildings Law (Chapter 96) and the Regulation 61H – Regulation of Roads and Buildings Law (Reg. 61.H), are not yet fully harmonized with a new amendment towards the European standard EN 17210:2021 “Accessibility and usability of the built environment – Functional requirements” (no new amendment since 2017). Nevertheless, the Cyprus Standardization Organization has announced the importance of built environment accessibility for persons with disabilities and called for compliance.</p> <p>It is also noted that Cyprus is expected to harmonise national legislative framework to the EC Directive 2019/882 on the accessibility requirements for products and services. The competent body is the Department for Social Inclusion of Persons with Disabilities, who has recently completed the consultation process. A new Law is expected to be put into force in 2024 (see Annual Reports of the Department for Social Inclusion of Persons with Disabilities).</p>
<p>Certification Body for accessible environments, products, or services in place</p>	<p>NO</p> <p>Additional information:</p> <p>In Cyprus there is no certification body for accessibility standards. The Cyprus Organisation of Cyprus Organization for the Promotion of Quality (CYS-CYSAB) does not certify accessibility issues of the services and products to which accreditation may be provided.</p>
<p>Mandatory requirement regarding accessibility courses</p>	<p>NO</p>

at post-secondary level in place	
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BUILT ENVIRONMENT	
<p>Legislation requiring public buildings to be accessible in place</p>	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>The Regulation of Roads and Buildings Law (Chapter 96) and the Regulation 61H – Regulation of Roads and Buildings Law (Reg. 61.H), requires public used buildings to be accessible. Though the regulations and corresponding Law have been in place since 1954 and since early 2000 have been continuously amended in order to include accessibility, they are not yet fully harmonized with a new amendment towards the European standard EN 17210:2021 “Accessibility and usability of the built environment – Functional requirements”. Nevertheless, the Cyprus Standardization Organization has announced the importance of built environment accessibility for persons with disabilities and called for compliance.</p>
<p>Action plan on accessibility related to built environment in place</p>	<p>NO – accessibility initiatives related to built environment are contained in a broad action plan</p> <p>There is no specific National Action Plan on Accessibility related to built environment in Cyprus. Nevertheless, in 2016 The Department for Social Inclusion of Persons with Disabilities conducted a study on the accessibility of the built environment of the public and wider public sectors buildings. Based on the results of the study, the report concluded into a short-term action plan for 2016-2017 for the improvement of the situation (see p. 44). The Annual reports of the department do not include any information on the progress of this aforementioned plan.</p> <p>Specific actions in relation to built environment accessibility have been included in the National Disability Action plans. Currently, the Third National Disability Action Plan 2021-2023 includes (p. 37-38) as follows:</p>

	<ul style="list-style-type: none"> - Enhancing the accessibility of cyclists, pedestrians, persons with disabilities in urban centers and replacing pedestrian demand devices with devices that include appropriate sound systems and touch systems for the visually impaired. - Replacement of pedestrian demand devices with devices that include appropriate sound systems and touch systems (based on European standards) for visually impaired people as part of the Jointly funded Project "Supply and replacement of light signalling equipment with modern low energy consumption equipment in the Provinces of Larnaca and Famagusta». - Improving accessibility of privately owned public service buildings serving the public (ramps, elevators, platforms, toilets, service counters, guide for the blind, signage) - Improving accessibility of public roads under the jurisdiction of the Department of Public Works (ramps, crossings, signage, audio signage, guide for the blind, removal of obstacles from sidewalks). - Update of the Integrated Mobility Plan of Nicosia, SVAK Nicosia (The Provision of Consultancy Services for the Development of a Sustainable Urban Mobility Plan (SUMP) for the Greater Urban Area of the City of Nicosia) and develop similar plans for Paphos and wider Famagusta area. - Accessibility in Archaeological Places and Monuments in physical environment and infrastructure as well as with the use of technology (p. 42-43). <p>In addition, the improvement of the existing built environment regulations and legislative framework is included in the Third National Disability Action Plan (p. 45), in collaboration with the Ministry of Internal Affairs. Similarly, the improvement of the accessibility of beaches is included as an action in collaboration with the Deputy Ministry of Tourism (p.55).</p>
<p>Authority monitoring the action plan on accessibility related to built environment in place</p>	<p>NO – accessibility initiatives related to built environment are contained in a broad action plan</p> <p>Additional information:</p> <p>The National Disability Action plan is under the responsibility of the Department for Social Inclusion for Persons with Disabilities (Deputy Ministry of Social Welfare). The particular actions are proposed with joint responsibility of the Department and the Ministry of Transport, Communication and Works.</p>

<p>Adoption of target dates to achieve accessibility initiatives related to built environment</p>	<p>NO</p> <p>Additional information:</p> <p>Actions don't have a specific target date and are identified as continuous. Completion dates will be available probably in the next National Disability Action Plan 2024-2026, not yet released.</p>
<p>Official data on public buildings complying with EN17210:2010 available</p>	<p>NO</p>

<p style="text-align: center;">TRANSPORT</p>	
<p>Action plan on accessibility related to public transport in place</p>	<p>NO – accessibility initiatives related to public transport are contained in a broad action plan</p> <p>Additional information:</p> <p>There is no specific National Action Plan on Accessibility related to Public Transport in Cyprus. The Third National Disability Action Plan 2021-2023 includes specific actions in relation to public transport (p. 38-39) as follows:</p> <ul style="list-style-type: none"> • National Land Transport Strategy (NTS) for the areas controlled by the Government of the Republic of Cyprus, in the framework of sustainable mobility. The plan is expected to include provisions for accessibility for persons with disabilities. • Issuance of approvals for new taxi licenses for the carriage of disabled persons with or without an escort. • Sunflower Lanyard Program for air transport for persons with disabilities. • Express Lane for persons with disabilities.

	<ul style="list-style-type: none"> • “I Can Fly” program for persons with Autism. • Changing/locker rooms for people with disabilities at the Paphos and Larnaca International Airports. • Buses accessible for people with disabilities on a Cyprus-wide basis, and exemption from the payment of fees for people in wheelchairs, for the blind, for people accompanying blind people or people in wheelchairs, holders of a European Disability Card and their accompanying persons.
<p>Authority monitoring the action plan on accessibility related to public transport in place</p>	<p>NO – accessibility initiatives related to public transport are contained in a broad action plan</p> <p>Additional information:</p> <p>The Department for Social Inclusion for Persons with Disabilities (Deputy Ministry of Social Welfare) is the authority responsible for the National Disability Action Plan.</p>
<p>Adoption of target dates to achieve accessibility initiatives related to public transport</p>	<p>YES</p> <p>Additional information:</p> <p>See below some targets / objectives to achieve accessibility initiatives related to public transport:</p> <ul style="list-style-type: none"> • National Land Transport Strategy (NTS) for the areas controlled by the Government of the Republic of Cyprus: expected to be completed 17 November 2023, as indicated by the Sustainable Mobility initiative of the Republic of Cyprus. • Issuance of approvals for new taxi licenses for the carriage of disabled persons with or without an escort: on-going process. • Sunflower Lanyard Program for air transport for persons with disabilities: both Larnaca and Paphos airport joint the program as indicated by Hermes Airports. • Express Lane free of charge for persons with disabilities as well as the “I Can Fly Programme”, are already in place (reference: Hermes Airports). EagleLifter is another accessibility service provided at the airport for people requiring a lift to the aircraft.

	<ul style="list-style-type: none"> • Changing/locker rooms for people with disabilities at the Paphos and Larnaca International Airports, have been established as indicated in the Third National Disability Action Plan 2021-2023 (p. 39). • Buses accessible for people with disabilities on a Cyprus-wide basis and exemption from the payment of fees for people in wheelchairs, for the blind, for people accompanying blind people or people in wheelchairs, holders of a European Disability Card and their assistants: The waiver of the transportation fee is already in place. See Cyprus Public Transport Fees and Intercity busses fees. However, there is no evidence of the type and number of accessible busses available in the public transportation system in Cyprus.
<p>Legislation in place regulating built environment accessibility conditions in airport infrastructures</p>	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>The accessibility conditions of airport infrastructures are regulated by the Regulation of Roads and Buildings Law (Chapter 96) and the Regulation 61H – Regulation of Roads and Buildings Law (Reg. 61.H), last amended in 2017. These are not yet fully harmonized (no recent amendment in place yet) with the European standard EN 17210:2021 “Accessibility and usability of the built environment – Functional requirements”. Nevertheless, the Cyprus Standardization Organization has announced the importance of built environment accessibility for persons with disabilities and called for compliance.</p> <p>The Civil Aviation Law of 2002 ((213(I)/2002) (last amended 2020) is referring to Regulation EC 1107/2006 with respect to the fees for funding the support and assistance for persons with disabilities that travel by air but does not make specific reference to accessibility requirements. Issues of cost and fees for persons with disabilities and mobility limitations corresponding to the 1107/2006 regulations, are also covered in the Organized Travel and Related Travel Arrangements Law of 2017 (186(I)/2017).</p>
<p>Legislation in place regulating built</p>	<p>NO</p>

<p>environment accessibility conditions in railway infrastructures</p>	<p>Additional information:</p> <p>Not applicable for Cyprus. There are not railways in the country.</p>
<p>Legislation in place regulating accessibility conditions of sea and inland waterway ports</p>	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>The accessibility conditions of the infrastructure of sea and inland waterway ports are regulated by the Regulation of Roads and Buildings Law (Chapter 96) and the Regulation 61H – Regulation of Roads and Buildings Law (Reg. 61.H), last amended in 2017. These are not yet fully harmonized (no recent amendment in place yet) with the European standard EN 17210:2021 “Accessibility and usability of the built environment – Functional requirements”. Nevertheless, the Cyprus Standardization Organization has announced the importance of built environment accessibility for persons with disabilities and called for compliance.</p> <p>Issues of cost and fees for persons with disabilities and mobility limitations corresponding to the Regulation EC 1107/2006, are also covered in the Organized Travel and Related Travel Arrangements Law of 2017 (186(I)/2017). The Shipping Deputy Ministry is responsible for the implementation of the EC 1177/2010 regulations. A summary of provisions concerning the rights of passengers when travelling by sea and inland waterway is available on the Deputy Ministry’s website which outlines the rights to non-discriminatory access to transport for people with disabilities and relevant measures including ticketing, assistance, information. A press article of the 26th of June 2023, summarizes the accessibility provisions available for air and sea/waterways passengers with disabilities including all the above. Particularly to sea and waterways ports, an interview of the representative of the Public Relations manager company of the Limassol Port highlights the commitment of the port services for compliance with the EC 1177/2010 regulations, including free services of assistance and accessibility in boarding and disembarking for people with disabilities.</p>

<p>Legislation in place regulating accessibility conditions of bus and coach transport infrastructure</p>	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>The accessibility conditions of the bus and coach transport infrastructure, in terms of build environment is regulated by the Regulation of Roads and Buildings Law (Chapter 96) and the Regulation 61H – Regulation of Roads and Buildings Law (Reg. 61.H), last amended in 2017. These are not yet fully harmonized (no recent amendment in place yet) with the European standard EN 17210:2021 “Accessibility and usability of the built environment – Functional requirements”. Nevertheless, the Cyprus Standardization Organization has announced the importance of built environment accessibility for persons with disabilities and called for compliance.</p> <p>The Access to the Profession of Road Transport Law of 2001 (101(I)/2001) was amended towards the implementation of the Regulation N^o 181/2011 on rights of passengers in bus and coach transport. The Law includes an article on the obligation of the transport service provider to have at least two accessible vehicles for persons using a wheelchair, but not directly connected to the EN 17210:2021.</p>
<p>National Enforcement Bodies in place to monitor and enforce compliance with Passenger Rights Regulations</p>	<p>YES</p> <p>Additional information:</p> <p>The Consumer Protection Service is the competent national body monitoring and protecting the rights of consumers, including passengers. In addition, the Cyprus Consumers Association is an NGO promoting public awareness and active citizenship of consumers, consumer education and sensitivity on a wide and diverse variety of areas including passenger rights.</p> <p>The Shipping Deputy Ministry is the national enforcement body for sea and waterways transport (see Rights of passengers travelling by sea).</p>

	<p>The Department of Civil Aviation, of the Ministry of Transport, Communication and Works is the national enforcement body for air transport (see Passenger Rights Department's webpage summarizing EC1107/2006)</p> <p>The Ministry of Transport, Communication and Works is the national enforcement body for bus and coach transport.</p> <p>The Collaboration Between Competent Authorities for the Enforcement of Consumer Protection Legislation Law of 2020 (154(I)/2020) has been put into force in 2020 to regulate the implementation of monitoring mechanisms of the consumers' rights protection including passenger rights and rights of people with disabilities. The Law also includes an appendix with all relevant EC Directives and Regulations and the corresponding harmonization national legislation, if available, as well as the competent authority.</p> <p>Additional link:</p> <ul style="list-style-type: none"> • National Enforcement Bodies for Passenger Rights
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ICT	
Entity responsible for accessibility compliance of public websites and applications in place	<p>YES</p> <p>Additional information:</p> <p>The Monitoring Committee (regulated by the Law in Art. 9) that is responsible for regularly monitor the compliance of the public websites and mobile applications with the accessibility requirements defined in the Law, submits a report every three years. The committee's reports are referring to the EU Web Accessibility directive, which has been put into the Cyprus National Law of Accessibility of Websites and Mobile Applications of Public Sector Organisations (50(I)/2019), harmonized with the relevant Accessibility of websites and mobile applications standard.</p>

	<p>Additional link:</p> <ul style="list-style-type: none"> • Member States' bodies in charge of monitoring the Web Accessibility Directive
<p>Results of accessibility compliance test son public websites and applications published</p>	<p>YES</p> <p>Additional information:</p> <p>The first report of the Monitoring Committee was submitted in 2022 reporting on the monitoring of the compliance of websites and mobile applications of public sector bodies with the accessibility requirements set in the Directive for a total sample of 114 websites and mobile applications.</p> <p>Additional link:</p> <ul style="list-style-type: none"> • Web Accessibility Directive - Monitoring reports
<p>Action plan on accessibility related to ICT in place</p>	<p>NO – accessibility initiatives related to ICT are contained in a broad action plan</p> <p>Additional information:</p> <p>The National Digital Strategy of Cyprus includes Web Accessibility initiatives that are being implemented through the Accessibility of Websites and Mobile Applications of Public Sector Organisations Law of 2019 (50(I)/2019).</p> <p>In addition, the Third National Disability Action Plan 2021-2023 includes specific actions in relation to ICT accessibility including:</p> <ul style="list-style-type: none"> • Harmonisation of the national legislative framework with the EC 2019/882 Directive for the accessibility of products and services, to be completed in 2024

	<ul style="list-style-type: none"> Harmonisation of the Radio and Television Organisations Law of 1998 (N. 7 (I) / 1998), with the EC 2018/1808 Directive, that has been completed. <p>Finally, the Department of Information Technology Services, very briefly outlines an Action Plan on Web Accessibility that includes the main target of re-designing accessible public websites with gov.cy domain, and including accessibility requirements in all e-services procurement documents.</p>
<p>Authority monitoring the action plan on accessibility related to ICT in place</p>	<p>NO – accessibility initiatives related to ICT are contained in a broad action plan</p> <p>Additional information:</p> <p>The Department for Social Inclusion for Persons with Disabilities (Deputy Ministry of Social Welfare) is the authority responsible for the National Disability Action Plan. Specific Actions are under the responsibility of different Ministries and Authorities, such as the Department of Information Technology Services, and the Ministry of Transport, Communications and Works.</p>
<p>Adoption of target dates to achieve accessibility initiatives related to ICT</p>	<p>YES</p> <p>The National Disability Action Plan 2021-2023 holds different target dates for achieving the intended accessibility measures.</p>

Public Policies / Data Availability	
<p>The inclusion of people with disabilities, particularly Universal Accessibility and</p>	<p>YES</p> <p>Additional information:</p>

<p>Design for All, is promoted in the transposed laws of Directives 2014/24 and 2014/25</p>	<p>The Law for the Regulation of Public Procurement Procedures and Related Matters of 2016 (73(I)/2016) (last amendment 2022) is the national transposition law of Directive 2014/24 also covering the Directive 2014/25.</p> <p>In article 39(b) on Technical Specifications, the Law requires that “all contracts intended for use by natural persons, whether the general public or the staff of the contracting authority, these technical specifications shall be drawn up in such a way as to take into account accessibility criteria for persons with disabilities or design for all users”, and if any relevant standards are available the technical specifications should refer to those standards. In addition, design for all is included among the criteria for contract award (art 62(a)). Finally, the definition of the terminology of ‘technical specification’ in the Law, also includes reference to accessibility for persons with disabilities, as well as design for all.</p>
<p>Online Accessibility Information Schemes in place at national or regional level to inform the public about the accessibility of public-use buildings, ICT products or services</p>	<p>YES</p> <p>Additional information:</p> <p>There is not a widely or generally adopted policy or approach to online accessibility information schemes in Cyprus, and neither was easy to identify relevant information available on public-use buildings.</p> <p>Some municipalities and services may offer such information through different channels. For example:</p> <ul style="list-style-type: none"> • Paralimni Municipality: Information on hotels with accessibility requirements, information on accessible beaches and other information for people with disabilities. However, there is no information on the accessibility of the Town Hall building itself on the contact and visit information webpage. • Paphos Municipality: The municipality has developed the Smart Parking application which allows citizens and visitors to locate disability accessible parking places in the town. However, the app itself is not accessible. Also, in the guide for citizens services as well as the contact and location data of the municipality, no accessibility information is provided. • The Hermes Airports, managing the two Cyprus International Airports provide online information for persons with disabilities, and pdf documents for Larnaka International Airport Accessible

[Facilities and Services](#) and [Paphos International Airport Accessible Facilities and Services](#), are specifically available.

Some museums and galleries, also provide some site accessibility information. For example:

- The [A.G. Leventis Gallery](#), provide simple information on accessibility for people with disabilities.
- The Cultural Foundation of the Bank of Cyprus provides [a site map of its premises indicating accessible toilets](#).