

SPAIN

| MAINSTREAM STRATEGY ON ACCESSIBILITY | |
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| National Action Plan on Accessibility in place | <p>YES – accessibility initiatives contained in a specific action plan</p> <p>Additional information:</p> <p>The National Plan on Universal Accessibility in Spain, which spans from 2023 to 2030, delineates the objectives and goals for enhancing accessibility throughout the country and is fully aligned with the United Nations Convention on the Rights of Persons with Disabilities.</p> <p>The plan was launched in summer 2023 and represents a significant milestone in efforts to improve accessibility across Spain. It outlines a strategic approach to enhance accessibility in various aspects of life, including education, employment, transportation, and housing. Moreover, it underscores the importance of increasing awareness about accessibility challenges and advocating for the rights of individuals with disabilities.</p> |
| Authority monitoring accessibility initiatives in place | <p>YES – accessibility initiatives led by one specific authority</p> <p>Additional information:</p> <p>The Ministry of Social Rights, also known as the <i>Ministerio de Derechos Sociales y Agenda 2030</i>, is responsible for overseeing the National Plan on Universal Accessibility. Various government agencies, ministries, sector entities, and civil society organizations collaborate to implement the various initiatives under the plan. Progress reports on the plan's advancements are regularly published by the Ministry of Social Rights.</p> |
| Adoption of target dates to achieve | <p>YES – long term target date</p> |

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| <p>accessibility initiatives</p> | |
| <p>Infringement and sanction regime on equal opportunities, non-discrimination and accessibility for people with disabilities in place</p> | <p>YES</p> <p>Additional information:</p> <p>Spain has established an infringement and sanctions regime to ensure fundamental conditions related to equal opportunities, non-discrimination, and accessibility for people with disabilities:</p> <ul style="list-style-type: none"> • Ley 13/1982, de 28 de abril, de Integración Social del Minusválido (LREIR), explicitly prohibits discrimination against individuals with disabilities in all aspects of life, encompassing education, employment, accessibility, and public spaces. • Ley 51/2003, de 2 de diciembre, de Promoción de la Autonomía Personal y Atención a las Personas en Situación de Dependencia (LAPAD), outlines the provision of services and support for individuals with disabilities who require assistance. • Ley 39/2006, de 14 de diciembre, de Promoción de la Accesibilidad (LPA), specifies the accessibility requirements for public buildings and other environments. |
| <p>Public Body that manages complaint about accessibility in place</p> | <p>YES</p> <p>Additional information:</p> <p>Spain operates the Consejo Nacional de la Discapacidad created in 2004 and currently under the Ministry of Social Rights and Agenda 2030. It manages complaints about accessibility and also creates, monitors and evaluates public policies for people with disabilities and their families.</p> <p>Other public bodies dealing with complaints about accessibility include:</p> <ul style="list-style-type: none"> • Spanish Disability Agency (Instituto de Mayores y Servicios Sociales) • Spanish Ombudsman's Office (Defensor del Pueblo). |

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| <p>Umbrella organisation representing more than 50% of associations for persons with disabilities in place</p> | <p>YES</p> <p>Additional information:</p> <ul style="list-style-type: none"> • Comité Español de Representantes de Personas con Discapacidad (CERMI) |
| <p>International accessibility standards incorporated into the national legislative framework</p> | <p>YES</p> <p>Additional information:</p> <p>The Spanish Association for Standardization and Certification (UNE - AENOR) is responsible for developing Spanish standards. UNE - AENOR has adopted and incorporated international accessibility standards such as ISO 21542:2011 for the built environment and EN 17210 for built environments. It has also integrated the ISO 21902:2021 standard on Accessible Tourism for All, requirements and recommendations. Additionally, it has integrated international standards like WCAG, derived from the W3C, which defines accessibility guidelines for web applications and pages designed for people with disabilities, along with EN 301 549.</p> <p>Additional link:</p> <ul style="list-style-type: none"> • First European Accessibility Standard Led by Spain |
| <p>Certification Body for accessible environments, products, or services in place</p> | <p>YES</p> <p>Additional information:</p> <p>In Spain there is still no entity accredited as an accessibility certifier in general by the ENAC (National Accreditation Entity). However, there are several entities that certify according to some public standards of reference in the built environment, mainly the UNE-170001-2:2007. There are also certifications of</p> |

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| | <p>conformance assessment at a given time, both in the built environment (with UNE-ISO 21542:2011) and in the ICT environment (with UNE 139803). Among them, the following entities stand out:</p> <ul style="list-style-type: none"> • Aenor • Bureau Veritas • ICT certifiers <p>There are also other entities that certify according to their own methodology and criteria, or by granting their own seal or distinctive mark, such as:</p> <ul style="list-style-type: none"> • AIS • Bequal • CESyA • Amovil |
| <p>Mandatory requirement regarding accessibility courses at post-secondary level in place</p> | <p>NO</p> <p>Additional information:</p> <p>Although several policy documents previously made reference to this issue, it was not addressed in a specific and detailed manner. With RD 1/2013 (General Law on the Rights of Persons with Disabilities and their Social Inclusion), the bases for the inclusion of curricular training in Accessibility and Design for All in the different degrees were established. A project between the CRUE and the ONCE Foundation defined the steps to be followed in a representative number of degrees, although its actual implementation is still far from being implemented in the curricula of the different universities:</p> <ul style="list-style-type: none"> • in the built environment • in ICT |

BUILT ENVIRONMENT

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| <p>Legislation requiring public buildings to be accessible in place</p> | <p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>In the building sector, RD 314/2006 approves the Technical Building Code. Within this Code, the Basic Document on Safety, Use and Accessibility (CTE DB-SUA) establishes the minimum considerations to be taken into account in works and projects, as well as those related to evacuation in the Basic Document on Safety in case of Fire (CTE DB-SI).</p> <p>In urbanized public spaces, the Ministerial Order TMA/851/2021, establishes the basic conditions of accessibility and non-discrimination for the access and use of urbanized public spaces, at national level.</p> <p>Independently of all this, at regional level, each autonomous community has the corresponding decrees that complement said national regulations.</p> <p>All the documents mentioned above were published prior to the European standard EN 17210:2021, and are therefore not systematically based on it.</p> |
| <p>Action plan on accessibility related to built environment in place</p> | <p>YES – accessibility initiatives related to built environment are contained in a specific action plan</p> <p>Additional information:</p> <p>The Action Plan is based on the application of the Technical Building Code, in accordance with the adaptation deadlines established in the General Law on the Rights of Persons with Disabilities.</p> <p>Links:</p> <ul style="list-style-type: none"> • General Law on the Rights of Persons with Disabilities • RD 314/2006. Technical Building Code |

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| Authority monitoring the action plan on accessibility related to built environment in place | <p>YES</p> <p>Additional information:</p> <p>Supervision and control is transferred to the municipalities, so follow-up control is carried out by the technical services of each town and city.</p> |
| Adoption of target dates to achieve accessibility initiatives related to built environment | <p>UNKNOWN</p> |
| Official data on public buildings complying with EN17210:2010 available | <p>NO</p> <p>Additional information:</p> <p>Due to the short time that has passed since the approval of EN 17210:2021, and its non-mandatory nature, there is still no official data available on its compliance in public buildings.</p> |

TRANSPORT

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| Action plan on accessibility related to public transport in place | <p>NO – accessibility initiatives related to public transport are contained in a broad action plan</p> <p>Additional information:</p> <p>Beyond the requirement of compliance with mandatory regulations in this matter, there is no specific comprehensive plan that covers public transport on a national level. However, individual plans are</p> |
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| | <p>implemented in each region to ensure accessible transportation. For instance, in Catalonia and Barcelona, accessibility initiatives are detailed in the following document:</p> <ul style="list-style-type: none"> • Catalonia and Barcelona Accessibility Plan • Madrid metro accessibility and inclusion plan 2021 – 2028 <p>Furthermore, there are other overarching plans, such as the “Plan Estratégico Estatal de Infraestructuras de Transporte y Logística (PEITL),” which is the Spanish government's strategic plan for transport and logistics infrastructure. The PEITL incorporates various measures aimed at enhancing the accessibility of public transport. These measures include the requirement for all new public transport vehicles to be accessible and a commitment to making all existing public transport vehicles accessible by 2030.</p> |
| <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>Adoption of target dates to achieve accessibility initiatives related to public transport</p> | <p>YES</p> |
| <p>Legislation in place regulating built environment accessibility conditions in airport infrastructures</p> | <p>NO</p> <p>Additional information:</p> <p>In Spain, there is no specific law that directly regulates the accessibility conditions of airport infrastructures within the built environment. However, the Ministry has issued a series of guidelines and recommendations regarding airport accessibility. These guidelines and recommendations are primarily</p> |

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| | <p>derived from the Royal Decree 1346/1997, which serves as the overarching law governing built environment accessibility in Spain.</p> <p>In certain regions, such as Murcia, specific legislation has been enacted, such as the Law 7/2018, which extends accessibility requirements to many public places, including airports. Additionally, EN 17210 standards have been incorporated into various aspects of the built environment.</p> <p>Generally, airport construction projects adhere to the “Ley 39/2006, de 14 de diciembre, de Promoción de la Accesibilidad (LPA)”.</p> <p>The European standard EN 17210 is not the basis for any of these regulations.</p> |
| <p>Legislation in place regulating built environment accessibility conditions in railway infrastructures</p> | <p>YES – based on the regulations established by PRM TSI NIP (TSI 1300/2014) and the European series of standards EN 16584, EN 16585, EN 16586 and EN 16587</p> <p>Additional information:</p> <p>In Spain, there is a law that regulates the accessibility conditions of railway infrastructures within the built environment. This law is known as the Real Decreto 1544/2007, de 23 de noviembre, which establishes the basic conditions of accessibility and non-discrimination for people with disabilities or reduced mobility in transport (Royal Decree 1544/2007, of November 23, establishing the basic conditions of accessibility and non-discrimination for people with disabilities or reduced mobility in transport). This law is aligned with the regulations set forth by PRM TSI NIP (TSI 1300/2014) and the European series of standards EN 16584, EN 16585, EN 16586, and EN 16587.</p> |
| <p>Legislation in place regulating accessibility conditions of sea and</p> | <p>NO</p> <p>Additional information:</p> |

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| <p>inland waterway ports</p> | <p>In Spain, there is no specific law that regulates the accessibility conditions of sea and inland waterway ports. However, the Ministry has published a series of guidelines and recommendations on port accessibility.</p> <p>Spain has the 'Ley de Puertos del Estado y de la Marina Mercante', which is applicable to all ports and inland ports, including terminals, gates, toilets, IT facilities, and more. This law is also known as Ley de Puertos or simply LP. It is not based on EN 17210, but since Spain aligns with many aspects of EN 17210, it may share similarities.</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>Spain has a regulation, 181/2011, titled 'Rights of Passengers in Bus and Coach Transport in the European Union.' This regulation is not based on EN 17210. It safeguards passenger rights in the event of bus and coach service cancellations or delays. These rights encompass entitlement to compensation, assistance, and the option for rerouting or reimbursement.</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>Spain has national enforcement bodies responsible for ensuring compliance with passenger rights and regulations:</p> <ul style="list-style-type: none"> • For air travel, the responsible agency is the Agencia Estatal de Seguridad Aérea (AESA). • For rail travel, the responsible organization is the Ministerio de Transportes, Movilidad y Agenda Urbana. This ministry is responsible for addressing issues related to passenger rights. |

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| | <ul style="list-style-type: none"> For maritime and ferry services, the responsible bodies may vary depending on the specific route. For instance, the Agencia Europea de Seguridad Marítima (AESM) can address certain issues related to passenger rights. <p>Additional link:</p> <ul style="list-style-type: none"> National Enforcement Bodies for Passenger Rights |
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| ICT | |
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| Entity responsible for accessibility compliance of public websites and applications in place | <p>YES</p> <p>Additional information:</p> <p>Spain has a public agency responsible for ensuring and enforcing accessibility across public web applications and sites, known as the Agencia Española de Administración Digital. Within this agency, there is a department called the “Observatorio de Accesibilidad Web” that conducts all accessibility tests on Spain's public websites and applications. They periodically publish the results in PDF reports or XLS format and also provide aggregated or individual information regarding specific websites.</p> <p>Additional link:</p> <ul style="list-style-type: none"> Member States' bodies in charge of monitoring the Web Accessibility Directive |
| Results of accessibility compliance test son | <p>YES</p> <p>Additional information:</p> |

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| public websites and applications published | <p>One example is the report for the period 2020-2021, which is available at the following links:</p> <ul style="list-style-type: none"> • Accessibility Report 2020-2021 - Spanish E-Government Portal • Accessibility Report Results - Spanish E-Government Portal <p>Additional link:</p> <ul style="list-style-type: none"> • Web Accessibility Directive - Monitoring reports |
| Action plan on accessibility related to ICT in place | <p>NO – accessibility initiatives related to ICT are not contained in an action plan</p> <p>Additional information:</p> <p>Spain has different laws about accessibility initiatives related to ICT, such as the Royal Decree 1112/2018 establishing accessibility rules and requirements for all websites and applications in the public sector, but no specific action plan.</p> |
| Authority monitoring the action plan on accessibility related to ICT in place | <p>NO – accessibility initiatives related to ICT are not contained in an action plan</p> <p>Additional information:</p> <p>Spain has a public agency responsible for ensuring and enforcing accessibility across public web applications and sites, known as the Agencia Española de Administración Digital. Within this agency, there is a department called the “Observatorio de Accesibilidad Web” that monitors accessibility initiatives related to ICT.</p> |
| Adoption of target dates to achieve accessibility | <p>UNKNOWN</p> |

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| initiatives related to ICT | |
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| Public Policies / Data Availability | |
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| <p>The inclusion of people with disabilities, particularly Universal Accessibility and Design for All, is promoted in the transposed laws of Directives 2014/24 and 2014/25</p> | <p>YES</p> <p>Additional information:</p> <p>Spain, like other European countries, promotes the inclusion of people with disabilities through laws based on Directives 2014/24 and 2014/25. These directives have been incorporated into national law and the Spanish legal system since 2014.</p> <p>Both the concepts of universal accessibility and design for all are referenced in Law 9/2017.</p> <p>The transposition laws of Directives 2014/24 and 2014/25 in Spain unequivocally promote the inclusion of people with disabilities and emphasize Universal Accessibility and Design for All. These laws mandate that public bodies and concessionaires must take measures to ensure their services are accessible to people with disabilities and consider accessibility in contract awarding processes.</p> <p>Specifically, it mentions: “In the field of public procurement, the determination of admissible means of communication, the design of instrumental elements, and the implementation of procedural steps must be carried out considering criteria of universal accessibility and universal design or design for all people, as defined in these terms in the Royal Legislative Decree 1/2013, of November 29, which approves the consolidated text of the General Law on the Rights of Persons with Disabilities and their Social Inclusion.”</p> |
| <p>Online Accessibility Information Schemes</p> | <p>YES</p> |

(AIS) in place at national or regional level to inform the public about the accessibility of public-use buildings, ICT products or services

Additional information:

There are information systems that provide this information. The open databases in Spain containing accessibility information for buildings, town halls, and more can be accessed through the following links:

1. For general accessibility information, you can visit: [Spain's Open Data Portal](#).
2. Specifically for ICT accessibility, you can find web accessibility reports for public websites and applications here: [Spanish E-Government Portal](#).

However, individual cities may have their own websites that provide information regarding accessibility, especially for tourism:

- In the city of Madrid: [Madrid's Accessibility Information](#).

Other sources of accessibility information include data on public spaces and a manual on how to access and use them. For example, in the Community of Madrid, you can refer to this manual: [Accessibility Manual for Urban Public Spaces](#).

You can also find building information and details about public infrastructure for various regions in Spain:

- Catalonia: [Accessibility Information for Catalonia](#).

For more accessibility resources, you can explore the following links:

- [Observatorio de la Accesibilidad](#).
- [Accessible Resources in Madrid](#).

Additionally, for information on Madrid's public transport accessibility, you can refer to this source: [Madrid Public Transport Accessibility](#).

