

BELGIUM

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>It is important to stress that Belgium is a federal country and important competences in the field of accessibility lie with the regions and communities.</p> <p>The Inter-federal Disability Strategy 2021-2030 contains a concise description of the context and challenges facing Belgium in the area of disability, long-term objectives and general principles. The aim is to remove, in a structured and progressive way, the obstacles that persons with disabilities face in order to shape their lives in an autonomous way.</p> <p>The Federal Disability Action Plan 2021-2024 contains both already announced and new measures that will contribute to achieving the objectives in the inter-federal strategy.</p> <p>Links:</p> <ul style="list-style-type: none"> • Inter-federal Disability Strategy 2021-2030 (FR) • Inter-federal Disability Strategy 2021-2030 (NL) • Federal Disability Action Plan 2021-2024 (FR) • Federal Disability Action Plan 2021-2024 (NL)
Authority monitoring accessibility initiatives in place	<p>YES – accessibility initiatives led by one specific authority</p> <p>Additional information:</p>

	<p>The federal council of ministers mandated the minister in charge of Persons with Disabilities, Karine Lalieux, to make up and monitor the Federal Disability Action Plan 2021-2024.</p>
<p>Adoption of target dates to achieve accessibility initiatives</p>	<p>YES – several target dates</p> <p>Additional information:</p> <p>By mid-2022, 50 measures of the 145 in the Federal Disability Action Plan 2021-2024 have been fully implemented, and 14 measures partially.</p> <p>Links:</p> <ul style="list-style-type: none"> • Interim Report of the Federal Disability Action Plan 2021-2024 (FR) • Interim Report of the Federal Disability Action Plan 2021-2024 (NL)
<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>In Belgium, there are three laws that make up anti-discrimination legislation: the Gender Law, the Antiracism Law and the Antidiscrimination Law. Together, they identify several protected discrimination criteria. Discrimination based on each of these criteria (also called personal characteristics) is prohibited and punishable.</p> <p>The regions and communities have also adopted equivalent regulations.</p> <p>Anti-discrimination legislation is well-developed in Belgium, but still too weak in practice. Most discriminatory behaviour towards persons with disabilities is not perceived as such, legal activism is low in the civil society and sanctions for discriminatory behaviour are too low.</p>

	<p>Links:</p> <ul style="list-style-type: none"> • Evaluation of federal anti-discrimination legislation in Belgium (FR) • Evaluation of federal anti-discrimination legislation in Belgium (NL)
<p>Public Body that manages complaint about accessibility in place</p>	<p>YES</p> <p>Additional information:</p> <p>The public can turn to UNIA for federal affairs and to the Flemish Human Rights Institute for Flemish affairs.</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>At federal level, there is the National High Council for Persons with Disabilities and the Belgian Disability Forum. For Flemish issues, there is NOOZO.</p>
<p>International accessibility standards incorporated into the national legislative framework</p>	<p>NO</p> <p>Additional information:</p> <p>Standards are consulted while drawing up legislation or tools.</p>
<p>Certification Body for accessible environments,</p>	<p>YES</p> <p>Additional information:</p>

**products, or services
in place**

Inter – Accessible Flanders has labels on accessibility.

Accessibility of buildings: based on legislation in Flanders and Brussels, European and international standards (EN17210, ISO 21542 ...):

- design tool with comprehensive criteria: [Label Toegankelijk Gebouw | Vlaanderen.be](https://www.vlaanderen.be/toegankelijk-gebouw)

Accessibility of sports accommodation: based on legislation in Flanders and Brussels, European and international standards (EN17210, ISO 21542 ...):

- <https://www.sport.vlaanderen/wij-helpen-bij-sportinfrastructuur/toegankelijke-sportinfrastructuur/jouw-sportinfrastructuur-toegankelijk-voor-iedereen/>
- <https://www.sport.vlaanderen/wij-helpen-bij-sportinfrastructuur/toegankelijke-sportinfrastructuur/kwaliteitslabel-toegankelijkheid-sport/>
- design tool with comprehensive criteria: <https://www.sport.vlaanderen/wij-helpen-bij-sportinfrastructuur/toegankelijke-sportinfrastructuur/tools-voor-ontwerpers/>

Accessibility of MICE events: based on legislation in Flanders and Brussels, European and international standards (fe. EN17210, ISO 21542 ...):

- [Toegankelijke meetings en congressen | Toerisme Vlaanderen](https://www.vlaanderen.be/toegankelijke-meetings-en-congressen)
 - design tool with comprehensive criteria: [Toegankelijke meetings en congressen | Vlaanderen.be](https://www.vlaanderen.be/toegankelijke-meetings-en-congressen)

Accessibility of events: based on specific criteria for events:

- [Werken aan toegankelijke evenementen | Vlaanderen.be](https://www.vlaanderen.be/werken-aan-toegankelijke-evenementen)
 - Inform your visitors about accessibility, in advance and on site.
 - Make your event easily accessible. Provide enough reserved parking spaces or an alternative, close to the entrance.
 - Make public venues accessible and usable for everyone. Enough accessible sanitary facilities are very important and also a prerequisite for the label.
 - Give people with disabilities an equal experience. For example, with interpreters of Flemish Sign Language or a wheelchair stage so that everyone can see everything equally well.

<p>Mandatory requirement regarding accessibility courses at post-secondary level in place</p>	<p>NO</p> <p>Additional information:</p> <p>In October 2023 minister Somers and Inter - Accessible Flanders launched the new Universal Design website www.udesign.world. Teachers and students will find lots of tools there to get started with Universal Design: an awareness-raising video, a toolbox, a presentation so teachers can discuss/ explain UD in the classroom, a network of experts by experience. In addition, teachers can also make use of the free training offer. Teachers can choose for a free workshop, immersion session, coaching of a design assignment.</p>
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<p>BUILT ENVIRONMENT</p>	
<p>Legislation requiring public buildings to be accessible in place</p>	<p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> <p>Flanders On 1 March 2010, regulations on the accessibility of public buildings in Flanders came into force (Decree of the Flemish Government establishing a regional urban planning regulation on accessibility of 5 June 2009). Several accessibility rules must be met when a publicly accessible building is newly built or renovated. A 2019 evaluation showed that the current legislation is barely complied with.</p> <p>Wallonia (Regional) planning regulations impose accessibility standards for public buildings only on new constructions or renovations requiring planning permission. Existing buildings open to the public are not covered by these standards.</p>

	<p>Brussels capital region As in Flanders and Wallonia, Brussels has also incorporated a regulation on accessibility of newly built or renovated public buildings into the regulations on urban planning (Le Règlement Régional d'Urbanisme (RRU)).</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>Additional information:</p> <p>Brussels Handistreaming Plan</p> <p>On the proposal of Secretary of State for Equal Opportunities Nawal Ben Hamou, the Brussels government adopted the Plan for the Integration of Handicapped People into Public Policy 2022-2025 in January 2023 (Handistreaming Plan). With the support of the voluntary sector, which was largely involved in its development, this plan proposes 44 very concrete horizontal actions to ensure better inclusion of people with disabilities in Brussels.</p> <p>For example, "ACTION 20 Développer des aménagements urbains accessibles" deals with improvements in the application and enforcement of accessibility rules at the time of the issuing of the environmental permit.</p> <p>Walloon Accessibility Plan</p> <p>The Walloon Government adopted the Accessibility Plan 2022-2024 in January 2023, with the main objective of ensuring the autonomy and participation of everyone in society.</p> <p>This plan combats discrimination against people with disabilities through concrete actions and also aims to strengthen their inclusion throughout life.</p>

	<p>This programme is being developed in collaboration with AVIQ and the Collectif Accessibilité Wallonie Bruxelles (CAWaB). It provides for nearly 50 short-, medium- and long-term actions, including:</p> <ul style="list-style-type: none"> • Implementing a framework decree on accessibility aimed at ensuring accessibility of buildings, public spaces, services, events and information for persons with reduced mobility. • Facilitating the voting of people with disabilities through a communication plan with information accessible to all (language that is easy to read and understand, videos, etc.). • Improving access for deaf people to public services, phone numbers, etc. support sign language interpreters and the remote interpreting system. • Improving the quality of accessibility to sports facilities for people with reduced mobility. <p>Flanders</p> <p>In Flanders, there is no comprehensive accessibility action plan yet, but there is current work on rolling out a Flemish accessibility trajectory with Flemish government agencies that may eventually develop into an action plan.</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>Adoption of target dates to achieve accessibility initiatives related to built environment</p>	<p>YES</p>
<p>Official data on public buildings complying with</p>	<p>NO</p>

EN17210:2010 available	
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TRANSPORT	
Action plan on accessibility related to public transport in place	<p>YES – accessibility initiatives related to public transport are contained in a specific action plan</p> <p>Additional information:</p> <p>For the railways, there is a management agreement between the federal state and the rail operator SNCB between now and 2032. there is also an Accessibility Master Plan whereas 176 stations are to be made autonomously accessible by 2032. Belgium currently has 550 stops served by a train. However, 97 of these stops have only 100 passengers or less per day. The plan is monitored on a yearly basis.</p> <p>Flanders</p> <p>For the operator public bus transport in Flanders, there is a management agreement between the Flemish Government and "De Lijn". De Flemish government and De Lijn commit to implementing the Accessibility Master Plan. This action plan aims to make 50% of the stops of the core and additional network accessible by 2030. Making the stops accessible is the responsibility of the road manager: the Roads and Traffic Agency for the stops on regional roads and local authorities for municipal roads. De Lijn gives advice on the location of the stop and the concrete layout. De Lijn monitors vehicle accessibility. Every vehicle put into service will comply with Regulation No. 107 of the United Nations Economic Commission for Europe (UNECE).</p> <p>Brussels Capital Region</p> <p>There is a management agreement between the Brussels Capital Government and STIB under which 50 above-ground stops are to be made fully accessible per year between 2019 and 2023. These targets were met.</p>

	<p>Wallonia</p> <p>In October 2013, following a legal case, an agreement was signed between the Collectif Accessibilité Wallonie-Bruxelles (CAWaB) and the TEC.</p> <p>Under the 2019-2024 public service contract, TEC's transport services for people with reduced mobility are divided into two types of actions and/or services aimed at two different customer segments:</p> <ul style="list-style-type: none"> • Dedicated (door-to-door) services using adapted minibuses, entrusted to local operators specialising in this type of transport. In 2020, 147,422 passengers were carried on this service. • Regular services through the adaptation, improvement and gradual development of the infrastructure, buses and all the products offered by the TEC. <p>All info can be found on the following website.</p>
Authority monitoring the action plan on accessibility related to public transport in place	YES
Adoption of target dates to achieve accessibility initiatives related to public transport	YES
Legislation in place regulating built environment accessibility	NO

conditions in airport infrastructures	
Legislation in place regulating built environment accessibility conditions in railway infrastructures	NO
Legislation in place regulating accessibility conditions of sea and inland waterway ports	NO
Legislation in place regulating accessibility conditions of bus and coach transport infrastructure	NO
National Enforcement Bodies in place to monitor and enforce compliance with Passenger Rights Regulations	<p>YES</p> <p>Additional information:</p> <ul style="list-style-type: none"> • For aviation: Directorate-General for Aviation (DGLV) • For bus transport: ombudsmen of the regions • Rail: rail ombudsman • Maritime transport: SPF Mobility and Transport <p>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 responsible entity is the Federal Public Service Policy and Support, Directorate-General Digital Transformation</p> <p>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 public websites and applications published	<p>YES</p> <p>Additional information:</p> <p>Results are published on the website of the Belgian Web Accessibility Office</p> <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 contained in a broad action plan</p> <p>Additional information:</p>

	<p>Chapter 3.2 of the Federal Disability Action Plan 2021-2024 refers to the accessibility of services, products and digital content</p> <p>Links:</p> <ul style="list-style-type: none"> • Federal Disability Action Plan 2021-2024 (FR) • Federal Disability Action Plan 2021-2024 (NL)
<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 federal council of ministers mandated the minister in charge of Persons with Disabilities, Karine Lalieux, to make up and monitor the Federal Disability Action Plan 2021-2024.</p>
<p>Adoption of target dates to achieve accessibility initiatives related to ICT</p>	<p>YES</p> <p>Additional information:</p> <p>By mid-2022, 50 measures of the 145 in the Federal Disability Action Plan 2021-2024 have been fully implemented, and 14 measures partially.</p> <p>Links:</p> <ul style="list-style-type: none"> • Interim Report of the Federal Disability Action Plan 2021-2024 (FR) • Interim Report of the Federal Disability Action Plan 2021-2024 (NL)

Public Policies / Data Availability	
<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>Technical specifications “Art. 53: For all public contracts intended for use by natural persons, whether general public or staff of the contracting authority, these technical specifications shall, except in duly justified cases, be drawn up so as to take into account accessibility criteria for people with disabilities or design for all users.</p> <p>Where mandatory accessibility requirements have been established by a legal act of the European Union accessibility requirements are laid down, the technical specifications shall, as far as criteria for accessibility for persons with disabilities or the adequacy of design for all users.”</p> <p>Links:</p> <ul style="list-style-type: none"> • Wet van 17/06/2016 inzake overheidsopdrachten (NL) • Loi du 17 juin 2016 relative aux marchés publics (FR)
<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>The Flemish Government commissioned Inter-Accessible Flanders to develop a web application (scheduled for release on December 3 2023) that would:</p> <ul style="list-style-type: none"> • Inform people with disabilities (and others) about the accessibility of restaurants and cafés • Value accessibility efforts in the sector (medals) • Raise awareness and informs the sector <p>Other examples at regional level include Toevla (Flanders) and Access-I (Brussels – Wallonia).</p>

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