

## POLAND

MAINSTREAM STRATEGY ON ACCESSIBILITY	
National Action Plan on Accessibility in place	<p><b>YES – accessibility initiatives contained in a specific action plan</b></p> <p><b>Additional information:</b>  <a href="#">"Accessibility Plus 2018-2025"</a> was adopted by resolution No. 102/2018 and is intended to improve access to public space, products and services in terms of architecture, information and communication.</p> <p>A strategic element of the government's Accessibility Plus program is <a href="#">the Act of July 19, 2019 on ensuring accessibility for people with special needs</a>. The Act assumes, among others, the:</p> <ul style="list-style-type: none"> <li>• obligation to prepare an action plan to improve accessibility for people with special needs by public entities that have appointed an accessibility coordinator in accordance with the Act.</li> <li>• creation of the Accessibility Fund</li> <li>• elimination of architectural, digital and information and communication barriers in public institutions</li> <li>• possibility of filing a complaint about lack of accessibility to the State Fund for the Rehabilitation of Disabled Persons.</li> </ul> <p>Most of the provisions of this Act have been in force since September 30, 2019, the rest is entering into force gradually over in 2020-2025. The act that will implement the European Accessibility Act to Polish law will enter into force from June 2025. As a result of the implementation of the Program until 2025:</p> <ul style="list-style-type: none"> <li>• The space will be available to everyone</li> <li>• About 1,000 public places and buildings will be abolished architectural, technical and communication barriers;</li> <li>• Systematic improvement of the existing infrastructure and surroundings (stations, bus stops, parks, sidewalks);</li> <li>• Newly constructed public and residential buildings available multi-family;</li> <li>• Newly purchased buses and trams available;</li> <li>• 100 communes where the quality of public space was improved (liquidation barriers);</li> <li>• Available websites of all offices and institutions; At least half of TV airtime available to everyone</li> </ul>

	<p>Some regulations related to the Act came into force on different dates:</p> <ul style="list-style-type: none"> <li>• The appointment of an accessibility coordinator (from September 2020)</li> <li>• The obligation to ensure digital accessibility applies to all owned and newly created websites and mobile applications (The Act of April 4, 2019 entered into force on May 23, 2019.)</li> <li>• Accessibility requests and complaints about lack of accessibility (Articles 29-34). Every citizen has had the right to inform a public entity about the lack of its availability in the architectural and information and communication dimensions (described in Article 6) from September 6, 2021</li> <li>• Construction Law should be issued regarding: technical conditions to be met by building structures and their location, detailed scope and form of the construction design and determining geotechnical conditions for the foundation of structures construction taking into account the needs of people with special needs (Article 44 in connection with Article 66). Special needs Provisions amended by the Act coming into force in 2024 until September 20, 2024, implementing regulations to the Act of July 7, 1994</li> </ul>
<p><b>Authority monitoring accessibility initiatives in place</b></p>	<p><b>YES – accessibility initiatives led by a cross-group of authorities</b></p> <p><b>Additional information:</b></p> <p>The Minister for Regional Development is responsible for coordinating the implementation of the Act of July 19, 2019 on ensuring accessibility for people with special needs, with the assistance of the Accessibility Council - an opinion-giving and advisory body on accessibility issues. In addition, each public authority (including central and local government administration, state control and law enforcement), as well as courts and tribunals, will appoint at least one person to act as an accessibility coordinator.</p>
<p><b>Adoption of target dates to achieve accessibility initiatives</b></p>	<p><b>YES – several target dates</b></p> <p><b>Additional information:</b></p>

<p><b>Infringement and sanction regime on equal opportunities, non-discrimination and accessibility for people with disabilities in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>According to the new regulations, from September 6, 2021, every citizen has the right to inform a public entity about the lack of its availability in the architectural and information and communication dimensions and the State Fund for the Rehabilitation of Disabled Persons will enforce accessibility activities.</p> <p>Failure to implement the decision will result in a monetary penalty being imposed on the entity concerned. The funds raised will be transferred to the newly established Accessibility Fund.</p> <p>The right to impose such penalties is specified in Art. 19 section 1 point 2 and section 3 of the Digital Accessibility Act. The amount for the penalties depends on what the violation of digital accessibility rules concerns:</p> <ul style="list-style-type: none"> <li>• up to PLN 10,000 - when problems concern the website or application,</li> <li>• up to PLN 5,000 - when the problem concerns the accessibility declaration.</li> </ul>
<p><b>Public Body that manages complaint about accessibility in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>As of September 6, 2021, provisions governing the complaint procedure regarding the lack of architectural and information and communication accessibility are in force and more information is available on the websites of the State Fund for Rehabilitation of Disabled Persons (PFRON) <a href="#">here</a> and <a href="#">here</a>.</p>
<p><b>Umbrella organisation representing more than 50% of</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p>

<p><b>associations for persons with disabilities in place</b></p>	<p><a href="#">PFRON</a> - The State Fund for Rehabilitation of Disabled People creates conditions facilitating full participation in professional and social life for Persons with Disabilities.</p>
<p><b>International accessibility standards incorporated into the national legislative framework</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>In Poland, the Polish Committee for Standardization (PKN) plays a key role in developing and adopting standards in the country. Its task is also to adapt Polish standards to European standards. Poland has incorporated international accessibility standards in the following sample areas:</p> <ul style="list-style-type: none"> <li>• <b>Architecture:</b> The Ministry of Infrastructure and Construction publishes a document entitled: "Standards for the accessibility of buildings for people with disabilities". This document implements the provisions of such documents as:             <ul style="list-style-type: none"> <li>○ "Convention on the Rights of Persons with Disabilities" done at New York on 13 December 2006,</li> <li>○ EC Communication COM(2010) 636 of 15 November 2010: European Disability Strategy 2010-2020: A renewed commitment to building a Europe without barriers.</li> </ul> </li> <li>• <b>Digital accessibility:</b> Public entities are obliged to comply with the Act of April 4, 2019 on the digital accessibility of websites and mobile applications of public entities. This means that they must comply with the WCAG 2.1 Standard, i.e. Web Content Accessibility Guidelines. It is a standard published by the W3C organization, which contains a set of rules that should be followed by website creators to ensure that their websites are as accessible as possible to people with various disabilities.</li> <li>• <b>Information and communication accessibility:</b> providing information on what tasks a given entity performs in the form of a recording in Polish Sign Language for deaf people, information in an easy-to-read text (ETR) - including for people with intellectual disabilities, or a machine-readable file , thanks to which such information can be audibly recorded by a blind person. Accessibility in this respect also means enabling communication with the entity in a way that is convenient for a person with special needs, e.g. via SMS or using an online sign translation service</li> </ul>

	<p>Examples of international accessibility standards incorporated into Poland’s legislative framework include:</p> <ul style="list-style-type: none"> <li>• Accessibility declaration - according to Polish legislation, from September 23, 2020, every public website is obliged to have. (PN-ETSI EN 301 549 V3.2.1:2021-09), (UE) 2016/2102</li> <li>• Specific applications of passenger and goods/passenger lifts -Part 70: Accessibility of lifts to persons, including persons with disabilities (PN-EN 81-70+A1:2022-12)</li> <li>• The EN 17210:2021 standard was implemented into the set of Polish standards in early 2021 as <a href="#">PN-EN 17210 "Accessibility and adaptation of the built environment - functional requirements"</a>.</li> </ul>
<p><b>Certification Body for accessible environments, products, or services in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The <a href="#">Act of July 19, 2019, on ensuring accessibility for people with special needs</a> provides for a new and optional accessibility certification mechanism referred to in Art. 15 of the Act. It is addressed to entrepreneurs and non-governmental organizations interested in confirming that their activities meet the requirements specified in Art. 6 of the Act, i.e. those regarding architectural, digital and information and communication accessibility. To obtain such assurance, they must first undergo an accessibility audit, which can only be carried out by authorized entities.</p> <p><a href="#">The Ministry of Finance, Funds and Regional Policy adopted on March 4, 2021</a> contains detailed requirements to be met by entities performing accessibility certification, template for an application for an accessibility certificate and template for an accessibility certificate. The ministry also released a <a href="#">list of entities performing accessibility certification</a> in question in art. 17 of the Act of 19 July 2019 on ensuring accessibility to persons with special needs.</p> <p>Entrepreneurs or non-governmental organizations wishing to benefit from certification should:</p> <ul style="list-style-type: none"> <li>• select one of the entities from the list,</li> <li>• apply for a certificate to the selected entity,</li> </ul>

	<ul style="list-style-type: none"> <li>• agree on the content and scope of the contract with the selected entity from the list, including the amount of the certification fee, taking into account Article 22 section 3 of the Act conclude an agreement with the selected entity,</li> <li>• pay the certification fee specified in the contract,</li> <li>• undergo an accessibility audit conducted by the entity with which the contract was concluded.</li> </ul>
<p><b>Mandatory requirement regarding accessibility courses at post-secondary level in place</b></p>	<p><b>NO</b></p> <p><b>Additional information:</b></p> <p>Universities may receive <a href="#">funding</a> for the development and implementation of compulsory classes in the study program, including universal design. The classes are intended to enable students to learn about the needs of people with disabilities and to practically apply the principles of universal design of products and services. The models are a guide for universities interested in implementing the idea of universal design. They include the topic of universal design in course modules not only in technical fields, but also in the humanities, social sciences and arts.</p>

<p align="center"><b>BUILT ENVIRONMENT</b></p>	
<p><b>Legislation requiring public buildings to be accessible in place</b></p>	<p><b>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>Poland has regulations requiring ensuring the accessibility of public buildings. These are:</p> <ul style="list-style-type: none"> <li>• 4 Norma ISO 21542:2011 „Building construction – Accessibility of the built environment Provisions amended by the Act coming into force in 2024.</li> </ul>

	<ul style="list-style-type: none"> <li>• (Article 44 in connection with Article 66 and Article 56(3)) environment "American with Disability Act. Standards for Accessible Design"</li> <li>• <a href="#">Government program Accessibility Plus 2018-2025</a></li> </ul> <p>All public entities must also meet minimum requirements in the three areas of accessibility referred to in Art. 6 of the <a href="#">Act of July 19, 2019, on ensuring accessibility for people with special needs</a>. The provisions of the Act oblige the public sector to ensure accessibility by using universal design of new solutions or rational improvements in removing existing barriers. Minimum requirements include ensuring architectural accessibility in public institutions: both corridors and staircases should be free of barriers and ensure the ability to move around them, among others, for people in wheelchairs, people using crutches, canes and other orthopedic aids, elderly people, and people with strollers, having various mobility problems (elevators, stairs, corridors, pedestrian paths in the building).</p> <p>According to the "Report on the status of ensuring accessibility for people with special needs by public entities in Poland" published by the Ministry of Funds and Regional Policy, the level of accessibility of public buildings for the whole of Poland is only 41 percent. The provisions of the construction law oblige the investor to provide the necessary conditions for the use of public buildings in an efficient and safe manner without unnecessary architectural barriers by people of all degrees of disability, in particular by people in wheelchair.</p>
<p><b>Action plan on accessibility related to built environment in place</b></p>	<p><b>NO – accessibility initiatives related to built environment are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>"<a href="#">Accessibility Plus 2018-2025</a> " was adopted by resolution No. 102/2018 and is intended to improve access to public space, products and services in terms of architecture, information and communication.</p> <p><a href="#">The Act of July 19, 2019 on ensuring accessibility for people with special needs</a> assumes, among others, the elimination of architectural, digital and information and communication barriers in public institutions.</p>



<p><b>Authority monitoring the action plan on accessibility related to built environment in place</b></p>	<p><b>NO – accessibility initiatives related to built environment are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>The Minister for Regional Development is responsible for coordinating the implementation of the <a href="#">Act of July 19, 2019, on ensuring accessibility for people with special needs</a> with the assistance of the Accessibility Council - an opinion-giving and advisory body on accessibility issues. In addition, each public authority (including central and local government administration, state control and law enforcement), as well as courts and tribunals, will appoint at least one person to act as an accessibility coordinator.</p>
<p><b>Adoption of target dates to achieve accessibility initiatives related to built environment</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>No later than September 20, 2024, implementing regulations to the Construction Law should be issued regarding technical conditions to be met by building structures and their location, detailed scope and form of the construction design and determining geotechnical conditions for the foundation of structures construction taking into account the needs of people with special needs (Article 44 in connection with Article 66).</p>
<p><b>Official data on public buildings complying with EN17210:2010 available</b></p>	<p><b>NO</b></p>



<b>TRANSPORT</b>	
<b>Action plan on accessibility related to public transport in place</b>	<p><b>YES – accessibility initiatives related to public transport are contained in a specific action plan</b></p> <p><b>Additional information:</b></p> <p>The National Action Plan for Accessibility in Public Transport in Poland is a document developed by the Polish government that aims to increase the accessibility of public transport for people with disabilities.</p> <p>On September 24, 2019, the Council of Ministers also adopted a resolution on the adoption of the "Strategy for Sustainable Transport Development until 2030", presented by the Minister of Infrastructure.</p>
<b>Authority monitoring the action plan on accessibility related to public transport in place</b>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Ministry of Infrastructure</a></li> </ul>
<b>Adoption of target dates to achieve accessibility initiatives related to public transport</b>	<p><b>YES</b></p>
<b>Legislation in place regulating built environment accessibility conditions in airport infrastructures</b>	<p><b>UNKNOWN</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Guidelines</a> on the application of Regulation (EC) No 1107 of the European Parliament and of the Council of 5 July 2006 on the rights of disabled persons and persons with reduced mobility when traveling by air</li> </ul>

<p><b>Legislation in place regulating built environment accessibility conditions in railway infrastructures</b></p>	<p><b>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</b></p> <p><b>Additional information:</b></p> <p>Providing access to a service infrastructure facility involves enabling railway carriers to use the services for which the facility has been specially adapted. Providing people with disabilities and reduced mobility with freedom of movement by rail and increasing the level of accessibility is one of the most important tasks of the Office of Rail Transport.</p> <p>The provisions of the amended Road Transport Act, which entered into force on April 3, 2015, introduced a mandatory procedure for designating and adapting stations to provide assistance to disabled persons and persons with reduced mobility. Station located in cities with over 50,000 inhabitants. inhabitants who are owned or co-owned by a local government unit, of which more than 500,000 leave each year. passengers are subject to the obligation to adapt to provide assistance to disabled persons and persons with reduced mobility. Meeting these criteria was the basis for designating the station to provide assistance to disabled people and people with reduced mobility and for entering it in the List of stations included in the Public Information Bulletin of the Ministry of Infrastructure. At the same time, the Act provides for each station owner who does not meet the statutory criteria to submit an application to the minister responsible for transport to designate the station to provide assistance to disabled persons and persons with reduced mobility, provided that it is adapted to providing this assistance.</p> <p>The previous Regulation 1371/2007, concerning the rights and obligations of passengers, ceased to apply on June 7, 2023, and on that date it was replaced by <a href="#">Regulation No. 2021/782</a>. It is 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, as per information provided by the Office of Rail Transport <a href="#">here</a> and <a href="#">here</a>.</p>
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<p><b>Legislation in place regulating accessibility conditions of sea and inland waterway ports</b></p>	<p><b>YES – unknown if based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>Legislation include:</p> <ul style="list-style-type: none"> <li>• Provisions of Polish law - Act of 21 December 2000 on inland navigation.</li> <li>• Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 on the rights of passengers traveling by sea and inland waterways</li> <li>• Implementing acts to the Inland Navigation Act.</li> </ul> <p>In Poland, the national authority responsible for enforcing regulations is the Inland Navigation Office.</p>
<p><b>Legislation in place regulating accessibility conditions of bus and coach transport infrastructure</b></p>	<p><b>YES – unknown if based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</b></p> <p><b>Additional information:</b></p> <p>Legislation include Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport. In Poland, the national authority responsible for enforcing regulations is the Chief Road Transport Inspectorate.</p> <p>The new EN 17210:2021 standard contributes to accessible and usable construction. It was implemented into the Polish Standards collection in July 2021 as PN-EN 17210 Accessibility and adaptation of the built environment - Functional requirements</p>
<p><b>National Enforcement Bodies in place to monitor and enforce</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p>

<p><b>compliance with Passenger Rights Regulations</b></p>	<p>Every passenger has the right to submit a complaint or claim to the carrier with whom he or she concluded the transport contract</p> <ul style="list-style-type: none"> <li>• <a href="#">Urząd Transportu Kolejowego</a> is responsible for rail passenger rights</li> <li>• The President of UTK was designated by the Polish legislator as the authority to supervise compliance and enforcement with Regulation 2021/782/EU - new rights and obligations of passengers and railway undertakings legal basis</li> <li>• <a href="#">Civil Aviation Authority</a> is responsible for air passenger rights</li> <li>• <a href="#">European Consumer Centre Poland</a> also provides information on passenger rights in Poland</li> </ul> <p>Additional link:</p> <ul style="list-style-type: none"> <li>• <a href="#">National Enforcement Bodies for Passenger Rights</a></li> </ul>
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ICT	
<p><b>Entity responsible for accessibility compliance of public websites and applications in place</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Minister responsible for informatisation: currently the Minister of Digital Affairs</a></li> <li>• <a href="#">Member States' bodies in charge of monitoring the Web Accessibility Directive</a></li> </ul>
<p><b>Results of accessibility compliance test son public websites and applications published</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Digital Accessibility Monitoring - Poland</a></li> <li>• <a href="#">Web Accessibility Directive - Monitoring reports</a></li> </ul>

<p><b>Action plan on accessibility related to ICT in place</b></p>	<p><b>NO – accessibility initiatives related to ICT are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>"<a href="#">Accessibility Plus 2018-2025</a> " was adopted by resolution No. 102/2018 and is intended to improve access to public space, products and services in terms of architecture, information and communication.</p> <p><a href="#">The Act of July 19, 2019 on ensuring accessibility for people with special needs</a> assumes, among others, the elimination of architectural, digital and information and communication barriers in public institutions</p> <p><a href="#">The Ministry of Digitization</a> also provides information about digital accessibility requirements for public entities.</p>
<p><b>Authority monitoring the action plan on accessibility related to ICT in place</b></p>	<p><b>NO – accessibility initiatives related to ICT are contained in a broad action plan</b></p> <p><b>Additional information:</b></p> <p>The Minister for Regional Development is responsible for coordinating the implementation of the Act of July 19, 2019 on ensuring accessibility for people with special needs, with the assistance of the Accessibility Council - an opinion-giving and advisory body on accessibility issues. In addition, each public authority (including central and local government administration, state control and law enforcement), as well as courts and tribunals, will appoint at least one person to act as an accessibility coordinator.</p> <p>The Ministry of Digitization is responsible for monitoring how public entities comply with the regulations on digital accessibility.</p>
<p><b>Adoption of target dates to achieve</b></p>	<p><b>YES</b></p>

<p><b>accessibility initiatives related to ICT</b></p>	
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<p><b>Public Policies / Data Availability</b></p>	
<p><b>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</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>The public sector is obliged to ensure at least minimum accessibility, which will guarantee the accessibility of the public entity. The public entity ensures accessibility by using universal design of new solutions or reasonable improvements to remove existing barriers: <a href="#">Universal Design, Accessibility and Participation for Everyone</a>.</p> <p>In addition, the <a href="#">Act of July 19, 2019, on ensuring accessibility for people with special needs</a> explains:</p> <ul style="list-style-type: none"> <li>• Municipal offices organizing competitions for initiatives from the so-called Participatory budget participants must remember to take into account universal design when assessing projects (Article 42).</li> <li>• Public transport organizers, when awarding a public contract for the provision of public collective transport, must take into account the needs of disabled people and people with reduced mobility in the specifications of essential terms of the contract (Article 52).</li> </ul>
<p><b>Online Accessibility Information Schemes (AIS) in place at national or regional level to inform the public about the</b></p>	<p><b>YES</b></p> <p><b>Additional information:</b></p> <p>An accessibility declaration is a document on the accessibility of a website or mobile application, which is required by the Digital Accessibility Act to be placed on the Internet. The declaration is prepared according</p>

**accessibility of  
public-use buildings,  
ICT products or  
services**

to the template of the Ministry of Digitization for each website and mobile application of a public entity. The owner of the website or application must determine its compliance status with the EN 301 549 V2.1.2 standard. (WCAG 2.1.AA)

The declaration contains information not only about the website, but also about the architectural accessibility of the public entity's headquarters for people with disabilities and about access to a sign language interpreter via electronic means of communication, along with information on how to use it. The Polish declaration template specifies what exactly the description of architectural accessibility should include. The document must include information such as: - description of the entrance to the building, including passing through control, corridors, stairs and elevators, adaptations (e.g. ramps, platforms, voice information, induction loops), - location and rules of use of parking spaces designated for disabled people - as well as information about the right to enter with an assistance dog (and any justified restrictions).

- [Technical conditions of publication and structure of the electronic document "Accessibility Declaration"](#)