



European
Commission

EU Accessibility initiatives Policy and legislation Accessible Europe: ICT 4 ALL

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European legislation on Accessibility

Thematic legislation

- Transport vehicles (low platform busses, rail, maritime)
- Rails TSI (built environment)
- Lifts
- Electronic Communication (ex 112, service information)
- Audiovisual media services
- Web Accessibility
- Terminals
- Electronic Signatures

Horizontal legislation

- European Accessibility Act
- Proposed: Draft Antidiscrimination legislation

Funding related legislation

- Public Procurement
- Public passenger transport services
- Structural Funds
- Trans-European Networks
- Common Implementing regulation External Action

What is covered in European Accessibility Act? Directive 2019/882

- **Accessibility requirements for carefully selected products and services**
- **Same accessibility requirements to be used in other EU law with accessibility obligations (for example Public Procurement, some EU funds)**
- **Others:**
 - **Answering emergency communications to the single European Emergency number 112 by the most appropriate PSAP (art.4.8)**
 - **Built environment (optional) - customer service centres of shops of electronic communications service providers,**

Products in the scope of the EAA

- **(a) consumer general purpose computer hardware systems and operating systems for those hardware systems;**
- **(b) Self Service terminals:**
 - (ia) payment terminals;
 - (iia) the following self-service terminals dedicated to the provision of services covered by this Directive;
 - (iia-i) Automated Teller Machines;
 - (iia-ii) ticketing machines
 - (iia-iii) check-in machines
 - (iia-iv) interactive self-service terminals providing information, excluding machines installed as integrated parts of vehicles, aircrafts, ships or rolling stock;
- **“(c) consumer terminal equipment with interactive computing capability, used for electronic communication services;”**
- **(d) consumer terminal equipment with interactive computing capability, used for accessing audio-visual media services;**
- **(e) e-readers;**

Services in the scope of the EAA

- (a) electronic communications services with the exception of transmission services used for the provision of machine-to-machine services”.
- (b) services providing access to audiovisual media services;
- (c) Certain elements of air, bus, rail and waterborne passenger transport services(websites, mobile device based services, electronic tickets and ticketing, transport service information(also real time), interactive self-service terminals...). For urban, suburban and regional transport services only interactive self-service terminals.
- (d) consumer banking services;
- (e) e-books and dedicated software
- (f) e-commerce services;

Key provisions for products and Services

- **Accessibility obligations (Art 3)**
- **Free movement of products and services** meeting the accessibility requirements
- Obligations for **economic operators**
- **CE** marking for products
- Terms and conditions for services
- Standards and technical specifications

Other Key elements

- **-Enforcement:**
 - Self-declaration of conformity (lightest option)
 - Checks:
 - **-Market surveillance for products**
 - **-Authority responsible for compliance of services (check, safeguards)**
 - Possibility for consumer to take action before court
 - **-public bodies or private associations with legitimate interest may engage before courts**
 - **-penalties effective, proportionate and dissuasive**
 - **-effective remedial actions**
 - **-not applicable to procurement procedures**

Annexes

- **Annex I – accessibility requirements for products, services, answering emergency communications to 112, other Union Acts , functional performance criteria. (7 sections)**
- **Annex II – examples (4 sections)**
- **Annex III – accessibility requirements for built environment**
- **Annex IV – Conformity assessment of products**
- **Annex V- Information on services meeting accessibility requirements**
- **Annex VI – Assessment of disproportionate burden**

Mandate 587

- Commission Implementing Decision C(2022) 6456 final on a standardisation request to the European standardisation organisations (the ESOs) as regards the accessibility requirements of products and services in support of Directive (EU) 2019/882,
- **Issued in September 2022**
- **Acceptance by ESOs October 2022**
- **Next step Workplan**

Reference information		Deadline for the adoption by the ESOs
1.	EN 301 549 Accessibility requirements for ICT products and services	15 September 2025
2.	EN 17161:2019 Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users	15 September 2025
3.	EN 17210 Accessibility and usability of the built environment - Functional requirements	15 September 2025

Reference information		Deadline for the adoption by the ESOs
1.	Harmonised standard(s) setting up requirements on the accessibility of non-digital information related to products	15 March 2026
2.	Harmonised standard for the accessibility of support services related to products and services (help desks, call centres, technical support, relay services and training services).	15 March 2026
3.	Harmonised standard for the accessibility and interoperability of emergency communications and for the answering of emergency communications by the public safety answering point (PSAPs) (including to the single European Emergency number 112)	15 January 2027

Timeline for implementation

- **Transposition period -> Three years after entry into force 28 June 2022**
- **Enter into application -> Six years after entry into force 28 June 2025**
- **Transition periods:**
 - Provide services with products in use - 5 extra years
 - SST – end of economic life – max 20 years after use
 - Ongoing contract services contract maximum 5 extra years
- **Answering emergency communications to 112:**
 - Possible 2 extra years

AccessibleEU Purpose

- **Strategy for the rights of persons with disabilities: Flagship initiative: AccessibleEU resource center.**
- **Build the capacity on accessibility in the Member States**
- Support the implementation of the European Union legislation on accessibility
- Connect stakeholders for implementing accessibility
- Create a common European space, a one-stop-shop on accessibility
- Train excellent professionals on accessibility

AccessibleEU: Type of activities

- Events at national and EU levels
- Website with library on accessibility knowledge and best practices, social media, newsletters, etc.
- Support for excellent professionals on accessibility: set up and maintain the community, attract newcomers by awareness raising about the work of AccessibleEU
- Learning: workshops, training, mutual learning events, guidance and support materials
- Other: studies, support for standardisation, monitor accessibility