Webinar on - Technology and persons with disability

EN 301 549: Accessibility requirements suitable for public procurement of ICT products and services

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Agenda

- European Legal Framework
- CEN CENELEC work on Accessibility
- ETSI work on Human Factor
- EN 301 549

European legal Framework

- M/273, September 1998: Standardisation in the field of information and communications technologies (ICT) for disabled and elderly people

- M/283, June 1999: Guidance document in the field of safety and usability of products by people with special needs (e.g. elderly and disabled)

- Communication from the Commission, dated 25 September 2001, on "eEurope 2002: Accessibility of Public Web Sites and their Content" [COM(2001) 529]

- Resolution (FR) of the Employment, Social Policy, Health and Consumer Affairs Council of 2-3 December 2002 on "eAccessibility for People with Disabilities".

- Communication from the Commission, dated 13 September 2005, on "eAccessibility" [COM(2005) 425]

- M/376, December 2005: European accessibility requirements for public procurement of products and services in the ICT domain;

- Assessment of eAccessibility in Europe (MeAC) study (October 2007)

- European i2010 initiative on e-Inclusion - to be part of the information society (8 November 2007)

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- M/420, March 2008: European accessibility requirements for public procurement in the built environment;

- A new momentum for web accessibility is provided by the ratification of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) by the EU in December 2010 through

  - M/473, September 2010: to include 'Design for All' in relevant standardization initiatives
  - The adoption of Web Content Accessibility Guidelines 2.0,
    - The finalisation of the work on standardization mandate 376 to incorporate accessibility in public ICT procurements
      - In Feb 2014, ESOs adopted EN 301 549, later revised to EN 301 549 V1.1.2 in April 2015.

- Communication from the Commission, dated 27 April 2017, on the accessibility of the websites and mobile applications of public sector bodies [COM(2017) 2585] (M/554)

  - EN 301 549 V2.1.2 was published in Aug. 2018 and it has recently been updated to version 3.1.1 in Nov. 2019. It incorporates the **WCAG** standards for web accessibility.

- For more information on EU policy document please refer http://ec.europa.eu/ipg/standards/accessibility/eu_policy/index_en.htm

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CEN CENELEC 1(2)

❑ **Sector Forum: The CEN/BT/WG 213 Strategic Advisory Group on Accessibility (SAGA) from 2011.**

➢ SAGA is an advisory and coordinator body to the CEN and CENELEC BTs on political and strategic matters related to 'Accessibility'.

➢ It includes representatives of National Standards Bodies, National Committees and ETSI (TC HF), as well as organizations representing persons with disabilities and older people.

➢ It ensures that the accessibility is addressed in accordance with the strategic objectives of the European standardization system and strategies to 2020 and provide recommendations to this aim.

➢ SAGA is also incharge of monitoring the execution of Mandate M/473 related to Accessibility following Design for All approach and keep track of related Mandates in this field.

➢ SAGA also promotes best practices, helps raising awareness about accessibility when new standards are developed or existing standards are revised; follows any EU and national legislative and policy initiatives

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- List of technical bodies, which work is related to accessibility:
    - [CEN-CENELEC-ETSI JWG eAccessibility](#)
    - [CEN-CENELEC Joint Working Group 5](#) : Design for All
    - [CEN-CENELEC Joint Working Group 6](#) : Accessibility in the built environment
    - [CEN/TC 224/Working Group 6](#) - User Interface

For more information on CEN CENELEC work on accessibility, please click [here](#)

ETSI

- Technical Committee – Human Factors (TC-HF): Main scope: usability and accessibility, it was formed in 1989 and It has produced a very broad mix of technical reports, guides and standards For example ....

  - **EN 301 549 v3.1.1 "Accessibility requirements for ICT products and services"s**

  - **ETSI EG 203 499 "** Human Factors (HF); User-centred terminology for existing and upcoming ICT devices, services and applications

  - **ES 202 076** "Generic spoken command vocabulary for ICT devices

  - **EG 202 116** "Guidelines for ICT products and services; 'Design for All'"

  - **EG 202 487** "User experience guidelines; Telecare services (eHealth)"

  - **ES 202 642** "Human Factors (HF); Personalization of eHealth systems by using eHealth user profiles (eHealth)"

  - **EG 202 848** "Inclusive eServices for all; Optimizing the accessibility and the use of upcoming user-interaction technologies"

  - **EG 203 350** "Human Factors (HF); Guidelines for the design of mobile ICT devices and their related applications for people with cognitive disabilities"

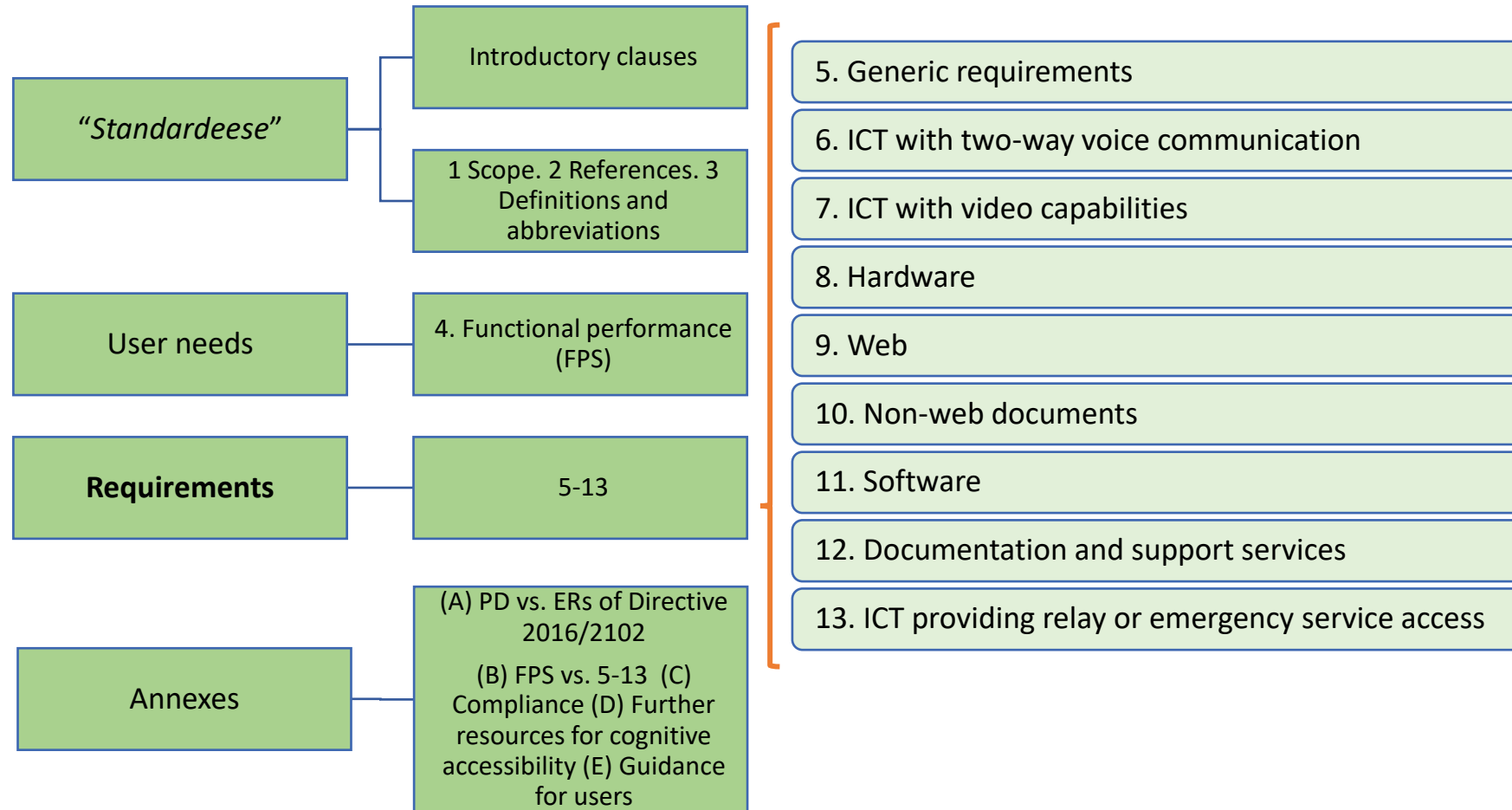 For more info Please click **here**

EN 301 549

- EN 301 549 was originally produced under Mandate M 376 and recently updated in Nov 2019 to version 3.1.1.

- EN 301 549 V3.1.1 is prepared under the Commission's standardisation request C(2017)2585 (M/554) in support of Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of the websites and mobile applications of public sector bodies. It incorporates the WCAG standards for web accessibility.

- It covers a wide range of requirements for a variety of ICT solutions and reflects the content of the W3C WCAG 2.1 Recommendation

- Harmonized with US Rehabilitation Act Section 508 for standards part

EN 301 549 V3.1.1 (2019-11)

HARMONISED EUROPEAN STANDARD

Accessibility requirements for ICT products and services

The aim is to ensure that ICT products and services are accessible either directly or through compatibility with assistive technologies such as text-to-speech, so that everyone can access information and use services that are being delivered electronically

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Structure of EN 301 549

"Standardeese"	Introductory clauses
	1 Scope. 2 References. 3 Definitions and abbreviations

User needs	4. Functional performance (FPS)

Requirements	5-13

Annexes	(A) PD vs. ERs of Directive 2016/2102
	(B) FPS vs. 5-13 (C) Compliance (D) Further resources for cognitive accessibility (E) Guidance for users

- 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

EN 301 549

- Provides a framework for developing a wide range of applications that will make ICT products and services more accessible for people living with various types of disability.

- Primarily intended for use by public sector bodies during their ICT products & services procurement processes

- ESOs have also developed an Accessible ICT Procurement Toolkit based on EN 301 549 covers

  - Writing a call for tender, evaluating tenders, deliverables, Managing contracts

  - Accessibility requirement generator for commonly procured ICTs

    - Cloud Computing, Desktop/PCs, smartphone, tablet, website etc.

- Video tutorial which describes how to use the Accessible ICT Procurement Toolkit

- Apart from procurers, the toolkit can also be useful for Suppliers , Accessibility experts , Policy makers and Accessibility advocates

- Conformity assessment and attestations

- For more information please visit http://mandate376.standards.eu/

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