

“Access for All: The Role of European and International Standards”

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Cyprus Organisation for Standardisation(CYS)

- ✓ National standard body of Cyprus
- ✓ Established in 2005
- ✓ Member of European & International standardisation ecosystem

Mission

- Promote the **use of standards** as a tool for improved competitiveness, safety, quality & environmental protection.
- **Develop standards** when and where needed.
- Represent Cyprus **national interests** in European & International standards

CYS in European & International standardisation



European
Committee for
Standardization



International
Standards
Organization



European Committee
for Electrotechnical
Standardization



International
Electrotechnical
Commission



European
Telecommunication
Standards Institute



International
Telecommunications
Union

What is standard;

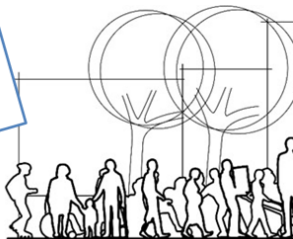
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- Standards are documents for common and repeated use that contain requirements, guidelines, or characteristics ensuring that products, materials, methods, processes, or services are fit for their intended purpose.
 - Standards are **voluntary**.
 - Hundreds of standards have been developed at the request of the EU and support European Directives and Regulations (**Harmonized Standards**).

Standardisation and Accessibility

European accessibility standards

- have been put in place to support implementation of accessibility in the built environment ,services, products ICT but also for organisations to adopt a ‘Design for All’ approach.
- When applied across Member States, these standards also improve the functioning of the internal market, by removing barriers to free movement of goods and services.

Let's make a society of all ages and diversities a reality in an accessible and usable built environment!



Regulatory framework in the European Union

Two main Directives:

- Directive(EU) 2019/882 on the accessibility requirements for products and services (European Accessibility Act)
- Directive (EU) 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies (Web Accessibility Directive)



Standardisation Requests (Mandate)

The Commission has instructed European standards organisations to develop and implement accessibility standards. (Mandates)

- **M/420:** Accessibility of websites and mobile applications
- **M/473 :** 'Design For All' in relevant standardization initiatives
- **M/376:** Accessibility requirements for public procurement of products and services in the ICT

Current Mandate M/587

- Mandate M/587 (issued in 2022 and ongoing): Standardization request to the European standardization organizations as regards the accessibility requirements of products and services in support of Directive (EU) 2019/882 of the European Parliament and of the Council (The European Accessibility Act)”

Accessibility



Design for All

CEN/CLC/JTC 12 'Design for All'

This committee was responsible for EN 17161:2019, the European Standard on Design for All, which resulted from Mandate M/473.

In 2022, a new **Mandate M/587**, was issued to revise EN 17161 and develop two additional harmonized standards:

- Accessibility of non-digital product-related information
- Accessibility of support services (help desks, call centers, technical support, relay services, and training services)

CYS EN 17161:2019 ***(Under Revision)**



specifies requirements that enable an organization to design, develop and provide products, goods and services so that they can be accessed, understood and used by the widest range of users, including persons with disabilities.

It also helps organizations:

- ✓ Prepare for compliance with **the European Accessibility Act (EAA)**
- ✓ Demonstrate accessibility capability in **public procurement** and **EU funding**
- ✓ Engage diverse users in **development activities**
- ✓ Improve accessibility in **products** and **services**



eACCESSIBILITY

Electronic accessibility (eAccessibility) refers to the **use of information and communication technologies (ICT)** by persons with **disabilities**.

CEN, CENELEC, and ETSI developed [EN 301549](#), the **first European Standard for accessible ICT products and services**, in response to **European Commission Mandate M/376**. This standard ensures that **publicly procured ICT systems** do not introduce **accessibility barriers**.

Under **Mandate M/587**, the **JWG 'eAccessibility'** is revising **EN 301549** and developing new standards to support the **EAA**.

eACCESSIBILITY

CEN/CLC/ETSI Joint Working Group 'eAccessibility'

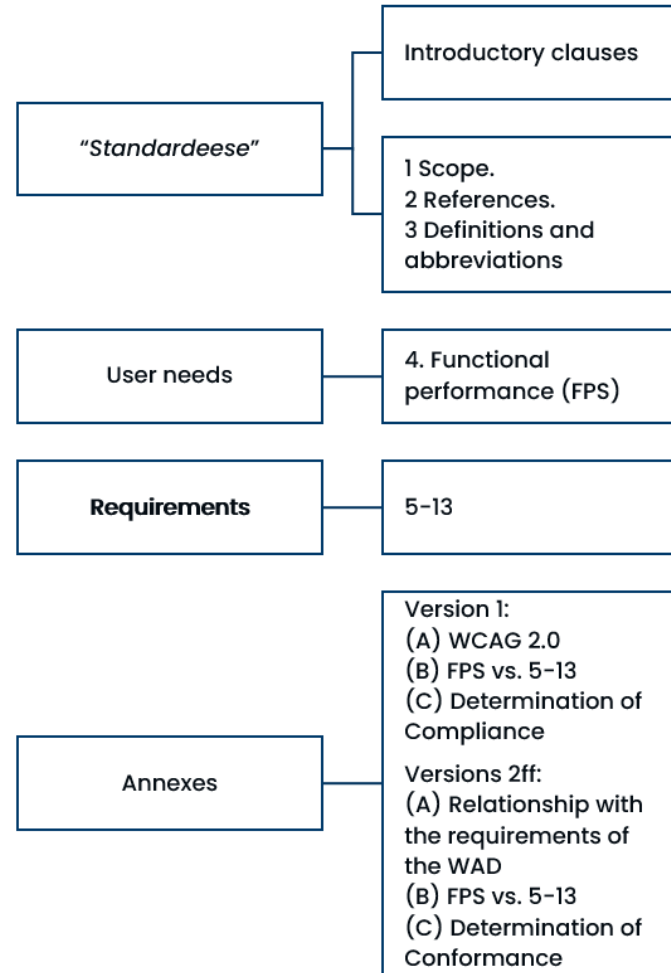
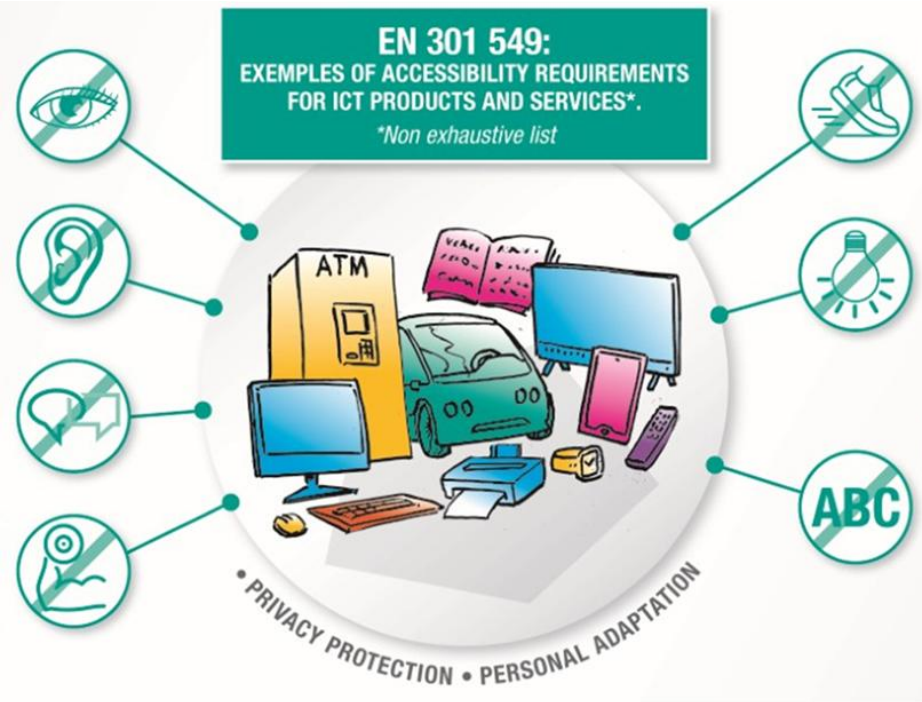


- ✓ Under Revision CYS EN 301549:2021
«Accessibility requirements for ICT products and services»

*Compliance with the EN 301 549 (v3.2.1 listed in the EU OJ) currently provides presumption of conformity with the requirements of Directive (EU) 2016/2102.

*After the publication shall provide the presumption of conformity for both Directives.

Structure of the EN 301 549 documents



- 5. Generic requirements
- 6. ICT with two-way voice communication
- 7. ICT with video capabilities
- 8. Hardware
- 9. Web
- 10. Non-web documents
- 11. Software
- 12. Documentation and support services
- 13. ICT providing relay or emergency service access

Guidelines for public procurement of ICT products and services in the European Union: accessibility award criteria and conformity assessment

- represents a significant milestone, reflecting the cross-sectoral importance of accessibility in (ICT) and its growing relevance within the European policy framework.
- provides comprehensive guidance on integrating accessibility requirements into public procurement processes for ICT products and services
- aligns with key EU legislation, the European Accessibility Act (Directive (EU) 2019/882) and the Web Accessibility Directive (Directive (EU) 2016/2102).
- strengthens the link between legal obligations and practical implementation, offering a valuable tool for contracting authorities across Europe.



CEN/CLC/JTC 11 'Accessibility in the built environment

Revision of EN 17210 Accessibility and usability of the built environment - Functional requirements

- sets **accessibility requirements** and recommendations for **buildings, streets, parks, and other spaces**, in alignment with the **EAA**.
- This work follows previous standardization efforts under **Mandate M/420** and is supported by an EC/EFTA grant. Ensuring **accessibility in the built environment** allows all citizens, including those with **disabilities and older people**, can fully participate in **daily life**.





European Standardisation Initiatives

- ISO/IEC Guide 71– «Guide for addressing accessibility in standards»
- CEN/ CENELEC Guide 6 – «Guide for addressing accessibility in standards»

European Standardisation and Accessibility

Spectator Facilities

CEN/TC 315 'Spectator facilities'

- develops standards for designing **spectator facilities**, ensuring accessibility for persons with **special needs**.
- **CEN/TR 15913**, which provides layout criteria for **accessible viewing areas** in **sports** and **multipurpose venues**.



European Standardisation and Accessibility

Assistive Products and Independent Living

CEN/TC 293 'Assistive products and accessibility'



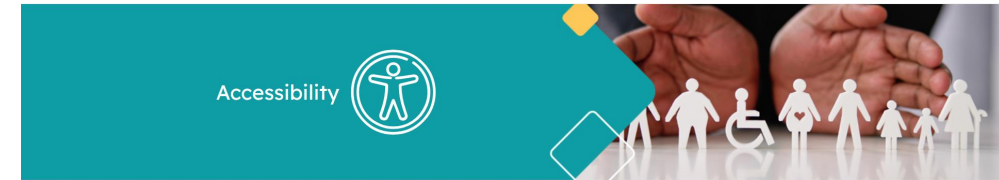
➤ develops standards for **assistive products** and **services**, including **interoperability with mainstream products**.

- **EN 12183** (Manual wheelchairs – Requirements and test methods)

- **EN 12184** (Electrically powered wheelchairs, scooters and their chargers – Requirements and test methods)

- **EN 17999** (Accessible systems for living independently - Requirements and recommendations)

European Standardisation and Accessibility



Transport and Passenger Services

CEN/TC 320 'Transport - Logistics and services'

- [CYS EN 17478:2021](#), which sets requirements for **passenger transport communication services** using a **Universal Design approach** to ensure accessibility for all users, including people with disabilities and older persons.

Ergonomics

CEN/TC 122 'Ergonomics'

- develops **ergonomic standards** for **work systems** and **environments**, ensuring **safety, well-being**, and accessibility in **workplaces, machinery**, and **personal protective equipment**.

ISO/TC 228/WG 14

Tourism and related services

Accessible Tourist

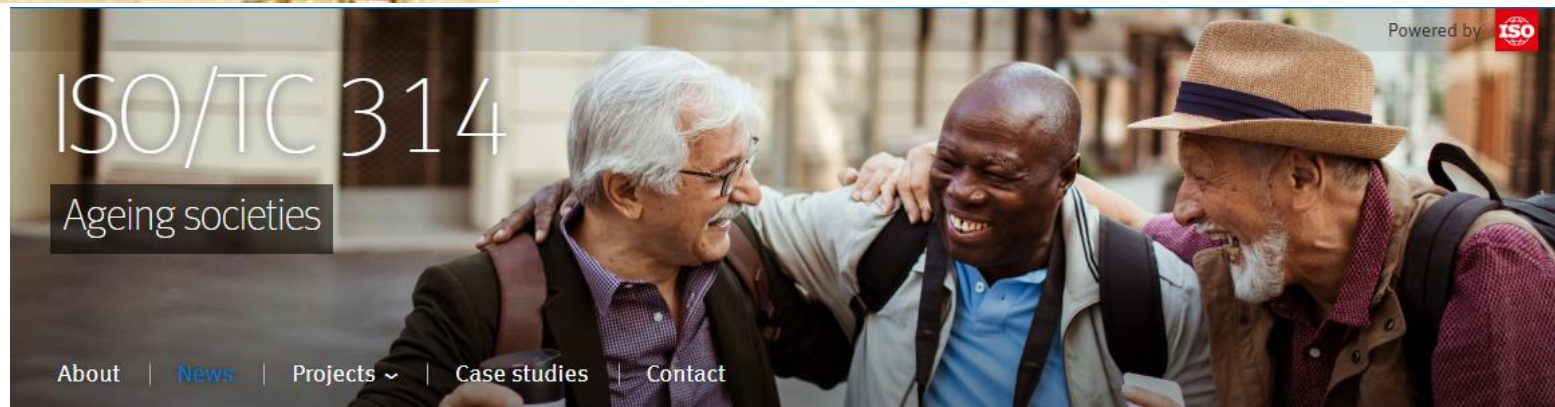


[ISO 21902](#) Tourism and related services — Accessible tourism for all — Requirements and recommendations

[ISO 13009](#), Tourism and related services —Requirements and recommendations for beach operation, highlights the importance of making beaches accessible to all.



Society for all ages
Standards aim to create societies where everyone can age with a purpose.



Standards Examples

- **CYS EN 81-70** :Safety rules for the construction and installations of lifts - Particular applications for passenger and goods passenger lifts – Part 70: Accessibility to lifts for persons including persons with disability’.
- **CYS CEN/TR 15913** :Spectator facilities - Layout criteria for viewing area for spectators with special needs.
- **CYS EN 12183** :Manual wheelchairs - Requirements and test methods’
- **CYS EN 17478** :Transport Services - Customer communications for passenger transport services - A Universal Design approach’.
- **CYS EN 17984-1** :Assistance Dogs - Part 1: Vocabulary’.
- **CYS CEN/TS 15209** :Tactile paving surface indicators produced from concrete, clay and stone
- **CYS CEN/TR 16467**: Playground equipment accessible for all children

Standards Examples

- **ISO 17049** :Accessible design -Application of braille on signage, equipment and appliances
- **ISO 24552** :Ergonomics -Accessible design -Accessibility of information presented on visual displays of small consumer products.
- **ISO 30415** :Human resource management - Diversity and inclusion
- **ISO 22458**: Consumer vulnerability -Requirements and guidelines for the design and delivery of inclusive service
- **EN18156** :Tactile lettering - Requirements on the presentation and application of Braille and raised characters

Thank you

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Accessibility

