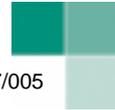


National accessibility requirements and standards for products and services in the European single market: overview and examples

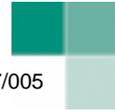
Compiled by Mark Priestley on behalf of the Academic Network of European Disability experts (ANED)

January 2013



Contents

1	Section 1: Introduction and overview	2
2	Part I: General obligations and specific requirements	5
2.1	Section 2: Built environment	5
2.1.1	Public buildings	6
2.1.2	Shops and retail facilities	8
2.1.3	Workplaces and private housing	10
2.1.4	Built environment examples	13
2.2	Section 3: Transport	24
2.2.1	Transport vehicles.....	26
2.2.2	Transport infrastructure.....	28
2.2.3	Ticket machines and online ticket sales	30
2.2.4	Transport examples	34
2.3	Section 4: Information and communication technologies.....	45
2.3.1	Telecommunications, including emergency services	46
2.3.2	Computers and software	48
2.3.3	Websites and e-publishing	49
2.3.4	TV and broadcasting	51
2.3.5	ICT examples.....	53
2.4	Section 5: Other consumer products and services	59
2.4.1	E-commerce and banking	59
2.4.2	Other examples.....	63
2.5	Section 6: Public procurement.....	66
2.5.1	Public procurement examples.....	67
3	Part II: Detailed technical standards and codes	71
3.1	Section 7: Telephones	71
3.2	Section 8: Personal computers and software	72
3.3	Section 9: E-books and digital publications	74
3.4	Section 10: Websites and website design	77
3.5	Section 11: Self-service terminals and machines	81
3.6	Section 12: Television receivers	83
3.7	Section 13: Banking services and ATMs	85
3.8	Section 14: Shopping and e-commerce.....	88
3.9	Section 15: Rail travel services.....	89
3.10	Section 16: Bus/coach travel services	95
3.11	Section 17: Maritime travel services (boat/ferry).....	100
3.12	Section 18: Air travel.....	103
3.13	Section 19: Broadcasting services.....	106
3.14	Section 20: Hospitality services	111
4	Summary findings	116



1 Section 1: Introduction and overview

Within the European Disability Strategy 2010-2020 there is a key commitment to 'Ensure accessibility to goods, services including public services and assistive devices for people with disabilities' and making progress on this issue at the European level is seen as a 'precondition for participation in society and in the economy'.¹

The Accessibility reports prepared by ANED country experts in 2012 are important in building evidence of the current policy and general legal situation and have been utilised by European Commission to inform the case for European measures to improve accessibility to goods and services throughout the single market.

At the end of 2012, ANED was requested to provide an additional survey overview and further examples, highlighting the existence of specific accessibility requirements and technical standards in European countries (compulsory or voluntary), beyond the general obligations of existence of law.

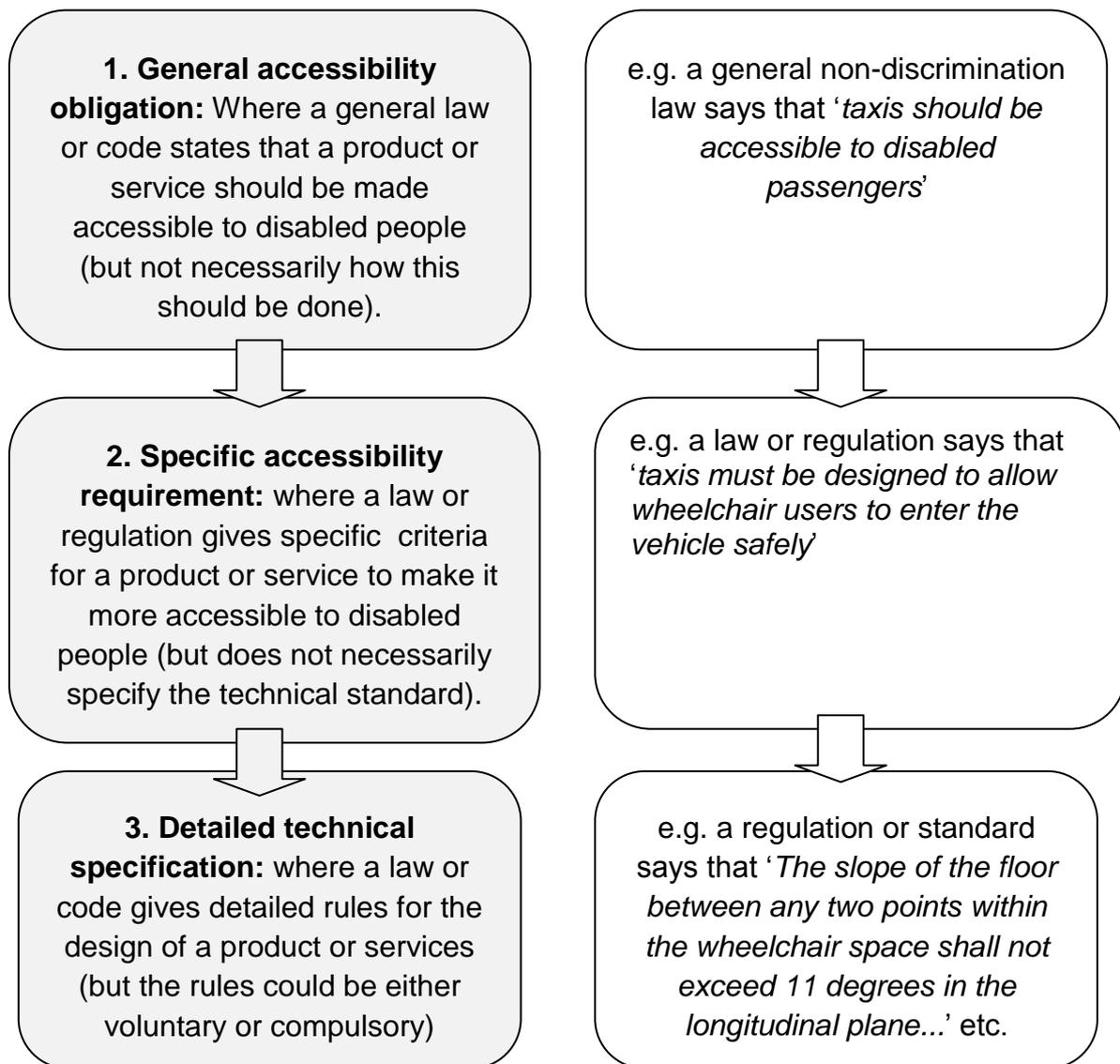
Accessibility requirements for some goods and services already exist in European regulations (e.g. for most public railway vehicles). Many products and services are covered in some countries but not in others - even at the most basic level of general obligation (this is an important difference). For example, there may be even differences in requirements for some of the goods and services that are most demanded to be accessible for persons with disabilities:

- Telephones and telecommunication services
- Television receivers or broadcasting services
- Home computers and software
- Websites and website design
- The provision of self service terminals (like ticket machines and ATMs)
- Transport information and booking systems
- Banking or financial services
- Shops, schools, hospitals or sports facilities
- Online retail and e-commerce
- Household consumer goods (e.g. domestic kitchen appliances)

The ANED country reports (and DOTCOM²) show that national accessibility measures vary in the type of obligation and the level detail. A simple way of thinking about this is to divide accessibility requirements into three levels (which may exist in one or more documents).

¹ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0636:FIN:EN:PDF>.

² <http://www.disability-europe.net/dotcom> (see, Themes C1, C2, C3).



Strong accessibility requirements make a real difference for disabled people (as customers and service users) but they affect many other people too, including professions, businesses and public organizations (product designers, architects, manufacturers, retailers, service providers, engineers, procurement agencies, etc).

Accessibility requirements can change the way a product or a service is designed. They may limit which products and services can be bought and sold. In the European single market this is a very important issue. National differences in accessibility requirements or technical specifications can have a real effect (e.g. if a product is designed in one country, manufactured in a second country, sold in a third country, with customers in a fourth country).

For example, differences in national accessibility requirements for a product could affect various aspects of the product itself, or information about the product.

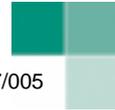
Understanding these implications is an important factor in the business case for European initiative. The additional evidence in this report provides examples to show how the same products and services may be covered by different requirements in different countries.

ANED country experts were invited to complete a rapid response survey (carried out between 17 December 2012 and 7 January 2013) using a structured online questionnaire. The survey included 85 questions, requesting information about:

1. which products and services are covered by general obligations and specific requirements for accessibility;
2. qualitative examples of requirements and technical specifications for a range of common products and services in order to compare their coherence.

Responses or examples were received 28 countries (22 Member States and 6 Candidate or Associate countries within the EEA). Not all countries are systematically represented throughout the data and numerical values should be regarded as indicative of general response patterns (i.e. % figures indicate the proportion of valid responses rather than the proportion of all European countries). Examples are then selected to illustrate themes and practices.

Q1. Country responses																											
Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Finland	Greece	Hungary	Iceland	Ireland	Latvia	Liechtenstein	Lithuania	Luxembourg	Macedonia	Malta	Netherlands	Norway	Poland	Portugal	Serbia	Slovakia	Slovenia	Spain	Sweden	United Kingdom



2 Part I: General obligations and specific requirements

2.1 Section 2: Built environment

In almost all countries there exists a general obligation to make public buildings accessible, with specific requirements for certain categories of buildings (e.g. schools) often extending to both public and private providers. These general obligations are primarily grounded in national non-discrimination legislation with subsidiary national building regulations and codes. Such obligations and requirements inevitably impact on private suppliers and contractors carrying out public building construction, refurbishment and maintenance.

EU law only addresses this issue indirectly. Under EU health and safety legislation, the need for particular measures to meet the needs of workers with a disability is addressed. The legislation, including Directive 89/654/EEC concerning the minimum safety and health requirements for the workplace, refers to ‘doors, passageways, staircases, washbasins, lavatories and workstations used or occupied directly by handicapped persons’.

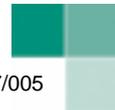
Under EU public procurement law, contracting authorities and entities are allowed (but not required) to implement various measures to advance equal opportunities when awarding contracts. They are also invited to write disability accessibility requirements into the technical specifications of their public tenders. This refers not only to the built environment but to goods and services falling under the scope of the Directives. The Commission proposal for the revision of those Directives makes accessibility an obligation.

In 2008 the Commission issued a mandate to the European Standardisation Organisations to draft European accessibility standards relating to public procurement and the built environment. The related final report contains a detailed analysis of national laws, regulations, building codes, standard in this area.

Directive 95/16/EC sets requirements relating to the disability accessibility of lifts. Harmonised standards provide presumption of conformity with those Directives. Accessibility for disabled persons is defined as one of the criteria to be observed in defining operations co-financed by the Structural Funds and to be taken into account during implementation. The Structural Funds, and in particular the European Regional Development Fund, can be used to fund, amongst others, infrastructure projects.

Q4. Built environment

The following tables give broad indications of the extent of general obligations or specific requirements at national level in different types of buildings. Examples are then included below.



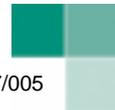
2.1.1 Public buildings

In all of the responses from EU Member States, with the exception of Hungary there were national specific requirements for accessibility for government buildings (in Austria it is relevant to note requirements at regional level).

4.a. Government buildings—General obligation																											
Yes:																				100.0%	22						
No:																				0.0%	0						
Not known:																				0.0%	0						
4.a.i. Government buildings—Specific requirement																											
Yes:																				94.7%	18						
No:																				5.3%	1						
4.a.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	1	1	1	1	0	0	1	0	1	0	1	0	1	0	1	1	1	0	1	1	1	0	1
No	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

A very similar picture is evident for specific accessibility requirements relating to schools or educational facilities, for hospitals or medical facilities and for leisure and sporting facilities open to the public (both public and private), as the following tables indicate

4.b. Schools or educational facilities—General obligation			
Yes:			100.0% 22
No:			0.0% 0
4.b.i. Schools or educational facilities—Specific requirement			
Yes:			94.7% 18
No:			5.3% 1



4.b.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	1	1	1	1	0	0	1	0	1	0	1	0	1	0	1	1	1	0	1	1	1	0	1
No	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

4.c. Hospitals or medical facilities—General obligation

Yes:		100.0%	22
No:		0.0%	0

4.c.i. Hospitals or medical facilities—Specific requirement

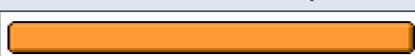
Yes:		94.7%	18
No:		5.3%	1

4.c.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom	
Yes	1	1	1	1	1	1	1	0		0		1	0	1	0	1	0	1	0	1	1	1	0	1	1	1	0	1
No	1	0	0	0	0	0	0	0		0		0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

4.d. Leisure, sport or cultural facilities—General obligation

Yes:		100.0%	22
No:		0.0%	0

4.d.i. Leisure, sport or cultural facilities—Specific requirement

Yes:		94.7%	18
No:		5.3%	1

4.d.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	1	1	1	1	0	0	1	0	1	0	1	0	1	0	1	1	1	0	1	1	1	0	1
No	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

2.1.2 Shops and retail facilities

This pattern is repeated in relation to shops, retail, bars, restaurants, hotels and banks (although no specific requirements were reported in Lithuania, Luxembourg or UK, where they were reported in the previous categories). Some caution of interpretation is required here as relevant legislation may refer to some categories of premises explicitly while still covering others implicitly (e.g. by referring to all premises open to the public but not naming shops or hotels in specific requirement). In general, the picture remains one of almost universal coverage. As previously, the indicative statistics are given for all countries, followed by tabulation for responses from the EU Member States.

4.e. Shops and retail—General obligation			
Yes:		85.7%	18
No:		9.5%	2
4.e.i. Shops and retail—Specific requirement			
Yes:		77.8%	14
No:		16.7%	3

4.e.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	1	1	1	1	0	0	1	0	0	0	1	0	0	0	1	1	1	0	1	1	0	0	0
No	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1

4.f. Bars and restaurants—General obligation

Yes:		90.0%	18
No:		10.0%	2

4.f.i. Bars and restaurants—Specific requirement

Yes:		88.2%	15
No:		11.8%	2

4.f.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	0	1	0	0	0	0	1	0	0	0	1	0	0	0	1	1	1	0	1	1	1	0	0
No	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1

4.g. Hotels, guest houses, hostels, etc—General obligation

Yes:		95.2%	20
No:		4.8%	1

4.g.i. Hotels, guest houses, hostels, etc—Specific requirement

Yes:		94.4%	17
No:		5.6%	1

4.g.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	1	1	1	1	0	0	1	0	0	0	1	0	1	0	1	1	1	0	1	1	1	0	1
No	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

4.h. Banks—General obligation

Yes:		95.2%	20
No:		4.8%	1

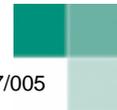
4.h.i. Banks—Specific requirement

Yes:		94.1%	16
No:		5.9%	1

4.g.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	1	1	1	1	0	0	1	0	0	0	1	0	1	0	1	1	1	0	1	1	1	0	1
No	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

2.1.3 Workplaces and private housing

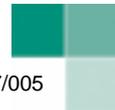
By comparison, there is less consistency in the pattern for both general obligation and specific accessibility requirement in the workplace (e.g. while non-discrimination may be required under Directive 2000/78/EC, and reasonable adjustment assumed, it is not universally the case that physical accessibility is specified in national legislation as a requirement). Austria, Hungary, Slovakia and Slovenia are noted here. Again, some caution is needed in interpreting yes/no responses (qualitative examples, for a range of building types, are provided at the end of section 4).



4.i. Workplaces—General obligation																											
Yes:																				81.0%	17						
No:																				19.0%	4						
4.i.i. Workplaces—Specific requirement																											
Yes:																				61.1%	11						
No:																				38.9%	7						
4.i.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Y es	0	1	1	1	1	1	1	1	0	0	1	0	0	0	1	0	1	0	1	1	1	0	0	0	1	0	1
N o	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0

Developing from this pattern, the existence of specific accessibility requirements (and general obligations) are far from universal for private housing, by comparison with public buildings, and with less coverage than for work places.

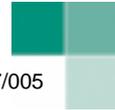
4.j. Private houses or apartments—General obligation			
Yes:			57.1% 12
No:			42.9% 9
4.j.i. Private houses or apartments—Specific requirement			
Yes:			47.4% 9
No:			52.6% 10



4.j.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	1	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	1	0	1	0	0	1	1	0	1
No	1	1	0	0	0	1	1	0	0	0	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0

When moving beyond the home into public space the pattern reverts back to that for access to public buildings and facilities, with a much greater proportion of countries reporting specific accessibility requirements for urban street furniture.

4.k. Urban/street furniture (e.g. traffic lights, road crossings, parking meters) -- General obligation																												
Yes:	80.0% 16																											
No:	15.0% 3																											
4.k.i. Urban/street furniture (e.g. traffic lights, road crossings, parking meters) -- Specific requirement																												
Yes:	76.5% 13																											
No:	17.6% 3																											
4.k.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	0	1	1	1	1	1	0	0	0	1	0	0	0	0	0	1	0	1	1	1	1	0	1	1	1	0	1
No	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



2.1.4 Built environment examples

5. Examples relating to the built environment

An overview of legislation on built environment accessibility is available for all countries from the DOTCOM database, hosted on the ANED website, including web links to relevant instruments and some standards documents www.disability-europe.net/dotcom (Theme C.2). The following examples provide additional responses from the accessibility survey.

<p>Austria</p>	<p>Three details have to be considered with regard to the Austrian Federal Disability Equality Act: 1. Its wording is very broad and general and not at all specific. Thus, it covers many fields and seems comprehensive. In practice, however, it turns out that it is too unspecific. 2. The Act lacks an injunctive relief as well as a claim for removal of barriers, it only includes action for compensation. 2. The Disability Equality Act covers only federal competences, responsibilities of the provinces are not included. However, building regulations are a provincial competence and thus – in practice - accessibility of the built environment becomes extremely complicated. To illustrate this, here is an example: In Austria, certain schools are a federal responsibility (e.g. high schools, universities), other schools (primary and secondary schools, vocational schools) are a responsibility of local communities or provinces. The Austrian Disability Equality Act only covers federal schools, all other schools are covered by provincial antidiscrimination legislation (if existent) and building regulations. The Austrian Disability Equality Act says that all public buildings under federal responsibility have to be accessible by the end of 2015. However, in the individual provinces, the developments are completely different. E.g. in Vienna, a recently published step-by-step plan shows, that by 2022 33% of all public buildings shall be accessible, by 2032 52% and only by 2042 (sic!) 100% of all public buildings including schools shall be accessible. (see http://www.bizeps.or.at/woche/index.php?anderes=1301). In Austria, standards are not mandatory unless they are included in a specific law or in an individual contract for a particular project. The Federal Disability Equality Act only refers to standards but does not define them as legally binding. Thus, many well developed accessibility standards exist (particularly for the built environment), but these are not binding. This is why we chose “no” for specific requirements: Standards exist, but they are not mandatory. The OIB (Austrian Institute of Construction Engineering) Guidelines for user security and accessibility are an example for building regulations: http://www.oib.or.at/RL4_b_061011.pdf On the OIB</p>
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	Webpage it is pointed out that it is up to the individual provinces to make these regulations fully or partly mandatory.
Belgium	This concerns not a “national” law, but a “Decree” of the Flemish Region. Building permissions and Urbanization regulations are in fact responsibilities of the three Regions in Belgium. The concerned decree only holds for new constructions or serious renovations.
Bulgaria	An apartment building with more than 30 dwellings is required to have at least one apartment adjusted for disabled people (Regulation № 4 dated 1 st July 2009 of the Ministry of Urban Development). Accessibility of built environment is well regulated and poorly controlled, which results in severe lack of accessibility in all areas of the country.
Croatia	Almost all areas are regulated by the By-law on ensuring accessibility of buildings to persons with disabilities and reduced mobility (Official Gazette 151/2005 and 61/2007) which includes precise technical specifications and obligations for designers and building owners. Working premises are regulated only by general accessibility regulations from the By-law on safety on work regarding working and auxiliary premises and facilities. (Official gazette 6/84, 42/05 – consolidated text)
Cyprus	1.All requirements for the built environment are provided by the Regulations for the Use of Buildings by Disabled People for the Article 19, of the Road and Buildings Law H.61. For example the regulations provide specific requirements for the dimensions of the main entrance of the building, the dimensions of the staircases, the specification of the ramps and lifts, corridors dimensions, pavements, construction of bathrooms and parking places, etc. Regulations are currently revised under the Universal Design Guidelines. Documents available at: http://www.mcw.gov.cy/mcw/dbpd/disabledaccess.nsf/dbpd05/dbpd05?OpenDocument 2.For (e) Shops & retail, (i) workplaces and (j) private houses or apartments the specific requirements apply under particular conditions: (e) for shopping centres and buildings around shops and retails, (i) for workplaces with area greater than 600m or more than 10 employees (j) houses and apartments with more than 5 domestic units and in buildings with more than 5 parking places.
Denmark	For public buildings Denmark has the Building Regulations 2010 and the SBI-instructions.
Estonia	Legislation for buildings in Estonia, e.g. Building Act (adopted in 2002, latest review in 2011), also covers accessibility: if required by the purpose, buildings’ parts intended for public use have to be accessible to and usable by persons with reduced mobility and by visually impaired and hearing impaired persons. Building Act https://www.riigiteataja.ee/akt/125052012022

Finland	<p>Comment to 4a) Can there be a private government building? 4a-k) Specific requirements (for example required width of door): The National Building Code of Finland section F1 “Barrier-free building”, several regulations addressing administrative, service, business and work facilities. http://www.ymparisto.fi/download.asp?contentid=26493&lan=fi 4j) Specific requirements: The National Building Code of Finland Section G1 “Housing design” on residential buildings http://www.ymparisto.fi/download.asp?contentid=26494&lan=fi</p>
Greece	<p>Law 4067/2012 New Urban Planning Regulations (article 26) requires that all new buildings must comply with the Design Guidelines for the Autonomous Movement and Living of People with Disabilities (Disability Office, Ministry of Environment 1986-1990) which cover in great technical detail specifications for horizontal and vertical access, accessible indoor and outdoor facilities. Buildings dating before 2012 which host public sector services, local authority services, public spaces for culture, sports, leisure and entertainment, temporary accommodation, education, health and social welfare, justice services as well as banks, industry, trade and offices are required to ensure accessibility according to standards by 2020 (Article 26 par. 4).</p>
Iceland	<p>In the stated goal of the Icelandic Building Regulations (Byggingarreglugerð 2012) is the general obligation that ‘accessibility for all’ in the built environment is to be insured. This extends to all of section 4 (a) to 4 (f) of the survey. The principles of universal design to ensure accessibility are to extend to all public and private structures. The applicable structures are covered in Part 6, Chapter 6.1, Article 6.1.3: public buildings including state agencies as well as leisure facilities such as theatres, cinemas, community centres, restaurants and clubs, shops and offices, swimming pools, sports centres, hotels and guesthouses, petrol stations and any other buildings designed for public use. Sub-sections further include: b.) schools and recreation centres; c.) workplaces; d.) facilities intended for the elderly; e.) apartments for disabled people; f.) student accommodations and dormitories; g.) buildings that are required to have lifts/elevators; h.) the internal traffic routes of ground floor apartments; and i.) all rooms and bathrooms within nursing homes and hospitals. Part 1, Chapter 1.1, Article 1.1.2, however, explicitly excludes port facilities, dykes or levees, roads and other transport facilities such as airports, tunnels, and bridges, other than traffic routes and bridges in densely populated urban areas. In numerous sections of the Building Regulations (2012), The Icelandic Construction Authority (Mannvirkjastofnun) is tasked to issue guidelines on the specific obligations that architectural plans must include for the buildings that fall under the requirements of</p>

	<p>universal design as listed in Part 6, Chapter 6.1, Article 6.1.3. These are too numerous to list. Chapter 6.1, Article 6.2.3 detail such specifics as the height, width and other properties of signs; entrances as accessible without only stairs; the incline, length and width of sloping pathways, and the width of internal passageways to accommodate wheel-chairs, among others. Articles 6.2.5 and 6.2.6 address some specific requirements for urban/street furniture concerning public and commercial parking areas, such as the ratio of accessibility parking spaces, and visible and textured signage. The Regulation on Traffic Signs and their Usage 289/1995 (Reglugerð um umferðarmerki og notkun þeirra 289/1995) contains some general obligations regarding the visibility of signs, and Article 38 specifies the use of coloured lights and sound signals for crossing-lights, however these appeared to be intended as safety measures for the public in general.</p>
Latvia	<p>Construction Law states that a structure shall be designed and constructed so as to ensure the accessibility of the environment - a possibility for people with movement, visual or hearing impairments to move in the environment in conformity with the planned function of a structure [...]. According to residential houses there are separate Latvian construction standard LBN 211-08 “Multi-storey residential buildings” (http://www.likumi.lv/doc.php?id=187528&from=off) and standard LBN 209-09 “Low-rise residential buildings” (http://www.likumi.lv/doc.php?id=197624&from=off). Standard LBN 211-08 p.101 states that entrance of the building and other common areas in the building(eg, corridors, utility rooms) must be designed without thresholds or steps, the annex sloping down, must be with a width of 1.2 meters, but the slope - not greater than 1:20, shared corridors are at least 1.8 meters wide, width for kitchen should be 2.2 m, for toilet - 1.4 meters, if washing table (sink)is provided - room minimum dimensions should be 1.6 x 2.2 meters; for bathroom - 2,2 meters, if Coupled WC is provided, room minimum dimensions should be 2.2 x 2.2 meters; for open space - balconies, loggias, terraces - 1.4 meters till barrier constructions.</p>
Liechtenstein	<p>The Act on Equality of People with Disabilities of 19 December 2006 (LGBL. 2006 nr. 287) provides in Articles 3 to 5 regulations on accessibility of public buildings and public areas, on apartment buildings and financially supported private housing, on public traffic infrastructure, and on public traffic systems. a-h) Regarding accessibility of buildings and public areas, The Act on Equality of People with Disabilities refers to the Swiss guidelines “Norm SN 521 500/1988 Behindertengerechtes Bauen” (construction in accordance with the needs of persons with disabilities). In case of special buildings (emergency hospitals, home for the aged, special</p>

	<p>education schools etc.), the Swiss leaflet “Merkblatt 7/95” of 1 September 2005 (in the update version) has to be taken into account. Regarding public infrastructure such as footpaths and sidewalks including handrails and surface, traffic lights, furniture of public areas and streets, information and orientation systems, (bus) stops, design of working sites, construction of stairs, ramps, lifts and parking areas, the Swiss leaflet “Behindertengerechte Fusswegnetze” (footpaths adapted to the needs of persons with disabilities) in its update version is declared binding by the law. [http://www.fussverkehr.ch/fileadmin/redaktion/publikationen/Strassen_Wege_Plaetze__Richtlinien_fuer_behindertengerechte_Fusswegnetze.pdf] i) The By-law of 16 June 1998 on security and health protection of employees at the workplace states in Art. 33 (“Persons with Disability”) that places of employment have to be adapted where required, especially with respect to doors, corridors, stairs, showers, toilets and washrooms that are used by persons with disabilities, as well as concerning the workplaces where disabled persons are working. j) The Act on Equality of People with Disabilities provides regulations on accessibility only for apartment buildings with six or more units. k) The Act on Equality of People with Disabilities declares the Swiss leaflet “Behindertengerechte Fusswegnetze” (footpaths adapted to the needs of persons with disabilities) in its update version as binding. Specific regulations on urban/street furniture are included there.</p>
Lithuania	<p>According to the Article 11 of The Law on Social Integration of the People with Disabilities, the requirements regarding accessibility of psychical environment for the disabled in all relevant environmental aspects of life are implemented in adjusting to the needs of the disabled spatial planning, designing of buildings and public facilities, housing and the immediate environment, public transport facilities and their infrastructure, and information environment. Municipal authorities, owners and users of the above facilities are responsible for their adjustment to special needs of persons with disabilities. The Ministry of Environment is in charge of the regulatory construction documentation. Article 6(3) of the Law on Construction (No 32-788; No 101-3597, 2001) states the design, construction, reconstruction or overhaul of buildings (with the exception of renovation, modernization of apartment houses) and civil engineering works must be carried out in such way that they will accommodate the specific needs of people with disabilities in compliance with the Law on Social Integration of People with Disabilities. Technical Requirements STR 2.03.01:2001 Building and territories. Requirements related to the needs of persons with disabilities was approved by Order No 317 of the Ministry of Environment of 14 June 2001 (Official Gazette) NO 53-1898, 2001) in accordance with the provision of the Law on</p>

	<p>Social Integration of the Disabled, The Regulation lays down mandatory requirements for cities, towns and rural areas, individual sites and components of their equipment, public, residential and other buildings, elements of the interior and the equipment in terms of accessibility to the people with disabilities. This Regulation shall be binding for all participants in the construction, legal and natural persons as well as companies with no status of a legal entity, whose activities are subjected to the Law on Construction, as well as for national and municipal authorities involved in state regulation of construction. Buildings are check by Department of the Affairs of the Disabled in accordance with Technical Regulations which are prepared by Minister of Environment. The same department has entrusted inspection to the Association of Environment Adjustment to the Needs of the Disabled. The Construction Completion Commission draw up a Construction Certificate, which confirm buildings accessibility for the people with disabilities.</p>
Luxembourg	<p>First recommendations related to accessibility were framed in the Regulations of the Grand Duchy on security in public bodies 1979 (Sécurité dans la fonction publique texte coordonné du 3 novembre 1995 du règlement grand-ducal modifié du 13 juin 1979 concernant les directives en matière de sécurité dans la fonction Publique). In Chapter 18 some particular imperatives are set up: E.g.: A ramp must be of width about 1.20meter, must not be longer than 6 meter and the slope must be less than 6%. The text is available at the national act register (Legilux) http://www.legilux.public.lu/leg/a/archives/1995/0090/a090.pdf As stipulated in the accessibility act on 29 March 2001 (Loi du 29 mars 2001 portant sur l'accessibilité des lieux ouverts au public)the obligation of accessibility covers only new public buildings or substantially renovated buildings, which are open for foot-traffic or dedicated for public use and the project is funded all or partly by the state. http://www.legilux.public.lu/leg/a/archives/2001/0043 The detailed requirements are explained and defined in the national accessibility guide (Guide des Normes 20020 http://www.mfi.public.lu/publications/Handicap/GuidedesNormes_brochure_FR.pdf The modification of the accessibility act in 2008 (Règlement grand-ducal du 25 janvier 2008) clarifies the classification as public building and provides series of accessibility criteria to be applied in any public buildings or infrastructure being built or renovated after 2001 http://www.legilux.public.lu/leg/a/archives/2008/0040/a040.pdf As an example for the criteria: A parking spaces should not stand in a slope. Sidewalks should be lowered close to the places</p>

	<p>reserved for persons with disabilities. The signalisation has to be marked on the ground and by a sign. The parking place reserved for persons with disabilities should have a width of 350 cm. Guide of Normes 2002, p. 1/27.</p> <p>http://www.sante.public.lu/publications/sante-fil-vie/handicap/guide-normes-accessibilite-environnement/guide-normes-accessibilite-environnement.pdf</p>
Macedonia	<p>National legislation: In general, the right to accessibility of people with disabilities in the Macedonian legislation is regulated through the Law for Construction (Article 11), http://www.mtc.gov.mk/new_site/images/storija_doc/115/03-05-2011/12.pdf), where it is stated that all public and state facilities should be planned, constructed and built to provide people with disabilities free movement, access and residence to public buildings. Parking places for people with disabilities are regulated through the Law on Traffic Safety http://mvr.gov.mk/Uploads/Zakon%20za%20bezbednost%20na%20soobrakaj%20na%20patista-neoficijalen%20precisten%20tekst%20okt.%202010.doc.pdf, where they are included in provisions for respecting parking places for people with disabilities (Article 61). Issuing of permission for building, the regulation of urban space at a local level and Urban/street furniture, is regulated through the Law for Local Self-Government http://mls.gov.mk/index.php?news=443 (Article 22). However, there are no strict obligations regarding disability. The Rulebook for categorization of catering and touristic facilities and services at the moment does not include standards for accessibility regarding disability. The Ministry of the Economy has announced changes to this Rulebook and hotels will be required to incorporate full accessibility standards for people with disabilities. The right for accessibility and availability of housing is not incorporated strictly in the Law for Housing, there are not explicitly defined provisions for disability issue. In some point the disability is included in the provisions for the responsibilities of the managers of housing units, where the Law bounding them to be aware and be familiar with the standards and norms for accessibility in the housing unit for people with disabilities. And the same standards as is stated in the Law need to be respected not only by the owners of the houses and housing units, but also by the people which regardless of the base, constantly or temporarily use of the housing or the business facility in the housing unit, as well as people that are visiting the housing unit on a temporal base. Other provisions regarding this are not regulated within the Law and there is no mention of where and how those responsible for implementation will become familiar with the accessibility standards, who will monitor them if they are not respecting the</p>

	Law etc. The parking places for people with disabilities are regulated through the Law on Traffic Safety where they are only included in the provisions for respecting the parking places for people with disabilities (article 61).
Malta	All the above are bound by the Equal Opportunities (Persons with Disability) Act (2000) http://justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=8879&l=1 or from www.knpd.org/legislation/ea.html but only in a general manner. There are Access for All Design Guidelines available at http://knpd.org/legislation/accessforall.html With regard to the private houses or apartments, this is only relevant for the common parts, also covered by the Condominium Act (2001) available at http://www.landpubreg.gov.mt/mediacenter/PDFs/2_chapt398.pdf
Netherlands	The Building Code 2012 (Bouwbesluit) contains compulsory accessibility requirements for every new building with a floor space of more than 400 M2 open to the public, including workplaces. 40% Of the floor space and one entrance (not necessarily the main entrance) should be accessible, including an accessible toilet and an elevator if the height difference between floors exceeds 2 centimetres. Accessibility means accessible to wheelchair users. This 40% floor space is called an accessibility zone within the building. Existing buildings and buildings that are being renovated do not have to meet these requirements. If these older buildings are being renovated the requirements from the original construction date apply, not the latest accessibility requirements. A school with a floor pace over 400 M2 should be 100 % accessible. Bars and restaurant should have an accessibility zone of 40 % if the total floor space exceeds 150 m2. New apartment buildings should be made accessible up to the front door of each apartment if the total height of the building exceeds 12.5 meter and if total floor space exceeds 3500 m2. These rules mean that every new apartment building with 4 or more floors should contain an elevator. More specific technical requirements for built environment and buildings are part of the voluntary design code NEN 1814.
Norway	In general both the law on discrimination and accessibility and the universal design provisions in the law on built environment applies in this area. The first law does not cover private housing or workplaces, the second does but with unclear or few consequences for private housing whereas regulations concerning workplaces are awaited. The acts makes no distinction between public and private sectors.
Poland	The Law on Construction (1994) and the Regulation of the Ministry of Infrastructure of 12 April 2002 on the technical conditions to be met by the buildings and their location contain the obligation to

	<p>consider the needs of persons with disabilities in new construction projects and when modernising existing buildings, other public buildings and multi-family dwelling-houses. In 2010 amendment to Act on Social Rehabilitation and Employment of Disabled Persons introduced the concept of necessary reasonable improvements. The new regulation, in force since 1 January 2011, obliges employers to ensure necessary reasonable improvements for a person with disabilities who is employed, participates in the recruitment process or undergoes training, internship, etc. unless such measures would impose a disproportionate burden on the employer. However, the burden shall not be regarded as disproportionate if costs are covered by public resources.</p>
Portugal	<p>Accessibility to the public and private built environment is established in general terms in the Anti-Discrimination Law (Law 46/2006 of 28 August; specific requirements are established in the Decree-Law 163/2006 of 8 August (currently under review). This Decree-Law specifies accessibility norms for most of the built environment (lifts, lobbies, galleries and corridors, toilets, etc..) and for specific buildings such as schools, concert halls, and other facilities for socio-cultural activities, and refuelling stations. Decree-Law 163/2006 is also applicable to residential buildings including accessibility requirements for common areas (lobbies, corridors, lifts, ramps, etc..) and for dwellings (kitchens, toilets, floors and pavements, parking, etc.). According to this decree, the technical accessibility standards for dwellings are only applicable for buildings whose construction has been initiated after the enactment of the law and through gradual progression for 8 years, that is, following a 12.5% evolution per year, thus covering all the dwellings after that period. As for shops and retail, the same decree defines accessibility conditions only for “commercial facilities whose public access surface is over 150 m²”, covering such issues as dressing rooms. The decree’s enforcement is guaranteed by municipalities and by the tutelary central administration body (General Directorate for Buildings and National Monuments), through the following division of duties: Licensing: -Municipalities (for private sector construction); - Central, regional and local government organizations construction works, which do not require municipal licensing or authorization, need only a statement of responsibility, certifying that the decree is being applied, that should be submitted to the General Directorate for Buildings and National Monuments Inspection: - General Directorate for Buildings and National Monuments regarding the duties imposed on central public administration bodies and public agencies; -General Inspectorate for Territorial Administration regarding the duties imposed on local public</p>

	<p>administration bodies; Assessment and monitoring: -The General Directorate for Buildings and National Monuments is responsible for monitoring; -Municipalities and General Inspectorate for Territorial Administration send a report about the current situation, by 30 March each year, to the General Directorate for Buildings and National Monuments - Workplace adjustments are regulated by the Labour Code (Law 7/2009, of 12 February, revised by Law 23/2012 of 25 June – 3rd revision), which have specific rules for the employment of people with reduced work capacities (Article 84) and for workers with disabilities and chronic illnesses (articles 85 and 86), in which it is stated that “the employer shall adopt adequate measures to ensure that people with disabilities or chronic illness have access to jobs.”</p>
Serbia	<p>The Law on prohibition of discrimination of persons with disabilities regulates general obligation for providing accessibility of buildings and public spaces to persons with disabilities. The Regulation on technical accessibility standards, based on The Law on planning and construction, provides the technical accessibility standards and developed urban-technical requirements for the planning of public space, traffic and pedestrian areas, access to buildings (residential, public and etc.) as well as special devices in them. Shops, retails and private houses and apartments are not explicitly mentioned in the law and regulation, but the standards explicitly apply to residential buildings with ten or more apartments.</p>
Slovakia	<p>Builder is obliged to ensure that door locks are placed at a height not more than 1 000 mm, handle or grip not more than 1.100 mm. Explanation to the point i) and j): Obligations (both general and specific) to create disability accessible environment is related only to sheltered workplaces (Source: Article 62 of the Decree No. 532/2002 Coll. on Details on general technical requirements on building and general technical requirements on building utilised by persons with reduced mobility and orientation; Vyhláška 532/2002, ktorou sa ustanovujú podrobnosti o všeobecnych technických požiadavkách na stavbu a o všeobecnych technických požiadavkách na stavby užívané osobami s obmedzenou schopnosťou pohybu a orientácie http://www.epi.sk/Main/Default.aspx?Template=~/Main/TArticles.ascx&zzsrlnkid=12484254&phContent=~/ZzSR/ShowRule.ascx&RuleId=17378&Version=1&key=</p>
Slovenia	<p>Accessibility of built environment is a subject of Construction Act from 2002 (Zakon o graditvi objektov, Official Gazette, No.110/2002) which is in use from 1.1.2003. Art. 17 of the Act has provisions for accessibility of built environment for people with disabilities. In addition there exist Spatial Management Act (Zakon</p>

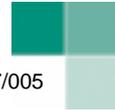
	<p>o urejanju prostora, Official Gazette 110/2002; 8/2003) which is in use from 1.1.2003. More detailed standards for the accessibility of buildings are the Slovene standard SIST ISO /TR 9527 Â– building construction (accepted), and Rules for demands to ensure accessible entrance and use of buildings in public use and bigger residential units (Pravilnik o zahtevah zagotavljanja neoviranega dostopa, vstopa in uporabe objektov v javni rabi, Official Gazette 97/2003) According to Art.17 of the Construction Act (2003) all buildings in public use, new and those that will be renovated, are obliged to provide a barrier free (built and communication) access for functionally disabled persons; access to higher floors must be assured by elevators or similar devices and multi residential units have to have at least 10% of all apartments, and all common rooms accessible. The Ministry for the environment and spatial planning also adopted Rules for demands to ensure accessible entrance and use of buildings in public use and bigger residential (2003) units which in Article 4 narrowed the obligations for accessibility standards: for example only bigger hotels (with 50 or more rooms should be accessible). But after the law suit by a person with disabilities, Constitutional Court decided in 2009, that this Article 4 is not in line with the Constitution and anti-discrimination provisions and it had to be changed (Official Gazette, 77/2009). The above mentioned legislation does not include the workplaces. But, the Vocational Rehabilitation and Employment of Disabled Persons Act from 2004 (Zakon o zaposlitveni rehabilitaciji in zaposlovanju invalidov, Official Gazette 63/2004) indirectly speaks about accessibility though ensuring the proper work places for persons with disabilities.</p>
Spain	<p>Spain is divided in 17 Autonomous Communities, and each community can, and usually does, develop specific normative responses on accessibility based on national legislation (for example in the general obligation to make public buildings and those offering services to the public accessible). Law 26/2011, of 1 August 2011, of Normative Adaptation to the International Convention on the rights of persons with disabilities, which affects Law 51/2003 of 2 December 2003 on equal opportunities, non-discrimination, and universal accessibility for persons with disabilities. In relation to accessibility, such as key and element essential for the full realization of the rights of persons with disabilities, emphasizes the modification of the Horizontal Property Law. Amending paragraph 2 of article 10 of the Law 49/1960, of 21 July, on Horizontal Property, which is drawn up in the following way: 2. Likewise, the community, at the request of the owners whose housing live, work or pay their altruistic services or volunteer people with disabilities, or over seventy years of age,</p>

	shall be bound to perform the actions and works of accessibility which are necessary for a proper usage of the common elements, or for installation of mechanical and electronic devices that facilitate their communication with the outside' whose total amount does not exceed twelve ordinary monthly payments of common costs.
Sweden	According to the Planning and Building Act (2010:900) premises (public and private) should be accessible to people with reduced ability in mobility or orientation (applicable to new or rebuilt constructions) and obstacles to accessibility that are easy to attend to are to be removed (applicable to existing premises where the general public has access). Chapter 8, paragraphs 1 and 2. When it comes to easily removed obstacles in existing premises, regulations and recommendations are rather specific, but still optional if other ways of fulfilling the regulations are found.
United Kingdom	General obligations are outlined in the Equality Act 2010. Part M of the Building Regulations provides technical specification. British Standard BS 8300:2009 can be used as alternative to the Approved Document. There is also a British Standard on access to buildings for people with disabilities (BS 5810:1979 Code of Practice for Access for the Disabled to Buildings). Street furniture should be clearly distinguishable and provide safe passage for people with visual impairments. The Workplace (Health, Safety and Welfare) Regulations 1992 require routes, facilities and workstations used by disabled people to 'suitable'. There is an Approved Code of Practice http://www.hse.gov.uk/pubns/books/l24.htm New dwellings are not required to be designed for disabled people but do need to be designed to allow disabled visitors to access them (including a suitable width door with a level threshold, minimum door and corridor widths, a toilet on the entrance level, access to switches and sockets in this zone). Specially designed accommodation should be provided in the development.

2.2 Section 3: Transport

EU legislation relating to transport can be classified into legislative acts that confer individual rights on passengers with disabilities and legislative acts that seek to improve the access of the transport services, primarily through the provision of assistance. Accessibility of the infrastructure is partially addressed through these instruments - Regulations 1107/2006 (air) focusing on assistance and 1371/2007 (rail).

The Air Passengers' Rights Regulation (1107/2006) protects passengers with reduced mobility against denied boarding on the ground of reduced mobility or disability, provides passengers with the right to receive comprehensive assistance by



qualified personnel, and stipulates compensatory measures for lost or damaged mobility equipment and assistive devices. The Regulation grants passengers the right to receive essential information at airports and onboard aircrafts in accessible formats. The Regulation also provides for a complaints mechanism.

The Regulations on the rights of rail passengers (Regulation 1370/2007 and Regulation 1371/2007) include a chapter on the specific rights of persons with reduced mobility, guaranteeing rights similar to the rights provided in the Air Passengers' Rights Regulation.

Regulation 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway lays down provisions for access and non-discrimination and also provides for assistance to travelers with a disability or reduced mobility when travelling by sea, and sets out a mechanism for handling complaints.

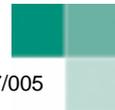
The Commission has also adopted technical specifications on interoperability (TSI) covering access needs of persons with reduced mobility that apply to the trans-European conventional rail system. The TSI is a set of technical rules aimed at improving accessibility for persons with reduced mobility when travelling by rail. They cover issues related to vehicles and infrastructure such as width of doors, positioning of toilets and wheelchair accessible seats and provision of information in accessible formats.

There is also a Directive regulating accessibility of buses, known as the low platform busses Directive.

A majority of countries also maintain general obligations and specific requirements in relation to transport vehicles, infrastructure, equipment and information. In many cases, these transpose the requirements of EU regulation or specification. However, it is important to underline that in all Member States legislation following EU Regulations must exist.

Q6. Transport

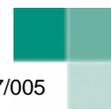
The following tables give broad indications of the extent of general or specific requirements at national level in different modes of transport, followed by a section of examples. To assist comparison, the responses are presented thematically for vehicles, infrastructure and systems (rather than sequentially by mode of transport). As previously, the general indication of coverage applies to all country responses with specificity tabulated for responses from EU Member States only. For simplicity of presentation, missing and unknown responses are not shown. The purpose is to illustrate where the respondents identified known requirements at the national level. The coverage of the answers is illustrative rather than exhaustive.



2.2.1 Transport vehicles

6.a. Rail vehicles—General obligation																											
Yes:																	75.0%	15									
No:																	20.0%	4									
6.a.i. Rail vehicles—Specific requirement																											
Yes:																	58.8%	10									
No:																	35.3%	6									
6.a.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	1	0	0	1	1	1	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	1	1	0	1
No	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0

6.f. Bus and coach vehicles—General obligation																											
Yes:																	71.4%	15									
No:																	28.6%	6									
6.f.i. Bus and coach vehicles—Specific requirement																											
Yes:																	55.6%	10									
No:																	33.3%	6									
6.f.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom



Y es	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	1	1	0	0
N o	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0

6.k. Taxis or private rental vehicles—General obligation

Yes:		42.1%	8
No:		57.9%	11

6.k.i. Taxis or private rental vehicles—Specific requirement

Yes:		22.2%	4
No:		72.2%	13

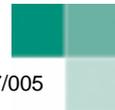
6.k.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Y es	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1
N o	1	1	1	1	1	0	0	0	0	0	1	1	0	0	0	1	1	0	1	0	0	0	1	1	0	0	0

6.n. Airplanes—General obligation

Yes:		66.7%	14
No:		23.8%	5

6.n.i. Airplanes—Specific requirement

Yes:		50.0%	9
No:		33.3%	6



6.n.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	1	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	1
No	1	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0

6.s. Maritime vehicles (ferry boats etc) -- General obligation			
Yes:		60.0%	12
No:		30.0%	6

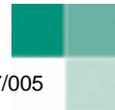
6.s.i. Maritime vehicles (ferry boats etc) -- Specific requirement			
Yes:		58.8%	10
No:		35.3%	6

6.s.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	1	0	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	1
No	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0

2.2.2 Transport infrastructure

6.b. Railway stations—General obligation			
Yes:		75.0%	15
No:		20.0%	4

6.b.i. Railway stations—Specific requirement			
Yes:		70.6%	12



No:																			23.5%	4							
6.b.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	0	0	1	1	1	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	1	1	0	0
No	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1

6.g. Bus stations or stops—General obligation

Yes:																		71.4%	15
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No:																		28.6%	6
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6.g.i. Bus stations or stops—Specific requirement

Yes:																		55.6%	10
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No:																		33.3%	6
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6.g.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	1	0	0
No	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1

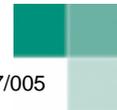
6.o. Airports—General obligation

Yes:																		85.7%	18
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No:																		9.5%	2
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6.o.i. Airports—Specific requirement

Yes:																		77.8%	14
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No:																			16.7%	3							
6.o.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	1	1	1	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	1	1	0	0
No	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1

6.t. Maritime ports—General obligation																											
Yes:																			61.9%	13							
No:																			33.3%	7							
6.t.i. Maritime ports—Specific requirement																											
Yes:																			55.6%	10							
No:																			38.9%	7							
6.t.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0	0
No	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1

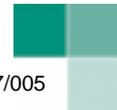
2.2.3 Ticket machines and online ticket sales

Turning to more specific accessibility requirements for products and services, there were fewer examples identified relating to the accessibility of ticket machines, online ticket sales or travel service information (e.g. timetables). While some responses did identify their existence they were in the minority and the general pattern may be perceived as continuing from a larger number of general (non-specific) obligations and a smaller number of specific (named) requirements. However, there are a

number of countries in which some specific requirements have been reported. This unevenness should not take away from the fact that the general obligation to provide accessible transport services could cover these devices, even if they are not explicitly mentioned.

In the following tables, the focus is on EU Member States where specific accessibility requirements have been identified in the survey responses. These are summarised below, although the list should not be regarded exhaustive and there are likely to be further examples not identified by the survey respondents.

6.c.i. Railway ticket machines—Specific requirement			
Czech Republic Denmark Finland Greece Luxembourg Portugal Slovakia Slovenia			
Yes:		37.1%	7
6.h.i. Bus ticket machines—Specific requirement			
Czech Republic Luxembourg Portugal Slovakia			
Yes:		21.2%	4
6.p.i. Air travel ticket/check-in machines—Specific requirement			
Finland Iceland Luxembourg Portugal Slovakia			
Yes:		26.5%	5
6.u.i. Maritime ferry ticket machines—Specific requirement			
Finland Portugal Slovakia			
Yes:		15.9%	3



6.d.i. Railway online ticket sales—Specific requirement

Austria
Czech Republic
Denmark
Greece
Portugal
Slovakia
Spain

Yes:		35.3%	6
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6.i.i. Bus ticket online sales—Specific requirement

Austria
Czech Republic
Denmark
Portugal
Slovakia
Spain

Yes:		27.8%	5
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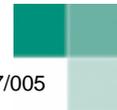
6.q.i. Air travel online ticket sales—Specific requirement

Austria
Czech Republic
Denmark
Finland
Portugal
Slovakia
Spain

Yes:		33.3%	6
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6.v.i. Maritime online ticket sales—Specific requirement

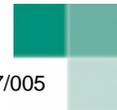
Austria
Denmark
Finland
Greece
Portugal
Slovakia
Spain



Yes:		33.3%	6
6.I.i. Taxi booking services (e.g. phone or online) -- Specific requirement			
Austria Croatia Czech Republic Hungary Malta Portugal Slovakia Spain			
Yes:		44.4%	8

Similarly, while there are general obligations to provide accessible information in relation to transport services in many countries (or services in general, e.g. within non-discrimination legislation) it is more difficult to find examples of specific requirements relating to transport services information in legislation. Only one example was identified in relation to specific accessibility requirement for taxi service information.

6.e.i. Railway service information (e.g. timetables) -- Specific requirement			
Belgium Czech Republic Greece Portugal Slovakia Slovenia Spain			
Yes:		35.3%	6
6.j.i. Bus service information (e.g. timetables) -- Specific requirement			
Belgium Czech Republic Greece Portugal Slovakia Slovenia Spain			
Yes:		27.8%	5



6.m.i. Taxi service information—Specific requirement			
Spain			
Yes:		5.3%	1
6.r.i. Air travel information (e.g. timetables) -- Specific requirement			
Czech Republic Denmark Finland Iceland Macedonia Portugal Slovakia Spain			
Yes:		33.3%	6
6.w.i. Maritime ferry service information (e.g. timetables) -- Specific requirement			
Finland Greece Portugal Slovakia Spain			
Yes:		27.8%	5

2.2.4 Transport examples

Q7. Examples of transport accessibility requirements

An overview of national transport accessibility measures is available for all countries from the DOTCOM database, hosted on the ANED website, including web links to relevant instruments and some standards documents. www.disability-europe.net/dotcom (Theme C.1). The following examples provide additional responses from the accessibility survey. Unless otherwise stated, these refer to national examples independent of the relevant EU transport Regulations and Directives.

Austria	There are no specifically Austrian accessibility standards for transport vehicles other than the transposition of EU regulation (unlike building or construction regulations). However, the Federal Ministry for Transport, Innovation and
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	<p>Technology published comprehensive guidelines for the accessibility of all kinds of public transport http://www.bmvit.gv.at/verkehr/gesamtverkehr/barrierefreiheit/leitfaden.html Only those recommendations that are included in a particular Austrian law are mandatory, e.g. the Austrian tram regulation. The Federal Disability Equality Act covers accessibility of online services, but it does not define standards.</p>
Belgium	Railway stations and vehicles are adapted to new requirements according to a timepad and a certain percentage of yearly increase. This is convened with the tutorial authority.
Bulgaria	Railway accessibility is regulated on general level but no sanctions could be imposed until 4 th December 2014. This is a result of the Bulgaria's exemption of the EU Regulation on Railway Transport. Most of the regulations in the country come from the EU legislation (directives and regulations) but they are most often neglected in practice.
Croatia	Use of railway ticket machines has not been regulated and by national transport service provider (Croatian railways – HŽ) they are not used at all. Situation regarding bus transport is similar - ticket machines have been used only sporadically, without specific requirements.
Cyprus	<p>1.Rail and Railway not applicable for Cyprus 2.Airports specific requirements are under the under the provisions of the Law and Regulations of Built Environment (see questions 4 & 5)</p> <p>3.Airplanes, Airports and Air travel services accessibility are under the provisions of the Civil Aviation Authority (Rules of National Civil Aviation Security) Regulations, 2011 (K.D.P.160 Â– 2011) (article 259 of the Civil Aviation Acts 2002 to 2011) which actually ratifies the European Regulation (EC) 261/2004 Â– with no further specific requirements. 4.Maritime ports specific requirements are under the under the provisions of the Law and Regulations of Built Environment (see questions 4 & 5)</p> <p>5.Maritime vehicles (and some service information on board) are under the provisions of the 2004 Law for Merchant Shipping (Regulations and Safety Standards of Passenger Ships, (58/(I)/2002, article 7B, annex C) and the European direction of 98/18/Î•Îš. (Available at: http://www.cylaw.org/nomoi/enop/non-ind/2002_1_58/full.html).</p> <p>These refer to access on board, signs and announcements, alarms, grips, doorsÂ' openings, doors, lifts, lounges, bathrooms and toilets. No specifications are provided. 6.Bus services have recently changed (see accessibility report) and include some accessibility for people on wheelchairs (e.g. ramps and positions on board), which however are not regulated by any general or specific code, law or regulation.</p>

Denmark	E.g. In the Danish traffic contract it is stated that the Danish State railways are obligated to prioritise good accessibility for people with disabilities. http://www.cih.dk/rapport/sammenhaengenderejse/doc7.html
Estonia	The Social Welfare Act, Section 26: ‘Social welfare of disabled persons’, regulates assistance to disabled persons with independent living. This conceptualises state support as seeking to provide ‘equal opportunities’ and ‘active participation’ and independence. Among other things it also includes provision of transport. (https://www.riigiteataja.ee/akt/120012011023). According to the Public Transport Act , disabled children, people with profound disabilities aged 16 and over, and persons accompanying people with severe or profound visual disabilities or guide dogs accompanying such persons are allowed to travel free of charge by public domestic transport: railway, road and waterway services – including commercial lines. The Transport Development plan for 2006-2013 stipulates that access to transport services and infrastructure has to be guaranteed for people with reduced mobility. This is done by development and maintenance of infrastructure. A new transport development plan for the next period is being drafted.
Finland	6a-d - Finland only has public railway, so public/private -choice is not relevant - http://www.finlex.fi/data/normit/35023-TRAFI_7107_03.04.02.00_2011.pdf , after 24.1.2013 http://www.trafi.fi/filebank/a/1355235015/2b66ab4c8d524239a128b43a40d31c5c/10879-PRM-YTE_%28luonnos%29.pdf - specific requirements technical details 6n-r: EY 1107/2006 6a-w There is a general requirement for equality but no law especially requiring improvements to accessibility. Built environments (airports, maritime ports etc.) are obliged by National Building Code of Finland section F1 “Barrier-free building”, several regulations addressing administrative, service, business and work facilities. http://www.ymparisto.fi/download.asp?contentid=26493&lan=fi 6k: It is mentioned in law 666/1994 (Asetus luvanvaraisesta henkilöliikenteestä tiellä, Decree on Passenger Traffic Subject to Licence), §8, that http://www.finlex.fi/fi/laki/ajantasa/1994/19940666?search[type]=pika&search[pika]=vamma* when granting permits for taxi driving, the needs of different customer groups should be taken into consideration and especially the sufficient amount of taxis suited for people with disabilities should be secured. 6s-w general obligation & specific requirements in EU 1177/2010
Greece	Rail and air travel are regulated directly by the respective EU regulations (1371/2007; 1107/2006) obliging service providers to

	<p>accommodate the needs of disabled passengers, mainly in terms of boarding, access to information and facilities. All city buses are required to comply with the accessibility standards as set out in the Ministerial Decision Number 21504/1771/9,)including specifications for autonomous access in and out of buses (kneeling), suitable space design and security for wheelchair users (wheelchair safety belts and anti-roll-locks). Law 3709/08 Rights and Duties of Passengers and Service Providers in Regular Sea Travel, includes obligation of providers of sea travel to meet accessibility standards on board as well as customer service.</p>
Iceland	<p>Section 6 a) inclusive of Section e) are not applicable to Iceland, as Iceland does not have rail service. In Iceland there are no specific laws or regulations concerning public transportation, aside from the Law on the Affairs of Disabled People (Lög um málefni fatlaðs folks 59/1992) which requires municipalities to operate a separate disabled transit service, but which does not cover the specifics of the survey section 6 f) to 6 j). The Regulation on Taxis (Reglugerð um leigubifreiðar 397/2003) and the Regulation on the Hiring of Car (Reglugerð um bílaleigur 790/2006) make no mention of either general or specific accessibility obligations. The Regulation on the rights of disabled and mobility impaired travelling by air (Reglugerð um réttindi fatlaðra og hreyfihamlaðra einstaklinga sem ferðast með flugi 475/2008) contains the general obligation that air travel passengers with disabilities are to be assisted and protected against discrimination. This covers disabled passengers departing, in-transit or arriving at any airport located within the European Economic Area. The Icelandic Civil Aviation Administration (Flugmálastjórn Íslands) notes that Regulation 475/2008 was introduced in order to enact the Regulation (EC) N° 1107/2006 of the European Parliament concerning the rights of disabled persons and persons with reduced mobility when travelling by air. Among other things, this specifies that airport staff are to provide assistance for disabled passengers during the check-in and screening process, the baggage handling process, entry and exit into the aircraft, customs and baggage reclaiming. Carriers are also required to provide information in an accessible format. However, there is no specific obligation mentioned regarding air travel online ticket sales (6 q.). ICT and web accessibility in Iceland is voluntary and no legislation requires institutions or companies to make their websites accessible. No Icelandic laws or regulations concerning maritime transportation refer in general or specific ways to obligations concerning accessibility for disabled people.</p>
Latvia	<p>a)- e) According to rail vehicles and railway stations - there are</p>

	<p>a lot of different standards in https://www.lvs.lv/lv/services/catalogue/catalogue_EP.asp, but they are available only with payment (https://www.lvs.lv/en/services/services_EP.asp.) The same could be mentioned regarding other positions (buses, airplanes, maritime vehicles). k)Regulations Nr.468 (03.07.2012.)On carrying passengers in taxi (http://www.likumi.lv/doc.php?id=249996from=off) obliges driver to help disabled people to get into a taxi if it is needed</p>
Liechtenstein	<p>The Act on Equality of People with Disabilities of 19 December 2006 (LGBL. 2006 nr. 287) provides in Articles 4 to 5 regulations on accessibility of public traffic infrastructure and on public traffic systems. Regarding public infrastructure such as footpaths and sidewalks - including handrails and surface -, traffic lights, furniture of public areas and streets, information and orientation systems, (bus) stops, design of working sites, construction of stairs, ramps, lifts and parking areas, the Swiss leaflet “Behindertengerechte Fusswegnetze” (footpaths adapted to the needs of persons with disabilities) in its update version is declared binding by the law. k-m) It is not known whether taxi services are treated in the same way as public buses. Judicial interpretation is required. n-r) There is no airport or airline service in Liechtenstein. s-w) There are no maritime services in Liechtenstein.</p>
Lithuania	<p>Accessibility of all modes of transport to people with disabilities is regulated by Article 11 the Law on Social Integration of the Disabled, which provides that the implementation of the requirements physically acceptable environment for the disabled in all relevant aspects of life are also through relevant adjustment of public transport and passenger facilities as well as their infrastructure. Adjustment of public transport and its infrastructure is also carried by municipalities. Lithuania is binding legislation regulated by EU. the main common issues according accessible transport is towns and rural areas. In that places accessibility is poor. Even in a big cities for example public transport stops located in the vicinity of organizations for visually impaired, have large print timetables, some public vehicles have sound system. There is a huge need for LED-based information system on buses: both inside and outside in all the Lithuania, not only in big cities. There is a new service in Vilnius city “Social Taxi”, it became more and more popular, but there is no official regulation in this area.</p>
Luxembourg	<p>The national Luxembourg Railway Network (CFL) makes efforts to ensure the accessibility of all stations and transport vehicles namely trains but also the buses. Under the internet site welcome.lu you can find a description of accessibility of all</p>

	<p>national stations based on the criteria of the national guide of norms for accessibility. http://www.welcome.lu/db_tourisme/search.php Airports are covered by the EU Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.</p>
Macedonia	<p>The Law for Air Transport http://www.mtc.gov.mk/new_site/images/storija_doc/115/zakon%20za%20vozduhoplovstvo.pdf in one provision (Article 39) mentions that the transport of people with disabilities cannot be performed without assistance but without any additional explanation and other provisions. In the law for marines. There are no provision regarding disability. Within the Law for Rail system http://mztransportad.com.mk/dokumenti/Zakon_za_Zeleznickiot_sistem_47_09042010.pdf (station, vehicle, Railway ticket machines) the disability issue is not included nor within the general or specific requirements. In the Law for the Rail transport obligation the situation is similar http://mztransportad.com.mk/dokumenti/ZAKON%20ZA%20DOGOVORITE%20ZA%20PREVOZ%20VO%20ZHELEZNICHKIOT%20SOOBRAKJAJ_55_04052007(3).pdf . Some benefits for blind people in rail transport are regulated through the Law for Transport in the Public Traffic http://www.mtc.gov.mk/new_site/images/storija_doc/115/26-10/140-2010.pdf The Law for public roads http://www.mtc.gov.mk/new_site/images/storija_doc/115/paten%20sektor/zakon%20za%20javnite%20patista.pdf (Article 65) regulates some benefits for people with disability, granting free road tax for a vehicle belonging to persons with disability, if the persons have the followed diagnoses: dystrophy, cerebral palsy, quadriplegia, paraplegia, poliomyelitis persons on a dialyse and persons with amputation of leg or arm with more than 80 % degree of disability issued by the Fund of Pension and Invalid Insurance. Beside this the persons has to be a member of the National Council of Disabled Organisations. All other who are have those diagnoses and the mention degree of disability, but they are not member of this National Council of Disabled Organisations cannot use this benefit. Other provisions where the public and private transporters are obligated to be accessible or to have accessible transport vehicle do not exist. Recently the Government purchase accessible buses just for the capital city, but all other transport means (trains, boats, buses) in Macedonia are not accessible at all.</p>
Malta	<p>General obligations mentioned regarding carriage of disabled people e.g. in the Arriva buses, Gozo channel, and AirMalta</p>

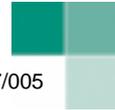
	websites but no technical specifications are given.
Netherlands	<p>There is a general accessibility requirement for public transport through the Equal Treatment Act on the grounds of disability and chronic illness 2003 (WGBH/CZ) and for which a specific time schedule with outcome goals has to be met in 2030. This means that passengers may complain if in their individual case transport turns out not accessible and it should have been according to the time schedule. Specific requirements are existent but are voluntary for transport providers so in this schedule I gave a “no” for specific requirements. There are many voluntary specific technical specifications. An example is the requirements for railway ticket machines and online ticket sales, either for bus or train. Especially for train and bus travel a lot of attention is paid to accessibility on a voluntary basis. Ticket sales machines were made more accessible after complaints and after consultation of the private accessibility adviser Projekt Bureau Toegankelijkheid. Vehicles for public transports meet European accessibility standards. Stations for bus and train travel are to meet the standards from TSI Accessibility for People with Reduced Mobility (TSI PRM) before 2030. There are no legal requirements, general nor specific for airplane travel, other than the European requirements. I ticked therefore “No” to indicate that there are no Dutch legal requirements.</p>
Norway	<p>The general principle is that buildings and equipment for public use have general obligations and also some specific requirements, even though they do not cover the whole areas of issues relevant to accessibility. On the other hand, goods and services as such are not yet covered by Norwegian legislation. However, ICT is. Ticket machines, online sales and service information is in some kind of intermediate position here, and it is moving in a more accessible direction. Some would say it is covered by general obligations whereas others would say it is so far too inadequate to call it “covered”. Be also aware that many general obligations apply only to new equipment. Be also aware that there is definite movements in a more accessible direction on travel information based on interpretation of “general general obligations”. The public/private distinction is not relevant, even though some of these services are only private. As for taxis there are no accessibility requirements for all taxis, but major taxi companies have accessible taxis.</p>
Norway	<p>There do exist general obligations in the transport area whereas the state of specific requirements varies. In general there are specific requirements related to the build environment and some types of vehicles, but not ICT and information related issues. New regulations are however on the way, expected to be</p>

	decided upon in 2013 and in force for new solutions in 2014. This concerns ticket machines, web pages etc.
Portugal	The national legislation defines specific requirements only for taxis (Order 18406/2004, of 1 September (Series II) and Ordinance 1522/2002 of 19 December), not defining any accessibility conditions for private rental vehicles. It is important to highlight that Decree-Law 163/2006, which regulates accessibility conditions for railway and subway stations, bus stations, sea and river ports, airport and aerodromes terminals, collective public transportation stops on public roads, is currently under revision. This decree also sets specific accessibility requirements for ATMs, including ticket vending machines, but does not include accessibility standards for blind and deaf people (e.g. audio description and sign language). The guarantee of access to online ticket vending services for public and private service providers is interpreted in Portugal as falling under the European regulations and accessibility requirements regarding information about transportation services are also assumed to be covered by European regulations without additional national elaboration.
Serbia	The Law on planning and construction and The Regulation on technical accessibility standards cover accessibility of railway and bus stations, bus stops and airports as public places. The Law on Air Traffic contains provisions that regulate general obligation of airports for accessibility of ground services, such as assistance to passengers with disability, which must be provided without discrimination and in a way most suitable for the passengers.
Slovakia	Example: The stop in public transport e.g. buses, trolleybuses, trams) is accessible for people with limited mobility when distance between two stops is not longer than 100 – 200 m, corresponding to approx. 5 minutes of walk. (Source: Technical conditions/norm : Designing on debarierized measures for people with limited mobility and orientation at roads: July 2011) http://www.ssc.sk/files/documents/technicke-predpisy/tp2011/tp_10_2011.pdf
Slovenia	Transport accessibility is one of the biggest areas of discrimination for people with disabilities. It is one of the areas with the biggest disparity between the formal right and the actual implementation of the right. Article 16 of the Equalisation of Opportunities for Persons with Disabilities (Zakon o izenačevanju možnosti invalidov, Official gazette 94/2010). Act gives provisions about accessibility of public transport service. It states that people with disabilities should have equal access in road, rail and sea traffic. According to the Act it is an obligation of the state, municipalities and public transport

	<p>providers to make every public transport line accessible. Accessibility provision should account for people with reduced mobility and sensory impairments which includes the architectural and information accessibility. Only when adjustment to regular line would mean a disproportional burden to provider, special transport for a person with disabilities can and has to be organized. Act envisages 10 (buses) to 15 year (train) transition period, this means that transport accessibility for people with disabilities is planned to become an actual right in 31. December 2025. Road transport Act (Zakon o prevozih v cestnem prometu, Official Gazette 131/2006) states in Article 53 that municipalities when organising local public transport have to ensure access for wheelchairs, and space for wheelchairs on the buses. Despite special requirements which are defined in the Rules on Railway Stations and Stops Facilities (Pravilnik o opremljenosti železniških postaj in postajališč ; Official Gazette 53/2002, 72/2009) the requirements for full accessibility is demanded only for the railways which will be build anew or in cases of renovation (Article 2). The consequence of such law is that in practice railway stations and trains are very much inaccessible. Even where the lifts are built the person with disabilities cannot operate the lift himself/herself but needs an official person from the rail to operate it. Technical Requirements for Products and Conformity Assessment Act (Zakon o tehničnih zahtevah za proizvode in ugotavljanje skladnosti, Official Gazette 59/1999 and later) includes several specific minimal requirements for technical equipments used by persons with disabilities. The Act also envisages the Technical Specification for Busses (Tehnične specifikacije za avtobuse).</p>
Slovenia	<p>Transport accessibility is one of the biggest areas of discrimination for people with disabilities. It is one of the areas with the biggest disparity between the formal right and the actual implementation of the right. Article 16 of the Equalisation of Opportunities for Persons with Disabilities (Zakon o izenačevanju možnosti invalidov, Official gazette 94/2010). Act gives provisions about accessibility of public transport service. It states that people with disabilities should have equal access in road, rail and sea traffic. According to the Act it is an obligation of the state, municipalities and public transport providers to make every public transport line accessible. Accessibility provision should account for people with reduced mobility and sensory impairments which includes the architectural and information accessibility. Only when adjustment to regular line would mean a disproportional burden to provider, special transport for a person with disabilities can</p>

	<p>and has to be organized. Act envisages 10 (buses) to 15 year (train) transition period, this means that transport accessibility for people with disabilities is planned to become an actual right in 31. December 2025. Road transport Act (Zakon o prevozih v cestnem prometu, Official Gazette 131/2006) states in Article 53 that municipalities when organising local public transport have to ensure access for wheelchairs, and space for wheelchairs on the buses. Despite special requirements which are defined in the Rules on Railway Stations and Stops Facilities (Pravilnik o opremljenosti ŀzeleznih postaj in postajaliŀ ; Official Gazette 53/2002, 72/2009) the requirements for full accessibility is demanded only for the railways which will be build anew or in cases of renovation (Article 2). The consequence of such law is that in practice railway stations and trains are very much inaccessible. Even where the lifts are built the person with disabilities cannot operate the lift himself/herself but needs an official person from the rail to operate it. Technical Requirements for Products and Conformity Assessment Act (Zakon o tehniŀnih zahtevah za proizvode in ugotavljanje skladnosti, Official Gazette 59/1999 and later) includes several specific minimal requirements for technical equipment used by persons with disabilities. The Act also envisages the Technical Specification for Busses (Tehniŀne specifikacije za avtobuse).</p>
<p>Spain</p>	<p>There is normative but due the lack of accessibility on transportation the Committee of Spanish representatives of people with disabilities (CERMI) has proposed to the Ministry of public works exemption from the payment of the motorways tolls for people with disabilities with official recognition of reduced mobility. Sometimes there is a situation of confusion regarding the application of maritime rules, that most of the times, the ship is not registered in Spain and the cruise passes through international waters.</p>
<p>Sweden</p>	<p>The Law on public transport for people with disabilities (1979:558) states that public transport and its vehicles should be adjusted to suit people with disabilities. Premises, such as stations, airports etc. are subjected to the Planning and Building Act (2010:900). If there is, for example, a lack of accessibility to a local, regional or national transport service, a person could get access to a taxi under the Laws on Transportation Services for the Disabled (1997:735, 736). Law on Air Transportation (2010:510) refers to EU Regulation 1107/2006. Moreover, it is suggested that regulations on acoustic environment in public premises, such as railway stations, airports and health centres, will be in effect as of July 2013 (Building Regulations from the Swedish National Board of Housing, Building and Planning,</p>

	BBR). Through this, acoustic environment is not seen merely as a noise problem but also as a question of accessibility to information.
United Kingdom	<p>General obligations are outlined in the Equality Act 2010. This includes specific requirements that bus, taxi and private hire vehicles be accessible to disabled people, including wheelchair and guide dog users. Part 12, Chapter 1 - allows the Secretary of States to make taxi accessibility regulations to ensure disabled people can get in and out of vehicles, including in wheelchairs, and specifying door openings, floor area and headroom. Part 12, Chapter 2 - allows the Secretary of States to make PSV accessibility regulations to ensure disabled people can get on and off vehicles, including in wheelchairs, and specifying vehicle equipment Part 12, Chapter 3 allows the Secretary of States to make rail vehicle accessibility regulations to ensure disabled people can get on and off vehicles, including in wheelchairs, and specifying equipment, toilet facilities, floor area Equality Act 29(6) is limited on ships to the transporting of people or providing a public service on-board (Section 30) The Public Service Vehicles Accessibility Regulations 2000 include all new service buses and coaches for more than 22 passengers.</p> <p>http://www.legislation.gov.uk/ukxi/2000/1970/contents/made</p> <p>Trains on the major lines (interoperable rail system) are subject to the EU Technical Specification for Interoperability for Persons with Reduced Mobility.</p> <p>http://www.dft.gov.uk/publications/catalogue-of-tsis The 2010 Rail Vehicle Accessibility Regulations give access standards for light railways, including wheelchair use, handrails, control equipment and information systems (including audible warning of doors closing).</p> <p>http://www.legislation.gov.uk/ukxi/2010/432/contents/made</p> <p>There is detailed guidance, exemptions for older stock and compliance is monitored</p> <p>https://www.gov.uk/government/publications/list-of-rail-vehicles-built-or-refurbished-to-modern-accessibility-standards The 2011 code of practice on Accessible train station design for disabled people defines standards for infrastructure</p> <p>https://www.gov.uk/government/publications/accessible-train-and-station-design-for-disabled-people</p> <p>The Code of Practice on Access to Air Travel for Disabled Persons includes self-service check-in (section 5)</p> <p>http://www.ukaccs.info/accesstoairtravelfordisabled.pdf</p>



2.3 Section 4: Information and communication technologies

Fewer examples are evident in national obligations and specific requirements relating to ICTs, except for telecommunications legislation and in particular there is less evidence of specific national requirements relating to goods and websites than to the accessibility of services. However, the existence of varied requirements in a significant minority of countries does raise questions about the facilitation of manufacture, procurement and sales between countries within the single market.

The provision of audiovisual media services is governed by the Audiovisual Media Services Directive. This includes an accessibility clause encouraging (but not obliging) the Member States to set gradually disability accessibility requirements on providers of these services. Article 3c of the Directive provides: 'Member States shall encourage media service providers under their jurisdiction to ensure that their services are gradually made accessible to people with a visual or hearing disability'.

In 2005 the Commission issued a mandate (376) to the European Standardisation Organisations to draft an inventory of possible areas for European standards on e-accessibility to be used in public procurement. Directive 1999/5 (R&TTE Directive) addresses the conformity of radio and telecommunications terminal equipment with certain essential requirements, including the requirement that equipment is designed in such a way as to enable people with disabilities to use it without, or with minimal, adaptations. The Directive empowers the Commission to decide what types of apparatus should be designed in a way so as to support their use by persons with disabilities. This power has not yet been used by the Commission.

The eCommunications package deals to some extent with the accessibility of electronic services. The package consists of six directives and one regulation, of which two have disability-specific provisions (Directive 2002/21 and Directive 2002/22). In 2009, the package was updated. The 'Better Regulation' Directive establishes a harmonised framework for the regulation of electronic communications services, electronic communications networks, associated facilities and associated services, and certain aspects of terminal equipment to facilitate access for disabled users. The Directive aims to ensure end-to-end connectivity and interoperability between equipment, networks and services for end-users with disabilities by including some aspects of terminal equipment in the material scope of the Directive. Provisions are of enabling nature and leave the freedom to Member States to take measures.

The 'Users' Rights' Directive makes numerous references to the right to 'equivalent access' (including choice and affordability) of disabled end-users to services available to other end end-users. This functional equivalence implies the same usability of services by all users, even if the means to achieve it are different for disabled end-users. Equivalence of access must be guaranteed by national consumer protection requirements.. The Directive makes an important link between

the provision of electronic communications services and the terminal equipment used to provide them (currently covered by the R&TTE Directive).

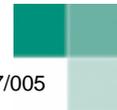
As in the previous sections, indicative estimates of coverage are provided from all responses, with a breakdown of specific requirement examples identified in EU Member States. These should, again, be viewed as illustrative taking account of the potential for missing data in some cases. The overview sections are, as in the previous chapters, followed by summary examples from specific countries.

8. ICTs

2.3.1 Telecommunications, including emergency services

Compared to general patterns for the built environment and transport, fewer obligations and requirements in relation to telecommunications equipment and services were reported. However, examples are identified in several countries and in general these were applicable to both public or private entities. Once more, where there is no report on a Member State, it does not mean that measures do not exist but that they have not been identified as examples in this data collection exercise.

8.a. Telephones (i.e. home and mobile devices) -- General obligation																												
Yes:																					37.5%	9						
No:																					54.2%	13						
8.a.i. Telephones (i.e. home and mobile devices) -- Specific requirement																												
Yes:																					18.2%	4						
No:																					63.6%	14						
8.a.1	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom	
Yes	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
No	0	1	0	1	1	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	1	0	1	1	0	0	0	0
8.b. Telecommunication services—General obligation																												
Yes:																					69.2%	18						



No:			19.2%	5																							
8.b.i. Telecommunication services—Specific requirement																											
Yes:			29.2%	7																							
No:			54.2%	13																							
8.b.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1
No	1	1	1	0	1	0	0	0	0	0	0	1	0	0	1	1	0	0	1	0	1	0	0	1	0	0	0

8.c. Public payphones—General obligation																												
Yes:			62.5%	15																								
No:			33.3%	8																								
8.c.i. Public payphones—Specific requirement																												
Yes:			30.4%	7																								
No:			65.2%	15																								
8.c.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom	
Yes	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0	1
No	1	1	0	1	0	1	0	0	0	0	0	1	0	0	1	1	0	0	1	0	0	0	0	1	0	0	0	

8.d. Emergency telephone services and switchboards (i.e. 112) -- General obligation				
Yes:			58.3%	14
No:			25.0%	6

8.d.i. Emergency telephone services and switchboards (i.e. 112) -- Specific requirement																											
Yes:		38.1%	8																								
No:		47.6%	10																								
Not known:		14.3%	3																								
8.d.i. t	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Ye s	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1
No	0	1	0	0	1	0	0	0	0	0	0	1	0	0	1	1	0	0	1	0	1	0	0	1	0	0	0

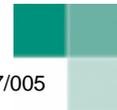
2.3.2 Computers and software

Very few examples could be identified in relation to the manufacture and sale of personal computers, although global standards and toolkits are readily available for reference. Member States have also developed national standards and guidelines.. The non-identification of specific requirement examples does not, however, preclude the existence of relevant non-discrimination provisions or public procurement requirements, although it may indicate a lack of specificity in referring directly to these products (or a lack of widespread knowledge concerning requirements that may exist).

8.e. Personal computers—General obligation				
Yes:		25.0%	7	
No:		66.7%	16	
8.e.i. Personal computers—Specific requirement				
Yes:		4.5%	1	
No:		68.2%	15	

In relation to personal computers, some form of general obligation was identified by respondents in Cyprus, Hungary, Malta, Portugal, Slovakia and Spain.

The picture is rather similar in relation to operating systems and software requirements. While obligations or requirements may exist to ensure that business 'services' are made accessible (including information, banking or e-commerce



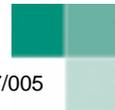
services) this is less likely to be specifically detailed in relation to retail software underpinning such services. However, note should be taken of the existence international standards or guidelines, as outlined above.

8.f. Operating systems and software (i.e. for home/SME use) -- General obligation			
Yes:		25.0%	6
No:		66.7%	16
8.f.i. Operating systems and software (i.e. for home/SME use) -- Specific requirement			
Yes:		9.1%	2
No:		63.6%	14

2.3.3 Websites and e-publishing

In relation to websites and website design, it is easier to identify specific requirements, for example in references to general non-discrimination legislation (although considerable ambiguity exists where websites are not explicitly covered but general provision of 'services' or 'information' are covered). These may be divided between requirements that relate only to the provision of public sector websites and those relating to both public and private providers (noting that public sector websites will often be designed by private sector contractors).

8.g. Websites—General obligation			
Yes:		60.0%	15
No:		28.0%	7
8.g.i. Websites—Specific requirement			
Yes:		52.2%	12
No:		30.4%	7
8.g.ii. Websites—Public/Private			
Public:		48.0%	12
Private:		0.0%	0
Both public and private:		36.0%	9



8.g.i.	Austria	Belgium	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	1	1	0	0	1	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0	1	0	1	0	1	0	1
No	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0

8.h. Website design services—General obligation

Yes:		33.3%	8
No:		50.0%	12

8.h.i. Website design services—Specific requirement

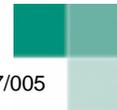
Yes:		22.7%	5
No:		54.5%	12

8.h.ii. Website design services—Public/Private

Public:		27.3%	6
Private:		0.0%	0
Both public and private:		45.5%	10

8.h.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	1	0	0	0	0
No	1	1	1	1	0	0	0	0	0	0	1	1	0	0	1	0	0	0	1	0	0	0	0	2	0	0	0

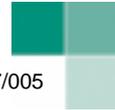
Turning to e-publishing of books and other documents, there are extensive debates concerning copyright exemption law (e.g. allowing screen reader access) but fewer specific examples of general obligations or specific accessibility requirements in national laws. Specific requirements were identified only in Greece and Slovakia.



8.k. Broadcasting services (TV channels) -- General obligation																											
Yes:																			64.0%	16							
No:																			28.0%	7							
8.k.i. Broadcasting services (TV channels) -- Specific requirement																											
Yes:																			53.8%	14							
No:																			38.4%	10							
8.k.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	1	1	0	1	0	1	0	0	1	1	0	0	0	0	0	0	1	1	1	0	1	1	1	0	1
No	1	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0

Finally, the survey responses also reveal national examples of general obligations or specific requirements relating to self-service terminals, as follows.

8.l. Self service terminals (ticketing machines, check-in machines, ATMs or banking machines) -- General obligation																											
Yes:																			54.2%	13							
No:																			41.7%	10							
8.l.i. Self service terminals (ticketing machines, check-in machines, ATMs or banking machines) -- Specific requirement																											
Yes:																			30.4%	7							
No:																			52.2%	12							
8.l.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0
No	1	1	1	1	1	0	0	0	0	0	1	1	0	0	1	1	0	0	1	0	0	0	0	1	0	0	0



2.3.5 ICT examples

9. Examples of ICT accessibility requirements

Austria	The E-Government Act includes the responsibility of Federal and Provincial agencies to provide accessible web-services, but it does not include any particular regulations or standards. However, there are efforts to develop comprehensive guidelines for governmental web-services including accessibility-guidelines, see: http://reference.e-government.gv.at/uploads/media/webacc-2-0-0-20070831.pdf The Federal Disability Equality Act covers accessibility of online services, but it does not define any standards or specific requirements. With regards to web accessibility, WCAG are the usual standards referred to in Austria.
Belgium	Websites can get a special qualification as “Anysurfer” if they comply to specific adaptations.
Bulgaria	Bulgarian National Television station is obliged - by law - to provide sign language and there is one News Programme, which is on air with sign language. Private channels do not apply such practices.
Cyprus	1.Telecommunication services – accessibility is mainly offered by the largest provider who is a semi-public sector (but not completely public). Example: Free operator services for message transmission 2.Public payphones – operator services for people with hearing impairment 3.Broadcasting services – under the CyBC Act and the Radio and Television Acts of 1998 to 2011 (N.7 (I) / 1998), article 29 (amendment Law N.118(I)/2010) which obliges every broadcaster to broadcast between the hours of 18.00 and 22.00 special newscast understood by deaf people, enduring at least five minutes, provided that the projection of the above mentioned special newscast covers at least half of the TV screen. 4.Personal computers and software – very general provision for education, under the N13(I) of 1999 Education for Children with Disability Law, which refers to the provision with the necessary help for students overall improvement including access to technology and communication. 5.Internet and websites – only under the N8(III) of 2011 Law, which ratifies the UN Convention for Disability Rights (UN Convention article 9 sets forth the obligation to ensure accessibility to the Internet). Also e-Government strategy directed for WCAG 2.0 compliance for all public websites by the end of 2010, something that was not implemented. 6.Self-service terminals – whatever is provided under the N8(III) of 2011 Law, which ratifies the UN Convention for Disability Rights.
Czech Republic	The Czech legislation covers in detail only accessibility of the websites of public administration providing information to general public
Denmark	E.g. The Danish Ombudsman encourage to effort to ensure that public authorities’ websites meet the mandatory open standards for

	accessibility, WCAG (Web Content Accessibility Guidelines), level AA. However, there is no a legal requirement and the public authorities cannot be held accountable for their compliance with the guidelines by any courts.
Estonia	<p>The Electronic Communications Act takes into consideration the interests of different social groups, including persons with special needs. Estonia has implemented the EU package on electronic communication (Directives Nos. 2009/140/EU and 2009/136/EU) in the Electronic Communications Act, which also enhances possibilities for persons with hearing and speaking impairments to contact emergency centres by SMS. The access of disabled persons to information technologies is prescribed in the Information Society Development Plan 2006-2013. One of the groups given high priority is persons with disabilities. One of the goals and principles is to make all public sector websites accessible to people with special needs and help participate actively in public life. An electronic voting system and a participation website are available for citizens to participate in the decision-making processes and take part in public life more actively. Local governments regularly organise training for promoting computer skills and facilitate access to e-services. Electronic communications Act Electronic voting http://www.eesti.ee/portaal/valimised.eabi E-services http://www.eesti.ee/eng/citizen Website of the Government of Estonia http://www.valitsus.ee/en/accessibility Participation website https://www.osale.ee/ It has been stated by the Ministry of Social Affairs Development Plan for 2011-2016 that it foresees among its tasks to continue with the elaboration of the remaining services' guidelines (http://www.sm.ee/meie/eesmargid-ja-nende-taitmine/ministeeriumi-arengukava.html).</p>
Finland	Digital Agenda http://www.lvm.fi/digitaalinenagenda 8k: Broadcasting services: Act on Television and Radio Operators, section 19a, sets it compulsory to add subtitles to programmes in Finnish or Swedish and a voice service to programmes in other languages (this meaning a service which changes the subtitles to voice).
Greece	Law 3431/2006 requires that private telecommunication networks and service providers ensure equal access for all users, with particular reference to “disadvantaged social groups”. Ministerial Decision 44867/1637 refers exclusively to measures for disabled users and requires public providers of telecommunication services to provide accessible public payphones, text-phones, telephone catalogs in accessible formats, SMS access to emergency services and accessible terminal equipment at low cost. Websites of the public sector must comply with the Web Content Accessibility Guidelines (WCAG), version 2.0, at least to the AA level. The Presidential Decree 8300/2003 requires that public libraries provide digital content for users with visual impairment. Law 3021/2002 requires that all national broadcasting channels must have at least one news broadcast a day and one

	program a fortnight, broadcasted in sign language along with subtitling.
Iceland	<p>The Icelandic Law on Telecommunication (Lög um Fjarskipti 81/2003) Chapter 1, Article 1 addresses a general obligation to make all telecommunication accessible. The Law also specifies that accessibility does not extend to private, internal communication networks such as those within the home, businesses, private organisations, among others. Chapter 6, Article 19 makes another general obligation that all users have the right to access general telecommunication services. Article 19 specifies that these general services extend as well to telephone services and services to disabled users and others with special needs. The Post and Telecom Administration in Iceland (Póst- og fjarskiptastofnun Íslands) is tasked to ensure that users have access to, among others things, telephone directory and information services. The organisation, under the Law on the Post and Telecom Administration (Lög um Póst- og fjarskiptastofnun 69/2003) aims to ensure that all citizens have access to universal services. The Law on Telecommunication, Article 61, contains the general obligation (Article 61, f.) that wireless telecommunication devices should have the possibility of facilitating their use for disabled people, but no specific obligation has to how this is to be achieved or enforced. The Law on Emergency Response (Lög um samræmda neyðarsvörun 40/2008) governs the emergency 112 line in Iceland. While a general obligation could be interpreted vis-a-vis the Icelandic Law on Telecommunication, no specific obligation is included in this Law concerning accessibility features for disabled, although an sms and remote emergency call-button service for hearing and speech impaired individuals is offered. ICT and web accessibility in Iceland is voluntary and no legislation requires state institutions or companies to make their websites accessible. The Icelandic Media Law (Lög um fjölmiðla 38/2011) addresses the general obligation on the part of broadcasters to report on their actions to increase access for visually and hearing impaired people(Article 23.h). Article 30 similarly specifies that such broadcasts should include be made accessible with sign language provision, subtitling and/or audio descriptions. However, this is not a specific legal requirement with penalties for non-compliance, rather a general obligation on the part of service providers.</p>
Latvia	<p>There are a lot of different standards in https://www.lvs.lv/lv/services/catalogue/catalogue_EP.asp, but they are available only with payment (https://www.lvs.lv/en/services/services_EP.asp.)</p>
Liechtenstein	<p>a) The Act on Electronic Communication of 17 March 2006 (LGBl. 2006 nr. 91) states in Art. 12 lit. g) that an eased access to electronic communication services for people with disabilities at reasonable conditions must be guaranteed, including access to such services at public payphones (by coins or by card). c) The By-law of 3 April 2007 on Electronic Communication Nets and Services (LGBl. 2007 nr. 67)</p>

	states in the Appendix I, XVIII, Article 3 that public payphones (coins or card) have to be designed barrier-free according to the Act on Equality of People with Disabilities. d-l) There are no provisions in the national law regarding d) to l). Judicial interpretation is required on whether general provisions of the Act on Equality of People with Disabilities apply or not.
Lithuania	Under the Law on Social Integration of Persons with Disabilities, arrangement of access for the disabled to the information environment is delegated to a Government-authorized body. There is no official legislation for ICT's, just there is Methodological Guidelines for Websites. Separated programmes for (computers, mobiles phones and ect.) are partly funded by the government.
Luxembourg	Following the WEB-Accessibility Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies(WCAG2ICT) and the W3C Versions on 13 December 2012 (available at http://www.w3.org/WAI/) Public Web-pages of the national administration and services get more and more accessible and offer voice recording items. The national guide of normes tackles also IT items like phones and Tv installations (available at http://www.mfi.public.lu/publications/Handicap/GuidedesNormes_brochure_FR.pdf .)
Macedonia	The Strategy for E – Inclusion (2011 – 2014), http://www.mio.gov.mk/files/pdf/dokumenti/Strategija_za_e-vklucuvanje.pdf is under the responsibility of the Ministry for Information Society and Administration and within is included measures for providing internet accessibility for people with disabilities as well as a measure for including assistive technology. Broadcasting Law http://www.srd.org.mk/images/stories/legislativa/zakon_za_radiodifuzija_english.pdf In the media the accessibility for disability question in some manner is mentioned within the Law for Broadcasting where the public provider, in this case Macedonian radio and television station (MRT) obliges to develop, plan and broadcast programmes, informative shows and news intended for deaf people that shall be translated in a sign language. The MRT is providing a monthly TV Emission on a sign language “In the world of silence” and every Sunday the TV news (DNEVNIK) is translated on sign language. It has to be noted that except this emission and the TV news, there are no other signed language programs on other TV programs or emissions on MRT all other broadcasting companies. It has to be also noted that the all broadcasting companies are not at all physically accessible, including the state public broadcaster MRT. Also, MRT has one TV emission in Monday dedicated on the daily activities of people with disabilities named: “The fifth angel” and on the Macedonian Radio every Sunday is going a 30 minutes radio emission “ Pantarej” dedicated on disability issues. In the Law for Electronic Communication

	<p>http://www.srd.org.mk/images/stories/legislativa/Zakon_za_elektronskije_komunikacii.pdf there are provisions regarding disability and access to services that must be available for people with disabilities. The provisions are not strictly defined but are left as an “option“. Within this Law it is permitted for telecommunication services to provide their services at different, lower prices for vulnerable groups including people with disabilities. The Macedonian Telecom provides a 50% discount on costs for the use of landline telephones by people with disabilities</p>
Malta	<p>with regard to Accessibility of Websites, the Foundation for IT Accessibility has published Guidelines available at http://www.fitamalta.eu/fita-services/consultancy-services/</p>
Netherlands	<p>Accessibility of emergency telephone services are on a voluntary basis. “For instance since July 2012 there is a SMS service for people who are deaf, hard of hearing or have speech difficulties. People who want to use this service need to register first before they may use it. National government aims to have local and national governments websites accessible but there is no legal requirement nor will there be in the future, it was decided in December 2012. There are voluntary accessibility standards for websites though that website owners, public and private may use (available at accessibility.nl). A voluntary project in which local governments were actively asked and aided in making their website more accessible, 50% of local governments introduced basis accessibility elements to their websites. (report at http://www.binnenlandsbestuur.nl/digitaal/partners/king/ruim-200-gemeenten-bezig-met-basiselementen.8548036.lynkx?utm_source=BB%202012-12-21&utm_medium=link&utm_campaign=nieuws Broadcasting services should meet general and specific accessibility requirements for people who are deaf or hard of hearing. A percentage of programmes should be subtitled. There is no requirements to have a sign language interpreter or requirements for other disabilities. There are no general or specific legal requirements for self-service terminals or cash machines. There are voluntary standards though for financial self service terminals made by the association for Banking companies.</p>
Poland	<p>Act on Radio and Television Broadcasting (1992) http://isap.sejm.gov.pl/DetailsServlet?id=WDU19930070034 Since 1 July 2011 the amended Act on Radio and Television Broadcasting obliges television broadcasters to ensure the availability of programs for persons with visual or hearing impairments. At least 10% of the quarterly time of broadcasting, with the exception of advertising and telesales, should have such facilities as audio description, subtitling for the deaf and sign language translations.</p>
Portugal	<p>The Anti-Discrimination Law (Law 46/2006 of 28 August) prohibits the “refusal of supply or any impediments to make use of goods or services” and “the adoption of measures which limit access to new</p>

	<p>technologies”. Accessibility to public telephones is standardized by Decree 163/2006, in which are established specific conditions regarding wheelchair approach areas and the use of keyboards with tactile reference (e.g.: embossed or Braille), among others.</p> <p>Accessibility to webpages is guaranteed by Cabinet’s Resolution 155/2007, which is only applicable to central government departments and organizations. According to this resolution, the websites of Central government organizations must meet the compliance level ‘A’ specified in the accessibility guidelines about web content, developed by the World Wide Web Consortium (W3C), or the compliance level ‘AA’ if the webpages comprise service provision. Regarding accessibility to TV channels, the Television Law (Law 27/2007, of 30 July, revised and republished in annex to Law 8/2011, of 11 April) states that “the State, the public service concessionaire and the remaining television operators and audio-visual services should take into account the special needs of certain audiences”(article 6). The Television Law comprises specific rules about accessibility to the TV public service, which should be guaranteed by the TV Public Service Concession Agreement. Moreover, the three main Portuguese generalist TV broadcasters signed a Regulation Protocol, in which they agreed to broadcast, with sign language and subtitles, informative, educational, cultural, recreational or religious programs, as well as fictional or documentary programs, and using the teletext function as a way to support citizens with hearing impairments. This Protocol also defines the number of weekly hours and the timetables for broadcasting these kinds of programs.</p>
Serbia	<p>The Electronic Communications Law provides general obligation for ensuring equal opportunities for access to publicly available telephone services, including making calls to emergency services, information services and public telephone directories. There is no further reference to standards or development of specific requirements. The Regulation on technical accessibility standards cover physical aspects of accessibility of public payphones and self service terminals, but not in ICT/hardware/software aspects. To our knowledge, there are no accessibility requirements for products for personal use such as phones, TVs, personal computers etc.</p>
Slovakia	<p>Example on public payphones: Each public payphone has to allow the users with visual impairment to identify all its buttons easily. Public payphone for the users with physical disabilities has to meet general technical requirements for the buildings utilised by persons with reduced mobility a orientation and has to be specifically marked. (Source: Measure of the Telecommunication office of the Slovak Republic from 20th December 2010 no. O - 20/2010; Opatrenie Telekomunikačného úradu Slovenskej republiky z 20.12.2010 č. O – 20/2010 http://www.teleoff.gov.sk/index.php?ID=3751)</p>

Slovenia	Art. 17 of the Equalisation of Opportunities Act, 2010 envisages a right of people with sensory disabilities to some communication aids that are not included in other Acts. Art. 23 of the Act brought the conditions for the establishment of Call Center for Persons with Hearing Disabilities. It enables them access to public services via video calls and computers. The Law on Media (Zakon o medijih, Official Gazette 35/2001) in the Article 4 says that the Republic of Slovenia especially supports the dissemination of the media contents among the blind and deaf-muted persons.
United Kingdom	<p>General obligations are outlined in the Equality Act 2010 and Section 21(1) makes 'provision of a service' subject to requirements for reasonable and anticipatory adjustments. The 2011 Equality and Human Rights Commission Statutory Code of Practice explicitly includes websites and provision, and gives an example of a graphic website without control over font size or text recognition as indirect discrimination.</p> <p>http://www.equalityhumanrights.com/uploaded_files/EqualityAct/service_scode.pdf</p> <p>The Ofcom regulator requires providers to enable telephone emergency service SMS functionality</p> <p>http://stakeholders.ofcom.org.uk/binaries/consultations/gc-usc/statement/Statement.pdf SMS access to 999 (112) is available but the phone must be registered before it can be used</p> <p>http://www.emergencysms.org.uk/ A Text Relay service for typetalk phones is provided by BT on a separate number (18000). In some areas emergency services can be contacted by SMS using a separate local number.</p>

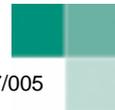
2.4 Section 5: Other consumer products and services

The previous sections (relating to the built environment, transport and ICTs) illustrated the pattern of wider coverage for general obligations in law than for specific requirements, and for a greater coverage of services than for goods. In relation to other consumer goods and services, there is less evidence of systematic coverage, although notable examples exist. In general, specific requirements are evident in all categories but in a minority of countries, and a minority of EU Member States.

10. Other products and services

2.4.1 E-commerce and banking

The following examples may be considered independently of the transposition of existing EU instruments relating to e-commerce. However, they should be read also in the context that specific requirements may exist for any provider of websites and for services in general provided online (see earlier). Thus, providers of e-commerce

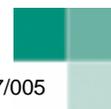


need to be aware not only of e-commerce requirements but of any more general web-based accessibility requirements in each country.

10.a. E-commerce and online shopping—General obligation																											
Yes:																					32.0%	8					
No:																					52.0%	13					
10.a.i. E-commerce and online shopping—Specific requirement																											
Yes:																					14.3%	3					
No:																					66.7%	14					
10.a.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0
No	1	1	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	1	0	0	1	0	0	0

The identified examples relating to online banking follow a similar pattern. In general, while national laws may oblige providers to make their services accessible, and to provide accessible financial information, they are less likely to require this to be done in specific ways. As for online shopping, these examples should be considered in the context of provisions relating to websites and information provision in general (i.e. where specific requirements for online banking are not identified they may well exist in requirements to provide accessible online services in general, or to provide accessible banking services to disabled customers).

10.c. Online banking—General obligation					
Yes:				32.0%	8
No:				52.0%	13
10.c.i. Online banking—Specific requirement					
Yes:				14.3%	3
No:				66.7%	14



10.c.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1
No	1	1	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	1	1	0	0	1	0	0	0

10.d. Banking and financial services information (e.g. bank statements, product information, etc.) -- General obligation

Yes:		38.5%	10
No:		46.2%	12

10.d.i. Banking and financial services information (e.g. bank statements, product information, etc.) -- Specific requirement

Yes:		13.6%	3
No:		68.2%	15

10.d.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0
No	1	1	1	1	0	0	0	0	0	0	1	1	0	0	1	1	0	0	1	1	1	0	0	1	0	0	1

A larger proportion of examples were identified in relation to postal services than e-commerce, as might be expected for such a long-standing service, and may also reflect the public service origins of such services (by comparison with private sector commerce). These accessibility examples do not necessarily include concessions offered to some disabled customers (such as blind persons).

10.b. Postal services (i.e. about access not reduced prices) -- General obligation																											
Yes:																				44.0%	11						
No:																				48.0%	12						
10.b.i. Postal services (i.e. about access not reduced prices) -- Specific requirement																											
Yes:																				22.7%	5						
No:																				68.2%	15						
10.b.i.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	1	0	1
No	1	1	1	1	0	0	0	0	0	0	1	1	0	0	1	1	1	0	1	0	0	0	0	1	0	0	0

In terms of hotel and hospitality services, the pattern of examples identified in the survey responses is rather similar to that for other predominantly private sector services (such as shopping and banking). General obligations to make services accessible, in law, are less likely to be specified as requirements for hoteliers. As in the previous examples, specific requirements for accessible premises and the built environment were covered earlier in Section 1 and are much more common. Similarly, the provision of web-based services may require hotels to comply with specific requirements even where these do not specify the nature of the hospitality industry.

10.e. Hospitality booking and information services (hotels, guest houses etc.) -- General obligation																					
Yes:																				30.8%	8
No:																				53.8%	14
10.e.i. Hospitality booking and information services (hotels, guest houses etc.) -- Specific requirement																					
Yes:																				13.6%	3
No:																				72.7%	16

Finally, for illustration of the general themes, the following summary tables show the lack of examples identified for common domestic products (e.g. for accessibility of the user interface of washing machines or microwave ovens to blind people). Only in

Malta and Slovakia were examples of general relevance identified, but not of specific requirement. This underlines the general pattern of the preceding sections, where it is easier to identify requirements in law relating to service provision than to goods manufacture. No specific examples were identified by the respondents, although this would not preclude legal action against the manufacturer or provider of an inaccessible goods on grounds of disability discrimination under national laws.

10.f. Domestic appliances (washing machines etc.) -- General obligation			
Yes:		8.3%	2
No:		79.2%	19
10.f.i. Domestic appliances (washing machines etc.) -- Specific requirement			
Yes:		0.0%	0
No:		85.0%	17

2.4.2 Other examples

11. Examples of specific accessibility requirements for other products or services

Austria	The Federal Disability Equality Act covers all consumer relations but does not specify any kind of accessibility requirements. It covers accessibility of online services, but it does not define any standards or specific requirements. With regards to web accessibility, WCAG are the usual standards referred to in Austria.
Belgium	Postal services are a particular part of the general rule ("Decree") as indicated under 4 (supra).
Cyprus	(d) Banking services based on internal bank circulars – accessibility with the provision for a personal or legal advisor.
Denmark	E.g. The online banking systems are based on the guidelines for web accessibility (WCAG 1.0) E.g. The obligation to accessible postal services is according to the EU Directive 2008/6/EF, art. 9. E.g. We refer to the Danish Marketing Practices Act § 3 about misleading and undue influence marketing. § 3 states that business owners are not allowed to use misleading, incorrect indications or omit essential information as long as it is notable suited for distort how consumers or other business owners conduct on the market.
Estonia	In the Ministry of Economics and Communication the National Action Plan for Design for 2012-2013 has been elaborated (http://www.mkm.ee/public/Disainikava_2012-on_p2013final_en_2.doc). It is the pilot phase of encouraging

	<p>internal and external quality design as part of the Enterprise Policy for 2007-2013. During this pilot phase the development of professional standards for designers is foreseen. Representatives of disabled persons have recently been involved in elaborating several guidelines. Thus the guidelines for an accessible environment have been worked out by Astangu Vocational Rehabilitation Centre (http://www.abivahendikeskus.astangu.ee/fileadmin/media/Trukised/Koiki_kaasava_elukeskkonna_kavandamine_loomine.pdf). These guidelines are meant for training different users: designers, local government specialists, developers, constructors, architects etc. It gives the overview of the possible users, including the description of people with different disabilities as well as tourists. The main aspects covered are communication, mobility and accessibility of spaces, public buildings, apartment houses, methods of design and the indicators of measuring the accessibility of the environment. The material includes all aspects covered in reference to international and Estonian standards.</p>
Latvia	<p>There are a lot of different standards in https://www.lvs.lv/lv/services/catalogue/catalogue_EP.asp, but they are available only with payment (https://www.lvs.lv/en/services/services_EP.asp.)</p>
Lithuania	<p>There is no information about the use and safety of products made available in disability accessible formats, not in Braille (except medicine chest) or in large print. The Minister of Economy in 2002 05 15 (No. 170) has legislated an Order of products labeling rules. In this order there are no specific rules according to the needs of disabled people. (http://tar.tic.lt/Default.aspx?id=2&item=results&aktoid=5A50E4EE-0132-4F21-8057-EF5105F49459). These rules define the general order and requirements how sellers should label price and goods for a consumer of the Republic of Lithuania. Just from the 1st of January of 2012 The State Medicines Control Agency informed that all of the medicine chest must be labelled in Braille. State Consumer Rights Protection Authority coordinates state institutions' activities on protection of consumers. One of the main priorities of the State Consumer Rights Protection Authority is to create a consumer rights protection system corresponding to high European Union standards. The main aims, tasks and priority trends of consumer rights protection for 2011 - 2014 are determined by the National Strategy for Consumer Protection and its implementation measures, approved on July 7, 2011 by the Government of the Republic of Lithuania (http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=4037</p>

	07&p_query=&p_tr2=) . National Strategy for Consumer protection does not refer to consumers who are vulnerable or disadvantaged. There is no general legal provision which is particularly relevant to consumers with disabilities.
Luxembourg	The accessibility act does not stress private or non public items.
Macedonia	In the Law for electronic communication http://mioa.gov.mk/files/pdf/dokumenti/zakoni/Zakon_za_elektronskite_komunikacii-konsolidiran_tekst.doc is stated a general provision (Article 29, no 5) that the electronic communication infrastructures and facilities need to be planed, designed and build and incorporated in a way that will allow people with disabilities access to the public electronic services. Other specific provisions don't exist. (Aricle 29 Paragraph (5) The Law on Electronic Commerce http://mioa.gov.mk/files/pdf/dokumenti/elektronska_trgovija_133_02112007.pdf , have no general or specific provisions regarding disability In the Law for Electronic Communication http://www.srd.org.mk/images/stories/legislativa/Zakon_za_elektronskite_komunikacii.pdf there are provisions regarding disability and access to services that must be available for people with disabilities. The provisions are not strictly defined but are left as an “option“.
Netherlands	There are some voluntary design standards for greater accessibility for people with a disability. The Dutch Normalisation Institute NEN (www.nen.nl) offers them. A major design standards offered by the NEN is NPR-ISO/IEC Guide 71:2002. The NEN also offers a standard for the provision of information for medicinal products in alternative formats suitable for blind and partially sighted people (CEN/TR 15753:2008 en). It is entirely based on a European technical report. A third voluntary standard is CWA 45546-1:2004. This provides guidance to writers of relevant standards relating to collective transport on how to take account of the needs of all passengers with reduced mobility, especially older persons. ASTM E2299-11 is a standard guide which provides a framework for understanding the issues relating to conducting sensory and market research studies with children. It recommends and provides examples for developing ethical, safe, and valid testing methods that may also be useful when testing with the elderly or with adults who have developmental handicaps. I could find no other examples of voluntary design standards that enhance accessibility for people with a disability.
Norway	The difficulty is that ICT is covered by general obligations but not goods and services. Furthermore general obligations is not

	enforced if there are no specific requirements. Thus, the state of affairs is unclear but also in development. Regulations concerning self-service machines and websites, including web commerce is in the pipeline and expected to be decided in 2013 and enforced for new products from 2014 and existing products from 2021.
Portugal	The Anti-Discrimination Law (Law 46/2006 of 28 August) prohibits the “refusal of supply or any impediments to make use goods or services” and “the adoption of measures which limit access to new technologies”. Decree-Law 163/2006 of 8 August defines specific requirements for mailboxes and mailbox posts, namely regarding their location, frontal or lateral approach area and height. The same Decree also includes standards for front desks at hotels and tourism facilities, yet it does not address any information accessibility issues.
Serbia	To our knowledge, there are neither general obligations nor specific requirements in this area, that are covered by relevant laws and regulations.
Slovakia	Example on accessibility of websites as a base for accessible products and services: Texts and graphics have to be understandable also in the case if they are screened without a colour use. (Source: Rule No. 2 on Decree of the Ministry of Finance SR on standards for information systems in public service; VÁ½nos 312/2010 Ministerstva financÅ SR o Åstandardoch pre informaÅ• nÃ© systÃ©my verejnej sprÃ¡vy http://www.informatizacia.sk/standardizacne-dokumenty/4495s)

2.5 Section 6: Public procurement

The preceding sections, covering a wide range of products and services, must also be placed in the context of public procurement. This is particularly relevant where public procurement rules require a higher standard of accessibility than would otherwise apply for the product or service in a given country. Suppliers of products and services need to be aware of national accessibility requirements in each country of sale, and also of any additional public procurement requirements. In the majority of countries there is some form of generalised obligation in relation to accessibility but fewer identified specifications for this. Clearly, this raises some uncertainty for procurement agencies in understanding their duties of compliance with national law and for private sector companies selling their products and services to public purchasers.

12. General legal obligation?																											
Yes:																				53.8%	14						
No:																				34.6%	9						
13. Specific requirements?																											
Yes (voluntary):																				15.4%	4						
Yes (compulsory):																				11.5%	3						
No:																				57.7%	15						
Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom	
0	1	1	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	

2.5.1 Public procurement examples

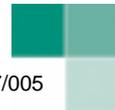
14. Examples of public procurement

Belgium	There are “good examples” written down and distributed by the central Flemish government at the attention of all local authorities.
Bulgaria	The law defines the notion of technical specification and mentions disability access as one of the possible indicators but leaves it to the procuring institution to demand it or not.
Croatia	Public Procurement Law (Official gazette 90/11) Reserved contracts Article 15 (1) Contracting authorities/entities may reserve the right to participate in public procurement procedures to sheltered workshops or provide for contracts to be performed in the context of sheltered employment programmes where most of the employees concerned in relation to the overall number of employees are handicapped persons who, by reason of the nature or the seriousness of their disabilities, cannot carry on occupations under regular conditions. Technical specifications Article 81 (1) The technical specifications as defined in point 1 of Annex IV to this Act shall be laid down in the contract notice, tender documents or any additional documents. Where possible, the technical specifications must include accessibility criteria for disabled persons or a design for all users. http://narodne-novine.nn.hr/clanci/sluzbeni/2011_08_90_1919.html

Cyprus	1. Under the general provisions of the Coordination Of Procedures For The Award Of Public Works Contracts, Public Supply Contracts And Public Service Contracts And For Related Matters Law, 2006, where “technical specifications” are defined as technical characteristics that among others “...shall include levels of environmental performance, design for all requirements including accessibility for disabled persons and conformity assessment...” (Part I, section 2: interpretation). Chapter III, article 25, of the same law, states that accessibility criteria should be used “whenever necessary”. Currently, there is no further known published or other guidance including accessibility public procurement processes and specific requirements to help the public sector meet this obligation to corresponding EU rules.
Greece	The Presidential Decree 60/2007 adopts the EU 2004/18/EC Regulation regarding public contracts and procurement, whereby “where possible” these must include technical specifications that ensure access to people with disabilities, according to the specifications of the regulation (annex VI), European/ international specifications transposed to national legislation, or national standards by order of preference.
Iceland	The Law on Public Procurements (Lög um opinber innkaup 84/2007) mandates the cost effectiveness is the over-arching principle of public procurements. However, Article 40 of this law does make a general obligation that technical specifications of tenders should take into account the accessibility features and designs of the procurements to meet all users.
Latvia	As stated in the ANED 2012 Task 4: National Accessibility Report Public Procurement Law prescribes that technical specifications for procurement procedures shall be prepared so that they are available to disabled persons, but only if it is necessary for a specific project. There is no explanation of term - specific project, which means that it will be very difficult to find specific technical specifications that have the requirement of availability to disabled persons.
Liechtenstein	The Act of 19 June 1998 on Public Procurement (LGBl. 1998 nr. 135) states in Art. 6c (introduced in 2008) that the placement of a public order can be limited to only cared work centres where the majority of the employees are persons with disabilities who - due to their disability - are not able to work under common working conditions.
Lithuania	The Law on Public Procurement (official Gazette) No 84-2000, 1996; No 4-102, 2006 provides for a possibility for a contracting authority to set terms in contract documents providing for such contracts to be performed by social undertakings of the handicapped as well as undertakings and organizations in which not less than half of the employees are handicapped or to provide for such contracts to be performed in the context of sheltered employment programmes where most of the employees concerned are handicapped persons.

	The Law also provides for supplies, services or works in procurement to be described in technical specifications to be defined so as to take into account accessibility criteria for people with disabilities or design for all users. The Public Procurement Office is entitled to issue requirements applicable for technical specifications binding contracting authorities.
Macedonia	The Law for Public Procurement http://bjn.gov.mk/dms/ZJN-precisten-2012/ZAKON_ZA_JAVNITE_NABAVKI-1-/ZAKON_ZA_JAVNITE_NABAVKI%5B1%5D.pdf which regulates the purchase of goods, services and public works by governments and public utilities, does not have any provision regarding disability, not even in regulating provision for private companies or organizations who are working on the disability issue. In the Custom Law http://www.finance.gov.mk/files/u7/Precisten_tekst_CZ_25-01-2012_0.pdf (article 194) there are provisions under which people with disabilities are free from paying import taxes for importing technical aids and equipment that are necessary for living and work, including spare parts for equipment and devices. This provision is not valid for motor vans.
Malta	refer to Public Procurement Regulations : Legal Notice 296 of 2010 (S.L.174.04) especially p38 : 46(1)a and p40 “technical specifications” available at : http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lo m&itemid=9532&l=1
Norway	There is an obligations to consider accessibility issues when planning public procurement, but no regulations that of what weight such considerations should have in the actual procurement if the product or service is not regulated by some product related regulations (such as busses are).
Norway	The public body has a duty to consider accessibility issues in the planning process of procurement, but there are no obligation to make such considerations a decisive factor when coming to the actual purchasing.
Serbia	The Law on Public Procurement - accessibility for all users, including persons with disabilities, is defined, under the article 70, as the characteristic of the good or service which is part of technical specifications of public procurement call. In addition, the law calls for procuring entity to prescribe mandatory compliance to technical standards of accessibility for people with disabilities or the technical solution to be accessible for all users when defining technical specifications in the tender documents. There is no further reference or definition of the standards.
Slovakia	Comment: There is only a general commitment for a public contractors and other contractors not to exclude anybody from public procurement on the ground, except of other, disability. Source: Article 9 Act No. 25/2006 Coll. on Public procurement as amended; Zák

	<p>Ä• . 25/2006 Z. z. o verejnom obstarãivanã a o zmene a doplnenã niektorã½ch zãjkonov http://www.epi.sk/Main/Default.aspx?Template=~/Main/TArticles.aspx&phContent=~/ZzSR/ShowRule.aspx&RuleId=30688&VirtualDate=0&pa=3013</p>
Slovenia	<p>Article 19 of the Public Procurement Act (Zakon o javnih naroã• ilih, Official Gazette of RS 128/2006) allows for a special form of public procurement which allows for positive discrimination in the case of procuring goods or services from “invalid companies” (a special form of company, employing 40% or more persons with disabilities) or employment centres which are defined in the Vocational rehabilitation and Employment of Invalids Act, 2004.</p>
Slovenia	<p>Article 19 of the Public Procurement Act (Zakon o javnih naroã• ilih, Official Gazette of RS 128/2006) allows for a special form of public procurement which allows for positive discrimination in the case of procuring goods or services from “invalid companies” (a special form of company, employing 40% or more persons with disabilities) or employment centres which are defined in the Vocational rehabilitation and Employment of Invalids Act, 2004.</p>
Spain	<p>Public procurement should be done with enterprises that meet accesibility rules</p>
United Kingdom	<p>The 2011 Public Procurement Regulations contain no specific reference to disability or equality legislation. However, compliance with the Public Equality Duty would be assumed to apply either in purchasing or in subsequent reasonable adjustment. http://www.legislation.gov.uk/uksi/2011/2053/made</p>



3 Part II: Detailed technical standards and codes

The remainder of this report focuses on the identification of examples at the third level of the typology outlined in the introduction, that relating to more detailed technical standards, codes of practice, guidelines and toolkits. The examples while focusing in one area may also address others. For example, examples of banking accessibility in relation to ATMs also relate to the built environment. The survey responses here are not intended to provide a systematic overview of European countries but rather to highlight examples where the respondents were able to identify existing technical standards documents. It is important to note that industry actors may be able to identify a larger number of such technical sources.

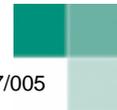
As outlined in Part I of the report, it is often difficult to identify concrete examples of technical specification for specific types of products (continuing a trend from a larger coverage of general obligations, to a narrower coverage of specific requirements, and a smaller number of detailed specifications).

The following sections highlight a number of items in common usage in the market with illustrative examples. In some cases examples are used to illustrate the absence of a technical specification to fulfil a specific accessibility requirement (and in some cases, the examples identified could be characterised as specific requirements rather than technical specifications).

3.1 Section 7: Telephones

15. Telephone example identified?			
Croatia Poland			
Yes (compulsory):		7.7%	2
Yes (voluntary):		0.0%	0
No:		92.3%	24

18. Who is affected?			
Product designer:		n/a	2
Product manufacturer:		n/a	2
Product supplier (seller):		n/a	1
Product purchaser (procurement):		n/a	1

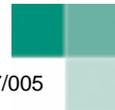


19. Impact			
the packaging and instructions for use:		n/a	1
installation or maintenance:		n/a	2
the user interface or functionality:		n/a	2
compatibility with assistive devices:		n/a	1

16. Telephone source documents and examples	
Croatia	<p>The Law on electronic communication (Official Gazette 73/2008, 90/2011) http://www.zakon.hr/z/182/Zakon-o-elektroni%C4%8Dkim-komunikacijama</p> <p>Article 24. states that the electronic communication network, electronic communication infrastructure and connected equipment have to be planned, designed, produced, set and installed in such way that access and availability of public electronic communication service is also provided to persons with disability.</p>
Poland	<p>Telecommunication Law 2004 http://isap.sejm.gov.pl/DetailsServlet?id=WDU20041711800</p> <p>The telecommunications law (2004) contains provisions for universal service. Telekomunikacja Polska was chosen as the universal service provider in 2006 and is required under the telecommunication law to provide certain services to persons with disabilities, among others adapted phones.</p>

3.2 Section 8: Personal computers and software

21. Computer example identified?			
Croatia Cyprus Greece Ireland Malta			
Yes (compulsory):		13.6%	3
Yes (voluntary):		9.1%	2
No:		77.3%	17



24. Who is affected?			
Product designer:		n/a	4
Product manufacturer:		n/a	3
Product supplier (seller):		n/a	2
Product purchaser (procurement):		n/a	3

25. Impact			
the packaging and instructions for use:		n/a	1
installation or maintenance:		n/a	2
the user interface or functionality:		n/a	5
compatibility with assistive devices:		n/a	3
Other (please specify):		n/a	1

22. Computer and software source documents and examples	
Croatia	<p>The Law on electronic communication (Official Gazette 73/2008, 90/2011) http://www.zakon.hr/z/182/Zakon-o-elektroni%C4%8Dkim-komunikacijama</p> <p>Article 24. states that the electronic communication network, electronic communication infrastructure and connected equipment have to be planned, designed, produced, set and installed in such way that access and availability of public electronic communication service is also provided to persons with disability.</p>
Cyprus	<p>Ministry of Education & Culture procurement - "Assistive and educational technology for children with special needs" - Specifications of Tender EP.05.12</p> <p>Documents not publicly available on the web</p> <p>Specifications (summary of text) example of accessibility specifications of educational software: (General description): Educational software for activities and multimedia development (accessibility specifications): - switch accessible, with auditory and visual scanning, to support the use of at least two (dual) switches, to allow alterations in cells' size, colors and</p>

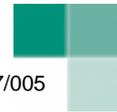
	content.
Greece	<p>ELOT (22/11/2012) National adoption of Standard: Ergonomics of human-system interaction - Part 20: Accessibility guidelines for information/communication technology (ICT) equipment and services (ISO 9241-20:2008)</p> <p>http://www.elot.gr/elotadopt2012-11.pdf</p> <p>The international standard is directly adopted.</p>
Ireland	<p>ASSISTIVE PRODUCTS FOR PERSONS WITH DISABILITY - GENERAL REQUIREMENTS AND TEST METHODS</p> <p>http://www.standards.ie/cgi-bin/preview/50F805F5:769051</p> <p>This document (EN 12182:2012) has been prepared by Technical Committee CEN/TC 293 “Assistive products for persons with a disability”, the secretariat of which is held by SIS. This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2012, and conflicting national standards shall be withdrawn at the latest by November 2012</p> <p>Irish National IT Accessibility Guidelines for accessible products and services, including: Descriptions of high level accessibility goals and the difficulties faced by users Prioritised guidelines for each technology Motivation and justification for each guideline Guidance on design techniques and testing methods http://universaldesign.ie/it-accessibility-guidelines</p>
Malta	<p>Making Information Accessible. Practical Advice on designing, producing, and planning for accessible information.</p> <p>http://50.97.101.235/~fitamlta/FITA/wp-content/uploads/2012/05/sd_accessible_media.pdf</p> <p>It is a booklet that helps anyone producing software to keep in mind accessibility features that assist e.g. blind persons to be able to read content.</p>
United Kingdom	<p>University of Cambridge Inclusive Design Toolkit</p> <p>http://www.inclusivedesign toolkit.com/betterdesign2/</p>

3.3 Section 9: E-books and digital publications

Given the increasing international attention to this market, some increase in technical guidance and standards may be expected in the short to medium term.³

27. Print example identified?

³ The topic is also subject of a current PhD study as part of the EU Marie Curie DREAM project, which may be of interest: http://www.nuigalway.ie/dream/Early_Stage_Researchers/abbyrekas.html.

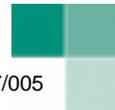


Croatia Greece Ireland Norway United Kingdom			
Yes (compulsory):		8.7%	2
Yes (voluntary):		13%	3
No:		78.2%	18

30. Who is affected?			
Print designer:		n/a	2
Print publisher:		n/a	3
Product supplier (seller):		n/a	1
Product purchaser (procurement):		n/a	1
Other (please specify):		n/a	3
31. Impact			
the format of the publication:		n/a	3
the user interface or functionality:		n/a	2
compatibility with assistive devices:		n/a	2
Other (please specify):		n/a	1

28. E-publishing source documents and examples	
Croatia	By-law on registration content and content and ways of managing register of electronic publications publishers (Official gazette, 66/2006) http://narodne-novine.nn.hr/clanci/sluzbeni/2006_06_66_1593.html Electronic publications publishers, individuals and legal entities, before first publishing of electronic publications, in accordance with By-law on registration content and content
Greece	Ministerial Decision 8300/2003 Regulation of Public Libraries Operation

	<p>http://www.lib.uom.gr/heal-link-copyright/index.php?option=com_weblinks&catid=15&Itemid=37#</p> <p>Article 4 (Provision of Library Services), par. 8 (Services to people with disabilities) “Particularly for blind users, public libraries working under the auspice of the Ministry of Education and Religious Affairs must ensure the production of digital content, which is accessible to blind readers. In that process, libraries must follow the technical standards of the creation and production of accessible books and content of the International Consortium for the digital talking book DAISY (Digital Accessible Information System).</p>
Ireland	<p>ULTIMEDIA SYSTEMS AND EQUIPMENT - MULTIMEDIA E-PUBLISHING AND E-BOOK TECHNOLOGIES - TEXTURE MAP FOR AUDITORY PRESENTATION OF PRINTED TEXTS (IEC 62665:2012 (EQV))</p> <p>http://www.standards.ie/cgi-bin/preview/50F805F5:/1583532</p> <p>Information interchange via printed documents between blind or visually impaired people has been carried out by using Braille. However, in order to be able to read Braille, particular training is required. Learning Braille is very difficult for aged as well as visually non-impaired people. Printed documents with texts and text-encoded texture maps can be interchanged by ordinary circulation or publication mechanisms. They are readable as ordinary printed materials and comprehensible by blind or visually impaired people with the support of decoding and auditory presentation equipment. Today, interchanging of printed documents has become wide-spread and international. The text-encoding scheme to generate a texture map should therefore be standardized at an international level.</p>
Norway	<p>Guide to universal design of electronic documents</p> <p>http://standard.difi.no/hjelp-og-veiledning/universell-utforming-av-elektroniske-dokumenter</p> <p>guide for everyone making electronic documents, however voluntary, Product supplier (seller)</p>
United Kingdom	<p>The Publishers Association (trade association) adopts a voluntary Joint statement on accessibility and e-books</p> <p>http://www.publishers.org.uk/index.php?option=com_content&view=category&layout=blog&id=472&Itemid=1516</p> <p>The international standards group EDItEUR has best-practice guidelines for Accessible Publishing</p> <p>http://www.editeur.org/files/Collaborations/Accessibility/Accessible%20Publishing-Best%20Practice%20Guidelines%20for%20Publishers.pdf</p> <p>The Royal National Institute for the Blind (RNIB) provides voluntary guidance on accessible design for e-books, mobile apps,</p> <p>http://www.rnib.org.uk/professionals/solutionsforbusiness/publishing/publishertech/Pages/publisher_technical.aspx</p>



3.4 Section 10: Websites and website design

Several respondents made reference to the widespread adoption or equivalence assumption of WCAG AA standard for website accessibility (either through voluntary code, compulsory or through case law). It can be noted that additional examples not identified in the survey may exist in other countries also.

33. Website example identified?																											
Yes (compulsory):																				38.1%	8						
Yes (voluntary):																				38.1%	8						
No:																				23.8%	5						
33.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	1	0	0	1	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0
Yes (voluntary)	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	1

36. Who is affected?				
Website designers:			n/a	14
Website publishers or ISPs:			n/a	11
Website contractors (procurement):			n/a	10
Other (please specify):			n/a	4

37. Impact				
format of webpage:			n/a	15
navigation of webpage:			n/a	14

compatibility with assistive devices:		n/a	12
Other (please specify):		n/a	2

34. Websites source documents and examples

Austria	<p>Producing accessible internet services for governmental agencies (Gestaltung barrierefreier Internetangebote)</p> <p>http://reference.e-government.gv.at/uploads/media/webacc-2-0-0-20070831.pdf</p> <p>The text is a comprehensive summary of issues related to web accessibility: general introduction, legal background, specific requirements for different target groups as well as recommendations what international standards should be applied (WCAG 2.0). The document is dated 2007. The document is a guideline or background information for federal, provincial and regional authorities</p>
Bulgaria	<p>Horizonti Foundation</p> <p>http://horizonti.bg/</p> <p>There are few accessible websites following international standards but accessibility of the websites is not covered by any legal document. The example belongs to an organisation of people with visual impairments and is among these few, which are fully accessible.</p>
Cyprus	<p>Cyprus Tourism Organization: Tender 43/2012-ETPA 5/2012 – Development of Web Portal, GIS system, applications for mobile telecommunications and online promotion of the project</p> <p>http://www.visitcyprus.biz/tenders/Download/43-2012-%CE%95%CE%A4%CE%A0%CE%91%205-2012%20oro%20diagonismou.doc?id=597795004db6603e97f6dfc581c72677&name=R_FILE</p> <p>link is available only until 21 January 2013</p> <p>Example text: Table 2: Technical Characteristics of the Web Content Management System Spec 13: W3C web standards ((http://www.w3.org) compatibility To ensure access by persons with disabilities to the services provided and to the content of the digital services project, the development of the services must be fully compliant with the Web Content Accessibility Guidelines version 2.0 (WCAG 2.0), at least Level Accessibility ‘AA’.</p>
Czech Republic	<p>Decree No. 64/2008 Coll., On the form of publishing information related to public administration through a website for people with disabilities (Decree on accessibility);</p> <p>Law No. 81/2006 Coll. amending Act No. 365/2000 Coll., the information systems of public administration and amendment of some other acts, as amended, and other related laws</p> <p>http://www.mvcr.cz/clanek/vyhlaska-c-64-2008-sb-o-forme-uverejnovani-</p>

	informaci-souisejicich-s-vykonem-verejne-spravy-prostrednictvim-webovych-stranek-pro-osoby-se-zdravotnim-postizenim-vyhlasaka-o-pristupnosti-10.aspx
Finland	Verkkosisällön saavutettavuusohjeet (WCAG) 2.0 http://www.w3.org/Translations/WCAG20-fi/
Greece	Ministerial Decision 1301/B/12-4-2012 Provision of e- government services http://www.nomotelia.gr/photos/File/yap-989-12.htm The websites and the electronic services provided by the public sector must comply with the Web Content Accessibility Guidelines (WCAG), version 2.0, at least to the AA level. Accessibility must be considered particularly as regards access to services, use and provision of public documents through the use of ICT. These guidelines must also be met in procurement processes for public sector websites.
Hungary	Government Decree No. 305/2005; Recommendation for information communication accessibility http://fszk.hu/api/szakmai_anyagok/segedlet_v6_2009_ebook.pdf http://www.fszk.hu/api/szakmai_anyagok/Ajanlas_az_info-kommunikacios_akadalymentesitesre.pdf
Iceland	Handbók um opinbera vefi (Handbook on governmental websites) http://www.ut.is/vefhandbok/
Ireland	Public Service Websites must be accessible- the National Disability Authority has produced guidelines http://universaldesign.ie/useandapply/ict/webaccessibilitytechniques While accessibility guidelines are essential for setting, examining and referencing a desired level of accessibility, they can be cumbersome to use for anyone other than auditors or other accessibility professionals. The information provides practical, advice and direction for anyone involved in web development, design and content. Topics covered include developing accessible data tables, using colour wisely, writing well structured content and so on.
Lithuania	Methodological Guidelines for the public websites http://www.ivpk.lt/uploads/Leidiniai/bendieji_galut_docas_fin241.pdf Methodological Guidelines for the Development, Testing and Assessment for disabled people - friendly websites were drawn up and approved by Order no. T-237 of the Director of the Committee of 27 December 2011.
Luxembourg	National action plan to implement the CRPD (2012) http://www.sante.public.lu/fr/catalogue-publications/sante-fil-vie/handicap/plan-action-gouv-lux-conv-nation-unies-pers-handicapees-fr-de/index.html

	<p>There is no obligation but the national action plan highlights some objectives to meet in the future. Luxembourg news must be accessible to people with hearing disorders by using synchronized in German and French subtitles. Online articles should provide an easy language version. Some broadcasts must also be translated into sign language. Official documents published online should be accessible to all users (e.g. persons with disabilities, regardless of the nature of disability and elderly users.) The administration delivers online documents more and more bilingue and with an auditive version. http://www.sante.public.lu/fr/catalogue-publications/sante-fil-vie/handicap/plan-action-gouv-lux-conv-nation-unies-pers-handicapees-fr-de/index.html</p>
Malta	<p>Free and easy web accessibility business case tool http://www.fitamalta.eu/free-and-easy-web-accessibility-business-case-tool/ This tool helps public procurers, managers of private websites or web developers to update their knowledge on the accessibility business case in this accessibility cost-benefit study. The Accessibility Impacts study group has developed this tool to calculate the cost of making their websites accessible themselves.</p>
Netherlands	<p>Webrichtlijnen versie 2 (based on internationale accessibility standard WCAG 2.0) retrieved at http://www.accessibility.nl/kennisbank/webrichtlijnen-versie-1-of-versie-2 http://www.accessibility.nl/english</p>
Norway	<p>Proposed regulations of ICT-solutions http://www.regjeringen.no/nb/dep/fad/dok/horinger/horingsdokumenter/2012/horing-forskrift-uu/horingsnotat.html?id=704675 Note that the regulations are proposed, not decided upon. Expected to be enforced from 2014.</p>
Portugal	<p>http://dre.pt/pdf1sdip/2007/10/19000/0705807058.PDF http://www.acesibilidade.gov.pt/doc.htm Accessibility to webpages is guaranteed by Cabinet's Resolution 155/2007, which is only applicable to central government departments and organizations. According to this resolution, the websites from Central government organizations must meet the compliance level 'A' specified in the accessibility guidelines about web content, developed by the World Wide Web Consortium (W3C), or the compliance level 'AA' if the webpages comprise service provision.</p>
Slovakia	<p>Decree of the Ministry of Finance SR on standards for information systems in public service VÃ½nos 312/2010 Ministerstva finance SR o Åštandardoch pre informa• n© systÅ©my verejnej sprÃ½vy http://www.informatizacia.sk/standardizacne-dokumenty/4495s Example: Titles are defined by <h1>, <h2>Å... . It is not suitable to define titles by Å... . etc</p>
United	<p>The 2011 Equality and Human Rights Commission Statutory Code of</p>

Kingdom	Practice explicitly includes websites and provision, and gives example of a graphic website without control over font size or text recognition as indirect discrimination. http://www.equalityhumanrights.com/uploaded_files/EqualityAct/servicescode.pdf There is no compulsory universal standard but the W3C 2.0 Content Accessibility Guidelines are widely acknowledged as 'reasonable' in relation to the Code.
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3.5 Section 11: Self-service terminals and machines

In addition to examples cited here, the FP7 eAccess+ project conducted a survey of professionals in 2012 concerned with the accessibility of ATM and self-service systems in e-government, transport ticket and information, and tourism⁴ (the Danish, Dutch and Irish examples are also highlighted there).

39. Self-service terminals example identified?																												
Yes (compulsory):		28.6%	6																									
Yes (voluntary):		19.0%	4																									
No:		52.4%	11																									
39.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Iceland	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	0
Yes (voluntary)	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1

42. Who is affected?			
Machine designer:		n/a	6
Machine manufacturer:		n/a	6
Machine supplier (seller):		n/a	6

⁴ http://hub.eaccessplus.eu/wiki/Self_service_terminals

Machine purchaser (procurement):		n/a	6
Other (please specify):		n/a	2
43. Impact			
access to the terminal (e.g. wheelchairs):		n/a	10
information/communication features (e.g. speech, screen size):		n/a	8
Compatibility with assistive devices:		n/a	2
Other (please specify):		n/a	1

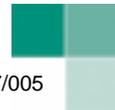
34. Self-service terminal source documents and examples

Croatia	By-law on ensuring accessibility of buildings to persons with disabilities and reduced mobility (Official Gazette 151/2005 and 61/2007) http://narodne-novine.nn.hr/clanci/sluzbeni/290469.html
Cyprus	http://www.ncr.com/products-and-services/atms-and-financial-terminals/exterior-atms/ncr-selfserv-34
Czech Republic	SONS - Association for Person with Visual Impairment Czechoslovak Commercial Bank OJSC PSB gradually introducing automated teller machines (ATM) modified voice output for independent use by a blind person, and everyone who can not visually monitor the data on the screen.
Denmark	Accessibility to financial institutions and online banking www.clh.dk/rapport/banker/banker.doc Installation of self-service terminals is covered by the Building Regulations http://www.bygningsreglementet.dk/br10_02_id73/0/42 The Danish design for all standard DS3028 is also applied http://www.sbi.dk/tilgaengelighed/bygningsindretning/tilgengelighed-for-alle A report was published in 2011 http://www.ds.dk/~media/DS/Files/Downloads/fagomr%C3%A5der/Rapport%20-%20Velf%C3%A6rdsteknologi%20og%20tilg%C3%A6ngelighed.aspx
Ireland	Public Access Terminal Guides http://accessit.nda.ie/it-accessibility-guidelines/public-access-terminals These guidelines cover all information and services delivered by

	means of Public Access Terminals. Public access terminals include (but are not limited to): ATMs (Automated Teller Machines) Information kiosks Ticket vending machines Information displays (e.g. flight information) Point of sale customer card payment systems Card door entry systems If the product or service combines a public access terminal with other technologies, then also refer to the guidelines for those other technologies. For example, if you are using a public kiosk to deliver web-based services or HTML content, you should also follow the Web Accessibility Guidelines. Guidelines for Public Access Terminals Accessibility About Public Access Terminals Accessibility Testing Checklist for Public Access Terminals Accessibility
Luxembourg	National guide of norms http://www.sante.public.lu/publications/sante-fil-vie/handicap/guide-normes-accessibilite-environnement/guide-normes-accessibilite-environnement.pdf
Malta	Access for All Design Guidelines http://knpd.org/legislation/accessforall.html
Netherlands	The voluntary standard for ATM machines was made in 2004 and based on the: Access to ATMs: UK design guidelines 2002
Portugal	http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretolei
Slovakia	Decree no. 532/2002 which sets the details on general technical requirements on building and general technical requirements on building utilised by persons with reduced mobility and orientation, point 3.3 Annex http://www.epi.sk/Main/Default.aspx?Template=~/Main/TArticles.aspx&zzsrlnkid=12484254&phContent=~/ZzSR/ShowRule.aspx&RuleId=17378&Version=1&key=

3.6 Section 12: Television receivers

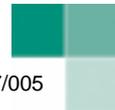
44. Television example identified?			
Yes (compulsory):		4.5%	1
Yes (voluntary):		13.6%	3
No:		81.8%	18



44.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Yes (voluntary)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1

47. Who is affected?			
Product designer:		n/a	2
Product manufacturer:		n/a	2
Product supplier (seller):		n/a	2
Product purchaser (procurement):		n/a	2
Other (please specify):		n/a	1
48. Impact?			
the packaging and instructions for use:		n/a	1
installation or maintenance:		n/a	2
the user interface or functionality:		n/a	3
compatibility with assistive devices:		n/a	2

45. Television source documents and examples	
Croatia	By-law on radio equipment and tele-communication terminal equipment, (Official Gazette 25/2012) http://narodne-novine.nn.hr/clanci/sluzbeni/2012_02_25_645.html



Ireland	Guidelines for Digital TV equipment and services, National Disability Authority- Centre for excellence in Universal Design http://www.universaldesign.ie/useandapply/ict/irishnationalitaccessibilityguidelines/digitaltvequipmentandservices/guidelinesfordigitaltvequipmentandservices#Television%20Services%20and%20Equipment
Slovakia	(from private communication with the President of the National Disability Council in Slovakia) Guidance is believed to affect compatibility with assistive devices, the user interface or functionality, installation or maintenance, the packaging and instructions for use
United Kingdom	The 2010 Code on Television Access Services defines requirements for subtitling, sign language and audio description and gives technical guidance in annex. The content of Electronic Programme Guides (for navigation and search) are also included. http://stakeholders.ofcom.org.uk/binaries/broadcast/other-codes/ctas.pdf

3.7 Section 13: Banking services and ATMs

49. Banking example identified?																												
Yes (compulsory):																				31.8%	7							
Yes (voluntary):																				18.2%	4							
No:																				50.0%	11							
49.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Macedonia	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0
Yes (voluntary)	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	1

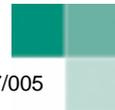
52. Impact on service provision			
Access to the building:			n/a
			11

Product information:		n/a	1
ATMs (or banking machines):		n/a	8
Telephone banking:		n/a	0
Online banking:		n/a	1
Other (please specify):		n/a	2

50. Banks source documents and examples

Croatia	<p>By-law on ensuring accessibility of buildings to persons with disabilities and reduced mobility (Official Gazette 151/2005 and 61/2007 http://narodne-novine.nn.hr/clanci/sluzbeni/290469.html Article 28 contains detailed technical instructions for the height and accessibility of ATMs for persons in wheelchairs; telephone, textphone, fax machine and ATMs are considered to be accessible for blind persons, partially sighted, deaf and persons with hearing impairments if these devices are set on usual height and tactile line for blind persons is installed.</p>
Cyprus	<p>Design Guidelines http://www.mcw.gov.cy/mcw/dbpd/disabledaccess.nsf/dbpd03/dbpd03?OpenDocument The ramp should have a slope of 6% for a distance up to 5 meters and a slope of 5% for a distance of 5 meters. When the length of the ramp exceeds 10 feet resting landings shall be constructed of length 1.50 m</p>
Czech Republic	<p>Ministry for Regional Development of the Czech Republic No. 398/2009 Coll. on general technical requirements ensuring barrier-free use of buildings http://www.mmr.cz/getmedia/f015224c-ff91-4cad-a37b-dc0dc1072946/Vyhlaska-MMR-398_2009 (4) Premises Buildings intended for public use, including safety features at the entry and exit check-in or registration and communication system between the public and personnel, at least 20% of public payphones, self-service information, similar devices, cash registers and counters must be designed so as to ensure their use by persons with reduced mobility or orientation.</p>
Denmark	<p>The Building Regulation http://www.ebst.dk/file/155699/BR10_ENGLISH.pdf Buildings must be so designed, laid out and fitted out as to provide satisfactory operational conditions in terms of safety,</p>

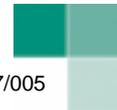
	health, accessibility and use by all, and in terms of cleaning and maintenance.
Luxembourg	national guide of normes http://www.sante.public.lu/publications/sante-fil-vie/handicap/guide-normes-accessibilite-environnement/guide-normes-accessibilite-environnement.pdf
Macedonia	The Rulebook for Construction Standards http://www.mtc.gov.mk/new_site/images/storija_doc/115/pravilnici/25-2010.pdf regulated standards for disability access have not been applied to private institutions. The banks comply on voluntary base. On the initiative of a DPO in 2003 several banks has made their building accessible. see Documentary movie Toni has to walk http://www.youtube.com/watch?v=FTrnWkuV7Po Now all the banks have some access to buildings.
Netherlands	Richtlijnen voor een toegankelijke geldautomaat Ontwerp, plaatsing, samenstelling beeldscherm en bedieningsfactoren oktober 2004 NVB Amsterdam STROV http://www.ergonomiesite.be/links/Geldautomaat%20richtlijnen%20toegankelijkheid.pdf The Dutch voluntary standard for ATM machines is based on the UK standard: Access to ATMs: UK design guidelines” 2002,ATMs (or banking machines)
Norway	Proposed regulations of universal design of ICT Access to building is covered by the act on discrimination and accessibility and building codes. Access to ATMs and webpages are proposed (cf quoted website) and for ATM
Portugal	http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretolei The Decree-Law 163/2006 of 8 August specifies accessibility norms for the built environment (lifts, lobbies, galleries and corridors, toilets, etc.) and standards for front desks at banking services. This decree also sets specific accessibility requirements for ATMs (physical access to the machines for wheelchair users and use of keyboards with tactile reference (eg: embossed or Braille).
Slovakia	Decree no. 532/2002 which sets the details on general technical requirements on building and general technical requirements on building utilised by persons with reduced mobility and orientation http://www.epi.sk/Main/Default.aspx?Template=~/Main/TArticles.ascx&zzsrlnkid=12484254&phContent=~/ZzSR/ShowRule.ascx&R



	uleId=17378&Version=1&key=
Slovenia	<p>Rules of the Requirements of the Barrier-free Access, Entrance and Use of the Buildings in Public use and Multiple-apartments Buildings, 2003</p> <p>http://www.uradni-list.si/1/objava.jsp?urlid=200397&stevilka=4330</p> <p>Article 4 of the Rules of the Requirements of the Barrier-free Access, Entrance and Use of the Buildings in Public use and Multiple-apartments Buildings, 2003 speaks about buildings in public domain which have to be barrier-free among others also banks which employ 30 workers or more who work with the customers.</p>
United Kingdom	<p>General obligations are outlined in the Equality Act 2010 and Section 21(1) makes 'provision of a service' subject to requirements for reasonable and anticipatory adjustments. The Centre for Accessible Environments published UK design guidelines for Access to ATMs in 2002 (now out of print but available from some sellers?)</p> <p>http://www.brebookshop.com/details.jsp?id=1803</p>

3.8 Section 14: Shopping and e-commerce

54. E-commerce example identified?																													
Yes (compulsory):		14.3%	3																										
Yes (voluntary):		4.8%	1																										
No:		81.0%	17																										
54.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom	
Yes (compulsory)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0
Yes (voluntary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0

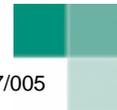


57. Impact?			
Access to the building:		n/a	3
Product information:		n/a	1
Online retail and e-commerce:		n/a	2

55. Shopping source documents and examples	
Malta	<p>Access for All Design Guidelines http://knpd.org/legislation/accessforall.html http://knpd.org/legislation/Circular%2003-10%20KNPD-1.pdf</p>
Norway	<p>Proposed regulations of universal design of ICT http://www.regjeringen.no/nb/dep/fad/dok/horinger/horingsdokumenter/2012/horing-forskrift-uu/horingsnotat.html?id=704675 Access to building is covered by the act on discrimination and accessibility and building codes. Access to e-commerce and webpages are proposed (cf quoted website) and referring to a number of technical specifications</p>
Portugal	<p>http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretelei The Decree-Law 163/2006 of 8 August specifies accessibility norms for shops and retail, but only for “commercial facilities whose public access surface is over 150 m²”, covering such issues as dressing rooms and standards for front desks.</p>
Slovakia	<p>Decree of the Ministry of Finance SR on standards for information systems in public service; Výnos 312/2010 Ministerstva finance SR o štandardoch pre informačné systémy verejnej správy http://www.informatizacia.sk/standardizacne-dokumenty/4495s Decree, Annex 1, Rule 3.1.3: “It is not suitable to use pictures instead of the text; text and styles are used.” Public service organisations: compulsory Private organisations: voluntary</p>

3.9 Section 15: Rail travel services

59. Rail travel example identified?			
Yes (compulsory):		33.3%	7
Yes (voluntary):		19.0%	4
No:		47.6%	10



59.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	0	1	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	1	0	1	0	0	0	0
Yes (voluntary)	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1

62. Impact on service provision			
Built environment:		n/a	12
Vehicles:		n/a	11
Timetable information:		n/a	6
Ticket machines:		n/a	8
Online or telephone booking:		n/a	4
Other (please specify):		n/a	1

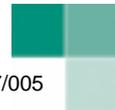
60. Rail travel source documents and examples	
Austria	<p>guidelines for accessible trains published by the Federal Ministry for Transport, Innovation and technology in 2009 http://www.bmvit.gv.at/verkehr/gesamtverkehr/barrierefreiheit/downloads/leitfaden_eisenbahnfahrzeuge.pdf</p> <p>Some of the information is included in other guidelines, e.g. on built environments for trains stations, and not in the guidelines for accessible trains. The recommendations are rather comprehensive: general principles for accessible customer services and accessible customer information. Contact to customers, face to face information, luggage service, accessible luggage storage in stations, communication devices (e.g. emergency phones, customer centers for information or for ticket sale, Online or telephone booking ,Ticket machines, Timetable information, Vehicles, Built environment</p>

	<p>“For the ANED accessibility report we translated some examples for accessible trams, e.g.: It is recommended that seats for persons with reduced mobility are situated close to the door and are in the driver’s field of view. The seats for persons with reduced mobility have to be clearly labelled with respective pictograms. According to the Austrian Tram Regulation, advises and designations have to be clearly visible and clearly legible. Other labels or signs (e.g. advertisements) are not allowed to reduce the recognisability of the pictograms. It is recommended that seats labelled for persons with disabilities, fulfil the following requirements:</p> <ul style="list-style-type: none"> - seats which tilt up when not being used, are unsuitable for persons with reduced mobility and should therefore not be designated as seats for PRM. - there should be adequate space for a guide dog for the blind or an assistance dog underneath or next to at least one of the seats for PRM. - between the seat for PRM and the aisle, there should be armrests, which can easily be adjusted in order to ensure unrestricted accessibility. - hand rails or handlebars should be fixed close to the seats for PRM in order for the passengers to be able to easily hold on to these when sitting down or getting up.”
Bulgaria	<p>Railway Transport Act of 1 January 2002 http://lex.bg/bg/laws/ldoc/2134950912 Platforms should be provided by the operators to get disabled people up and down the trains, Built environment There are platforms on a number of train stations (Sofia, Stara Zagora, Bourgas, etc.), which could be used upon request submitted 24 hours prior to the trip.</p>
Croatia	<p>By-law on technical conditions for safety of railway transport regarding railway vehicles (Official gazette, 147/2008) http://narodne-novine.nn.hr/clanci/sluzbeni/378257.html Vehicles, Built environment In accordance with the By-law on technical conditions for safety of railway transport regarding railway vehicles, railway vehicles intended for transport of persons with disabilities or persons with difficulties regarding mobility, beside conditions stated in this By-law, have to meet basic demands defined by Technical specifications for interoperability regarding persons with reduced mobility.</p>
Czech Republic	<p>Transportation Order http://www.cd.cz/cs/vnitrostatni-cestovani/s-cd-bez-prekazek/default.htm Online or telephone booking, Timetable information, Vehicles, Built</p>

	<p>environment</p> <p>The Czech National Railways Company stipulates in the Transportation Order rights of persons with reduced mobility in rail transportation. Persons with different categories of disability have access to travel information on website of the Czech Railways Company.</p>
Denmark	<p>The Ministry of Transport's accessibility policy http://www.trm.dk/~media/Files/Publication/2010/Tilgængelighedspolitik-%20netversion.pdf Ticket machines, Timetable information, Vehicles, Built environment</p>
Estonia	<p>According to the Public Transport Act , disabled children, people with profound disabilities aged 16 and over, and persons accompanying people with severe or profound visual disabilities or guide dogs accompanying such persons are allowed to travel free of charge by public domestic transport: railway, road and waterway services – including commercial lines. The Transport Development plan for 2006-2013 stipulates that access to transport services and infrastructure has to be guaranteed for people with reduced mobility. This is done by development and maintenance of infrastructure. A new transport development plan for the next period is being drafted.</p>
Finland	<p>Esteettömyys rautatiejärjestelmässä (Barrier-free rail travel/ Accessibility in rail travel system)) http://www.finlex.fi/data/normit/35023-TRAFI_7107_03.04.02.00_2011.pdf Online or telephone booking, Ticket machines, Timetable information, Vehicles, Built environment EY 164/2008</p>
Greece	<p>Ministerial Decision No Issue 4/61802/6533/17.12. 2009 http://www.ras-el.gr/uploads/file/YA_F4_61802_6533_17-12-2009.pdf Any possible examples extend only to the requirements set in the 1371/2007/EC, regarding the rights of passengers with limited mobility to rail travel. The Ministerial Decision adopting the 1371/2007/ EC, does not add any further specifications. The requirements set by the European Regulation have a given level of detailed specifications, but they have affected the kind of services offered to disabled passengers in some parts of the national rail network. That said, it is not possible to find established detailed technical specifications for the different services offered, for instance staff assistance for boarding train. The Regulatory Authority of Railways, responsible for licensing railway services according to specifications of national laws and European</p>

	community regulations, has not yet included accessibility standards in its license guide.
Ireland	<p>Rail Passenger Rights http://www.nationaltransport.ie/public-transport-services/passenger-rights/ Online or telephone booking, Ticket machines, Timetable information, Vehicles, Built environment Summary of specific passengers rights under EC Regulation 1371/2007 Irish domestic rail travel Irish domestic rail travel is largely exempt from EC Regulation 1371/2007, however, passengers on domestic rail services in Ireland now benefit from measures requiring rail operators to: make it easy for rail passengers to buy tickets (Article 9)compensate passengers where the operator is liable for the loss of luggage (Article 11)have adequate insurance (Article 12)ensure non-discriminatory access for persons with disabilities or reduced mobility relating to rail transport including stations, ticket reservations and ticket purchases, and at no additional cost to the passenger (Article 19)provide information on the accessibility of rail services to persons with disabilities and persons with reduced mobility (Article 20(1))ensure passengers' personal security in railway stations and on trains (Article 26)compensate passengers in the event of death or injury (Article 13).</p>
Luxembourg	<p>national guide of normes http://www.sante.public.lu/publications/sante-fil-vie/handicap/guide-normes-accessibilite-environnement/guide-normes-accessibilite-environnement.pdf Ticket machines, Vehicles, Built environment Luxembourg national Railway network (CFL) information: accessibility of the national stations http://www.welcome.lu/db_tourisme/ets.php?id_ets=154</p>
Macedonia	<p>Public enterprise for railway infrastructure Macedonian Railways http://www.mzi.mk/ Vehicles, Built environment This issue in the rail travel is in process. The Ministry for Transport and Communications, under the Instrument for Pre-Accession Assistance (IPA) funds, undertook activities for reconstructing and rehabilitation of the Railway Station in the capital city to make it completely accessible including Braille tactile paths, improved signals and appropriate signs. It is expected that by the end of next year it will have been reconstructed and fully accessible for all types of disability.</p>
Netherlands	Implementatieplan Toegankelijkheid Prorail NS SpO/20614542 1.0, 30 juni 2006

	<p>http://www.prorail.nl/SiteCollectionDocuments/Dossiers/Toegankelijkheid/060901%20Toegankelijkheid%20Implementatieplan%201.0.pdf</p> <p>Timetable information, Vehicles, Built environment</p> <p>A detailed and specific time schedule for accessible rail transport (in 2030 the main goals should be met) is made by the main rail transport provider NS and the rail infrastructure company Prorail. Passengers who find that this time schedule is not met and who are hindered in their individual travel because of missing accessibility can complain based on the Equal Treatment Act on the grounds of disability and chronic illness before the National Human Rights Institute.</p>
Portugal	<p>http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretolei</p> <p>Ticket machines, Built environment</p> <p>Decree-Law 163/2006 regulates accessibility conditions for the built environment which include the railway stations, and standards for front desks. However, it does not include detailed technical specification for the departing platform and how to get onto trains. This decree also sets specific accessibility requirements for ATMs, including ticket vending machines (physical access to the machine for wheelchair users and use of keyboards with tactile reference (e.g.: embossed or Braille). The accessibility requirements regarding information about transportation services, vehicles and online or telephone booking are covered only (and in very general terms) by European regulations.</p>
Slovakia	<p>Regulation No 1371/2007 of the European Parliament and of the Council on rail passengers' rights and obligations (Nariadenie EP a Rady (ES); Commission Decision EC 2008/164/ES concerning the technical specification of interoperability relating to 'persons with reduced mobility' in the trans-European conventional and high-speed rail system (Rozhodnutie Komisie 2008/164/ES o technickej špecifikácii interoperability t½kaj°cej sa "osÅ´b so znÅ´ženou pohyblivosÅ´ou" v transeurÅ´pskom konvenÅ´nom ťelezniÅ´nom systÅ´me a systÅ´me transeurÅ´pskych vysokorÅ´chlostnÅ´ch ťeleznÅ´c)</p> <p>http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2007:315:0014:0041:EN:PDF http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2008:064:0072:0207:EN:PDF</p> <p>Online or telephone booking, Ticket machines, Timetable information, Vehicles, Built environment</p> <p>According to the Regulation and Decision EC mentioned above No</p>



	national technical specification
United Kingdom	All main railway stations publish information on the accessibility of their facilities and ticket machines in a searchable national database, according to a standard set of criteria. http://www.nationalrail.co.uk/stations_destinations/

3.10 Section 16: Bus/coach travel services

64. Bus/coach travel example identified?																												
Yes (compulsory):		47.6%	10																									
Yes (optional):		14.3%	3																									
No:		38.1%	8																									
64.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	1	1	1	1	0	0	0	0	0	1	0	1	0	0	0	0	1	0	1	0	1	0	1	1	0	0	1
Yes (optional)	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0

67. Impact on service provision			
Built environment:		n/a	10
Vehicles:		n/a	13
Timetable information:		n/a	5
Ticket machines:		n/a	6
Other (please specify):		n/a	4

67. Impact on service provision			
Built environment:		n/a	10

Vehicles:		n/a	13
Timetable information:		n/a	5
Ticket machines:		n/a	6
Other (please specify):		n/a	4

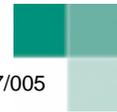
65. Bus travel source documents and examples

Austria	<p>Guidelines for accessible public busses published by the Federal Ministry for Transport, Innovation and technology in 2009 http://www.bmvit.gv.at/verkehr/gesamtverkehr/barrierefreiheit/downloads/leitfaden_linienbusse.pdf</p> <p>Some of the information is included in other guidelines, e.g. on built environments for trains stations, and not in the guidelines for accessible trains. The recommendations are rather comprehensive: general principles for accessible customer services and accessible customer information Contact to customers, face to face information, luggage service, accessible luggage storage in stations, communication devices (e.g. emergency phones, customer centers for information or for ticket sale, Ticket machines, Timetable information, Vehicles, Built environment</p> <p>“The recommendations are rather specific and comprehensive. Due to the lack of resources we repeat the example on accessible trains: It is recommended that seats for persons with reduced mobility are situated close to the door and are in the driver’s field of view. The seats for persons with reduced mobility have to be clearly labelled with respective pictograms. According to the Austrian Tram Regulation, advises and designations have to be clearly visible and clearly legible. Other labels or signs (e.g. advertisements) are not allowed to reduce the recognisability of the pictograms. It is recommended that seats labelled for persons with disabilities, fulfil the following requirements: - seats which tilt up when not being used, are unsuitable for persons with reduced mobility and should therefore not be designated as seats for PRM. - there should be adequate space for a guide dog for the blind or an assistance dog underneath or next to at least one of the seats for PRM. - between the seat for PRM and the aisle, there should be armrests, which can easily be adjusted in order to ensure unrestricted accessibility. - hand rails or handlebars should be fixed close to the seats for PRM in order for the passengers to be able to easily hold on to these when sitting down or getting up.”</p>
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Bulgaria	<p>Ordinance No 33 of 3 November 1999 for Public Transport of Passengers and Cargo on the Territory of the Republic of Bulgaria http://www.rta.government.bg/n_uredba/n33.html Built environment All bus stations are expected to have a platform for wheelchair users. There is no evidence of enforcement of this rule across the country; to the contrary, many disabled people complain that they have no access to the bus transport services.</p>
Croatia	<p>By-law on conditions that have to be met by buses for organized children transport (Official gazette 100/08) http://www.cvh.hr/media/3188/pravilnik_11.pdf Vehicles Article 16 states that at least two seats have to be planned for persons with disabilities, and have to be marked accordingly, they have to be placed in the part of the bus that is most suitable for entering bus, and closest to driver's seat (By-law on conditions that have to be met by buses for organized children transport, Official gazette 100/08).</p>
Cyprus	<p>Nicosia Transportation Organization http://www.osel.com.cy/?wp=organization Vehicles vehicles have lower floor for ramp adjustment and 2 wheelchair sitting areas on board</p>
Czech Republic	<p>Act No. 111/1994 Coll. on road transportation, ÄCESN 73 6425 Bus, Trolleybus and Tram Stops, Part 1: Design of Stops (2007) http://www.mmr.cz/getmedia/ada9cb98-8fad-4b32-94c4-11476ced038e/398_09-CSN-bezbar-vyhl.pdf Timetable information, Vehicles, Built environment Act No. 111/1994 Coll. on road transportation. Regarding transport structures, the principle of non-discrimination focuses mainly on accessibility of transport routes for passengers with limited mobility and orientation. Solutions of all constructions in terms of their barrier-free accessibility and usage are contained in Implementing Decrees to the Building Act. Issues of the barrier-free usage have also been incorporated in technical standards: ÄCESN 73 6110 Design of Local Communications (2006), ÄCESN 73 6425 Bus, Trolleybus and Tram Stops, Part 1: Design of Stops (2007).</p>
Denmark	<p>The Ministry of Transport's accessibility policy http://www.trm.dk/~media/Files/Publication/2010/Tilgængelighedspolitik-%20netversion.pdf Ticket machines, Timetable information, Vehicles, Built environment</p>
Greece	<p>Ministry of Transport 1992 Accessibility Standards for City buses http://www.disabled.gr/lib/?p=6622</p>

	<p>Vehicles</p> <p>Boarding of wheelchairs can be achieved with kneeling mechanism. “The open door width for entrance should be 1,10m”.</p>
Ireland	<p>Railway Safety Regulation- Guidelines for the design of railway infrastructure and rolling stock http://www.rsc.ie/download/pdf/rscg001b1.pdf Vehicles, Built environment</p> <p>Platforms should be designed for safety of access and safe waiting, boarding and alighting conditions for all passengers, including those of impaired mobility.</p>
Malta	<p>Arriva Conditions of Carriage http://www.arriva.com.mt/conditions-of-carriage?l=1 the items above are covered by the Equal Opportunities Act (2000) and the Access for All Guidelines., Ticket machines, Timetable information, Vehicles, Built environment</p> <p>Example from Arriva Conditions of Carriage : Persons with disabilities Persons with disabilities that require use of a wheelchair will be allowed to travel free of charge on all services. This concession is given to enable such passengers to focus on a safe boarding, and the positioning and securing of their wheelchair in the space allocated for wheelchairs.</p>
Netherlands	<p>Toegankelijkheid collectief personenvervoer – Bussen Publicatie 219c http://www.crow.nl/nl/Publicaties/publicatiedetail?code=219c This specific documentation gives standards for the vehicles. There are also voluntary standards for built environment , such as the Handboek halteplaatsen Publicatie 233 (http://www.crow.nl/nl/Publicaties/publicatiedetail.aspx?code=233), Vehicles, Built environment</p>
Norway	<p>Overview on “reisekjeden . universell utforming for reisende” http://www.reisekjeden.no/Transportmidler/Gjeldende-forskrifter-for-tilgjengelige-busser/ Ticket machines, Vehicles, Built environment</p> <p>The referred link refers to regulations of the vehicles, mainly based on the EU directive 2001/85/EC. Built environment and ticket machines are based on regulations on built environment and ICT (expected to be enforced from 2014 for new machines and 2021 for old).</p>
Portugal	<p>http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretolei Ticket machines, Built environment</p> <p>Decree-Law 163/2006 regulates accessibility conditions for the built environment, including pedestrian access to bus stops, but it does not include detailed technical specification for the bus stops themselves. This decree also sets specific accessibility requirements for ATMs and</p>

	<p>terminals, including ticket vending machines (physical access to the machines for wheelchair users and use of keyboards with tactile reference (eg: embossed or Braille). The accessibility requirements regarding information about transportation services, vehicles and online or telephone booking are covered only (and in general terms) by European regulations.</p>
Slovakia	<p>Directive 2001/85/ES of the European Parliament and of the Council relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat, and amending Directives 70/156/EEC and 97/27/EC, Annex VII; Regulation No 181/2011 of the European Parliament and of the Council concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004, Annex 1, 2 http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2002:042:0001:0102:EN:PDF ; http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:055:0001:0012:EN:PDF Ticket machines, Timetable information, Vehicles, Built environment According to the Directive and Regulation mentioned above. No national technical specification</p>
Slovenia	<p>The Technical Specification TSV-152 for special requirements for buses which have in addition to the driver more than 8 seats . http://www.mzip.gov.si/fileadmin/mzip.gov.si/pageuploads/DPR/MOTORNA_VOZILA/TSV - 4 kolesna vozila/TSV_152-00.pdf Technical Requirements for Products and Conformity Assessment Act, Official Gazette 59/1999; 31/2000; 59/2000; http://zakonodaja.gov.si/rpsi/r09/predpis_ZAKO1599.html) ensures that the products that are available in the market are in line with the technical requirements of particular technical specifications. The Act is the foundation for the Technical Specification for Buses. The Technical Specification TSV-152 for special requirements for buses which have in addition to the driver more than 8 seats . http://www.mzip.gov.si/fileadmin/mzip.gov.si/pageuploads/DPR/MOTORNA_VOZILA/TSV - 4 kolesna vozila/TSV_152-00.pdf, Vehicles The Technical specification document gives detailed provisions about the build spaces for wheelchairs within the bus space; how the disability seats have to be signed, defines the seats for other disabled persons, the number of seats, etc.</p>
United Kingdom	<p>Public Service Vehicle Accessibility Regulations 2000 (amended 2004) http://www.opsi.gov.uk/si/si2004/20041881.htm covers all new buses and coaches</p>



3.11 Section 17: Maritime travel services (boat/ferry)

69. Maritime example identified?																											
Yes (compulsory):																	38.1%	8									
Yes(voluntary):																	9.5%	2									
No:																	52.4%	11									
69.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0	0
Yes(voluntary)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0

72. Impact on service provision			
Built environment:			n/a
Vehicles:			n/a
Timetable information:			n/a
Ticket machines:			n/a
Online or telephone booking:			n/a
Other (please specify):			n/a

73. Maritime source documents and examples	
Croatia	By-law on ensuring accessibility of buildings to persons with disabilities and reduced mobility (Official Gazette 151/2005 and 61/2007). http://narodne-novine.nn.hr/clanci/sluzbeni/290469.html
Greece	Ministry of Commercial Shipping 2006 Accessibility Standards for Passenger Ships http://www.yen.gr/php/download_xitem.php?xitem=30159/esd_amea09020

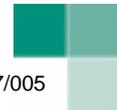
	<p>7.pdf</p> <p>Quote: “Access to the ship can be achieved with the use of an elevator... The elevator, according to the Circular 30-10/1995 /1421 must have net dimensions at least 110X140cm, with entrance width 85cm...”</p> <p>Please note that the circular mentioned concerns implementation of the Community Directive 24/2003EC.</p>
Ireland	<p>Department of Transport, ‘Merchant Shipping Bill 2009- Screening Regulatory Impact Analysis- Reduced Mobility Provisions’</p> <p>http://www.transport.ie/viewitem.asp?id=11521&lang=ENG&loc=2361</p> <p>With regard to the Merchant Shipping Bill 2009, the Department of Transport, Tourism and Sport discusses reduced mobility provisions in the context of screening regulatory impact analysis: The Disability Act 2005 under section 35 requires the Minister for Communications, Marine and Natural Resources (now the Minister for Transport) to prepare a sectoral plan containing information on the measures to be taken by operators of passenger ships and certain ports for the purpose of facilitating access to marine passenger transport services and the time within which such measures are to be taken. A passenger ship is a vessel carrying more than twelve passengers. The Department of Transport’s Sectoral Plan, Transport Access for All, and the sectoral plans of the five other Departments obliged by the Disability Act 2005 to draw up such plans, were approved by the Oireachtas. The Sectoral Plan contains a section on maritime passenger transport services. The Department has established a Maritime Transport Passenger Forum to oversee the implementation of the maritime passenger transport section of the Sectoral Plan. Legal advice received from the Office of the Attorney General in 2004 when the Disability Act was being drafted cast doubt on the powers of the Minister to make measures obligatory in relation to modifications for safety requirements to domestic passenger ships, i.e. vessels engaged in voyages within the State, for persons with reduced mobility under existing Merchant Shipping legislation. Passenger ships engaged on international voyages i.e. on voyages to or from the State, are governed by international agreements. The International Maritime Organisation (IMO) has developed recommendations for international going passenger ships - IMO Circular MSC/735 Recommendation on the design and operation of passenger ships to respond to elderly and disabled persons’ needs.</p>
Malta	<p>Gozo Channel Co. Ltd. : Customer Service information sheet</p> <p>C:\Users\Vickie\Documents\ANED\Task 4\Gozo Channel Company Limited.htm</p> <p>Example from the Gozo Channel Co Ltd Customer Service Info Sheet : Special needs: our crew and terminal staff are pleased to offer additional assistance to persons with special needs. Our vessels are designed to permit wheelchair manoeuvrability in public areas.</p>
Norway	there are certain regulations of passenger ships. In general one refers to

	MSC 735 on transport of elderly and disabled persons, and regulations from the maritime authorities, unable to find the concrete regulations.
Portugal	<p>http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretolei</p> <p>Decree-Law 163/2006 regulates accessibility conditions for the built environment including maritime ports. However, it does not include detailed technical specification for the departing platforms or for getting onto boats/ferries. This decree also sets specific accessibility requirements for ATMs, including ticket vending machines (physical access to the machines for wheelchair users and use of keyboards with tactile reference (e.g.: embossed or Braille). The accessibility requirements regarding information about transportation services, vehicles and online or telephone booking are covered only (an in general terms) by European regulations.</p>
Slovakia	<p>Regulation (EU) No 1177/2010 of the European Parliament and of the Council concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:334:0001:0016:EN:PDF</p> <p>According to the Regulation mentioned above. No national technical specification</p>
Slovenia	<p>Maritime Code (Official Gazette of the Republic of Slovenia 26/2001, and later). Rules on Passenger Ships, 2011 (Official Gazette of the Republic of Slovenia 23/2011). Directions for the safety measurements for passengers ships and quick passengers vessels concerning persons with restricted mobility, based on the document IMO MSC/735 from 24 June 1996. (no web site available). [http://zakonodaja.gov.si/rpsi/r08/predpis_ZAKO2868.html], [http://www.uradni-list.si/1/content?id=102901], Explanation: The general legislation is the Maritime Code from 2001 (Official Gazette of the Republic of Slovenia 26/2001, and later). The Article 121 of the Maritime Code 2001 (see the changes in Official Gazette of the Republic of Slovenia 120/2006 and 88/2010) is the foundation for the Rules on Passenger Ships, 2011 (Official Gazette of the Republic of Slovenia 23/2011). The Rules are based on the EU Directives from 2009 and 2010 and include also the requirements for passengers ships which are shorter than 24 meters. Article 10 of the Rules (2011) speaks about the safety requirements for persons with reduced mobility. Two lines explicitly mention persons with disabilities: (1) Passenger ships of Classes A, B, C and D and high speed passenger craft engaged on public transport, the keel of which is laid or which are at a similar stage of construction first October 2004 or later, must, if possible, enable persons with reduced mobility to have safe access to the ship in accordance with the instructions set out in Annex II, which is an integral part of these Rules. (2) The classification</p>

	<p>society authorized in the Republic of Slovenia, with organizations representing persons with reduced mobility take part in carrying out the instructions of the previous paragraph. In addition to the Rules on Passenger Ships, 2011 there exist also the Directions for the safety measurements for passengers ships and quick passengers vessels concerning persons with restricted mobility, based on the document IMO MSC/735 from 24 June 1996. (no web site available) The document is very short (less than 1 page and has no web site) and describes recommendations regarding of the building and the operation of the passengers ships, taking into considerations the elderly and persons with disabilities. The document has only 5 points: access to the ship; signs which also include the needs of persons with sight impairments; the different forms of informing the passengers when they are already on the ship including persons with disabilities; the requirements regarding the alarm system which has to be designed for persons with restricted mobility, with sensory impairments and for those who have difficulties with understanding; additional requirements which ensure the mobility inside of the ship (staircase, fences, halls, door entrances, elevators, living rooms, bathrooms etc. (translated by the author of the report). It is for the first time, that any regulations on accessibility mention people with intellectual disabilities calling them “persons who have difficulties with understanding”.</p>
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3.12 Section 18: Air travel

74. Air travel example identified?																												
Yes (compulsory):																	42.9%	9										
Yes (voluntary):																	9.5%	2										
No:																	47.6%	10										
74.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom	
Yes (compulsory)	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0
Yes (voluntary)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0



77. Impact on service provision			
Built environment:		n/a	11
Vehicles:		n/a	7
Timetable information:		n/a	4
Ticket machines:		n/a	5
Online or telephone booking:		n/a	4
Other (please specify):		n/a	3

75. Air travel source documents and examples	
Bulgaria	<p>Regulation 1107/2006, http://www.sofia-airport.bg/UserFiles/File/PRM%20SLAs%20EN.pdf http://www.sofia-airport.bg/pages/siteSearch.aspx?s=disability</p> <p>Total accessibility of the Sofia Airport is combined with a model service for the people with reduced mobility.</p>
Croatia	<p>Law on Obligatory and Proprietary Rights in Air Transport (Official Gazette 63/2008) http://narodne-novine.nn.hr/clanci/sluzbeni/339616.html</p> <p>This Law ensures that services relate to the obligation of airports to ensure human and technical resources for the purpose of assisting persons with disabilities at arrival and return from a flight, such as transfer by an adapted vehicle (responsibility for assistance at airports in Article 31i and Assistance by carriers in Article 31s).</p>
Czech Republic	<p>The Czech Civil Aviation Authority Regulation No. 1107/2006 The Czech Civil Aviation Authority. General information. http://www.caa.cz/cestujici/obecne-informace</p> <p>The Czech Civil Aviation Authority Regulation No. 1107/2006 lays down rules for the protection and provision of assistance for disabled persons and persons with reduced mobility when travelling by air with aim to prevent discrimination and to ensure that they receive assistance. In the Czech Republic an air carrier pursuant to Regulation No. 1107/2006 may, on grounds of disability or reduced mobility, refuse booking or refuse to accept disabled persons or persons with reduced mobility on board. Exceptions to the above are according to Regulation No. 1107/2006 possible only in case of compliance with safety requirements (for the same reason, the air carrier may require that the disabled person or person with reduced mobility be accompanied by another person who is capable of providing the necessary assistance) or in cases where the size of the aircraft or its doors makes the embarkation or carriage of disabled</p>

	persons or persons with reduced mobility physically impossible.
Denmark	The Ministry of Transport's accessibility policy http://www.trm.dk/~media/Files/Publication/2010/Tilgaengelighedspolitik-%20netversion.pdf
Finland	ley 1107/2006 http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:204:0023:003:fi:PDF EY 1107/2006
Greece	Draft Law for Enacting the European Community Regulation 1107/2006 http://www.opengov.gr/yeme/wp-content/uploads/downloads/2011/10/P.D-TELIKO-KEIMENO.pdf Article 6 Education (My translation) The training program of the staff belonging to the airport, air travel services or customer service agencies for disabled passengers are defined and approved by the Airport Department of the Civil Aviation Service. The implementation of such training programs shall be realized with the interest of the respective stakeholders. The ECAC Document no.30, Part I (European Conference for Civil Aviation) must be taken into consideration in defining staff training programs and there should be cooperation with the National Co-Federation of People with Disabilities.”
Iceland	The Regulation on the rights of disabled and mobility impaired travelling by air 475/2008 http://www.reglugerd.is/interpro/dkm/WebGuard.nsf/key2/475-2008
Macedonia	The Law for Air Transport http://www.mtc.gov.mk/new_site/images/storija_doc/115/zakon%20za%20Ovozduhoplovstvo.pdf Skopje Alexander the Great Airport abides by the Regulation (EC)1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. http://skp.airports.com.mk/default.aspx?ItemID=345
Malta	Equal Opportunities Act (2000) http://justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=8879&l=1 Title 4 : Provision of Goods, Facilities or Services : 13 (2)h
Portugal	http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretolei Decree-Law 163/2006 provides accessibility standards for the built environment including airports (areas such as lifts, lobbies, galleries and corridors, toilets, etc.) and standards for front desks. This decree also sets specific accessibility requirements for ATMs, including ticket vending machines (physical access to the machines for wheelchair users and use of keyboards with tactile reference (eg: embossed or Braille). The

	accessibility requirements regarding information about transportation services, vehicles and online or telephone booking are covered only (and very generally) by European regulations.
Slovakia	<p>Regulation (EC) No 1107/2006 of the European Parliament and of the Council concerning the rights of disabled persons and persons with reduced mobility when travelling by air (Nariadenie EP a Rady (ES) Ä• . 1107/2006 o prÄ•javach zdravotne postihnutÄ½ch osÄ½b a osÄ½b so znÄ½Äženou pohyblivosÄ½ou v leteckej doprave) ; Regulation (EC) No 216/2008 of the European Parliament and of the Council on common rules in the field of civil aviation and establishing a European Aviation Safety Agency, and repealing Council Directive 91/670/EEC, Regulation (EC) No 1592/2002 and Directive 2004/36/EC (Nariadenie EP a Rady (ES) Ä• . 216/2008 o spoločných pravidlÄ½ch v oblasti civilnÄ½ho letectva a o zriadenÄ½ EurÄ½pskej agentÄ½ry pre bezpečnosť letectva, ktorÄ½m sa zruÄ½uje smernica Rady 91/670/EHS, nariadenie (ES)Ä• . 1592/2002 a smernica 2004/36/ES) ; Commission Regulation (EC) No 859/2008 of 20 August 2008 amending Council Regulation (EEC) No 3922/91 as regards common technical requirements and administrative procedures applicable to commercial transportation by aeroplane (Nariadenie Komisie (ES) Ä½. 859/2008, ktorÄ½m sa menÄ½ a dopÄ½Ä½a nariadenie Rady (ES) Ä½. 3922/91, pokiaÄ½ ide o spoločné technickÄ½ požiadavky a sprÄ½ívne postupy uplatniteÄ½ na obchodnÄ½ leteckÄ½ dopravu)</p> <p>http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2006:204:0023:003:en:PDF ; http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2008:079:0001:0049:EN:PDF ; http://www.skybrary.aero/bookshelf/books/818.pdf</p> <p>According to the Regulations mentioned above. No national technical specification</p>

3.13 Section 19: Broadcasting services

79. Broadcasting example identified?			
Yes (compulsory):		52.4%	11
Yes (voluntary):		9.5%	2
No:		38.1%	8

79.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	0	1	1	1	0	0	1	0	0	1	1	1	0	0	0	0	0	1	0	1	0	1	0	0	1	0
Yes (voluntary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0

82. Impact on service provision

Programme information:		n/a	6
Sub-titles:		n/a	10
Sign language support:		n/a	11
Audio description:		n/a	7
Other (please specify):		n/a	1

80. Broadcasting source documents and examples

Bulgaria	Law on Integration of Disabled People http://lex.bg/bg/laws/ldoc/2135491478 Sign language support, Sub-titles, Programme information There is a special programme for disabled people (one hour per week) and sign language translation of the news once a day.
Croatia	Law on electronic media, Official Gazette 153/2009, 84/2011) http://narodne-novine.nn.hr/clanci/sluzbeni/2009_12_153_3740.html Sign language support, Sub-titles, Programme information Article 9 The activity of providing audiovisual and radio programmes shall be in the interest of the Republic of Croatia when programmes relate to: ... disabled persons and persons with special needs;
Cyprus	CYBC - Information about Broadcasting Sign language support Newscast: everyday at 18.00 in Greek (with Sign Language)

Czech Republic	<p>Act No. 483/1991 Coll. on Czech Television, the Act No. 484/1991 Coll., On Czech Radio. http://www.ceskatelevize.cz/vse-o-ct/zakony/ Audio description, Sign language support, Sub-titles, Programme information Under Â§ 2, paragraph 2, point. c) Act No. 483/1991 Coll. on Czech Television, the main tasks of public television broadcasting of the Czech Television is obliged to “create and disseminate programs and provide a balanced range of programs for all population groups with regard to freedom of religious belief and conviction , culture, ethnic or national origin, national identity, social origin, age or gender. Programs reflect the diversity of opinions and political, religious, philosophical and artistic styles, with a view to enhancing mutual understanding and tolerance and to promote consistent pluralistic society.” Same measure is included in the Act No. 484/1991 Coll., On Czech Radio.</p>
Finland	<p>Act on Television and Radio Operators, Finnish law 744/1998 http://www.finlex.fi/fi/laki/ajantasa/1998/19980744 Audio description, Sub-titles Subtitles need to be added in programmes in Finnish or Swedish (the official languages of Finland). In programmes in other languages an audio description needs to be added.</p>
Greece	<p>Law 3021/2002 (Î!Î•Îš Î´ 143) “Limitations in public contracts with staff in Mass Media businesses and other Regulations” http://www.uoi.gr/services/epeaek/KPS_Dimosiotita/PDF/TOMOS1/KEF12.pdf Sign language support, Sub-titles Law 3021/2002 article 7, par 3: In addition to the requirement of broadcasting in sign language and subtitling at least one news broadcast a day, plus one educational/entertainment program every fortnight (applicable for all channels), “the presenters of the Greek sign language are selected by the broadcasting stations after proposal of the Hellenic Federation of Deaf people.</p>
Hungary	<p>Act 185 of 2010 on media services and mass communication, article 39 http://szabadsajto.com/files/Act_on_Media_Services_and_Mass_Media.pdf Sign language support, Sub-titles In 2012 6 hours 2013 8 hours 2014 10 hours of films and other broadcasting must be subtitled or sign language support must be provided.</p>
Ireland	<p>Broadcasting Authority of Ireland- Access Rules http://www.bai.ie/?page_id=2419 Audio description, Sign language support, Sub-titles, Programme information The BAI Access Rules determine the levels of subtitling, sign</p>

	<p>language and audio description that broadcasters in Ireland will be required to provide in accordance with their statutory obligations. The Broadcasting Act 2009 requires the BAI to draw up rules which will require broadcasters to take steps to promote the understanding and enjoyment of programmes by people who are deaf, hard of hearing or blind or visually impaired. It allows for the rules to specify a percentage of programmes broadcast that must be accessible.</p>
Macedonia	<p>The Broadcasting Law http://www.srd.org.mk/images/stories/legislativa/zakon_za_radiodifuzija_english.pdf Sign language support, Programme information In the media the accessibility for disability question in a way is mentioned within the Law for Broadcasting http://www.srd.org.mk/images/stories/legislativa/zakon_za_radiodifuzija_english.pdf where the public provider, in this case Macedonian radio and television station (MRT) www.mtv.com.mk is obliged to develop, plan and broadcast programmes, informative shows and news intended for deaf people translated in sign language. MRT is providing a monthly TV programme in sign language “In the world of silence” and every Sunday the TV news (DNEVNIK) is translated in sign language. It has to be noted that except for this broadcast and the TV news, there are no other signed language programmes on other TV programmes or broadcasts on MRT at the other broadcasting companies. It has to be also noted that all broadcasting companies are not at all physically accessible, including the state public broadcaster MRT. Also, MRT has one TV broadcast on a Monday dedicated to the daily activities of people with disabilities named: “The fifth angel” http://www.mtv.com.mk/mk/emisii/ticker.css/55811/pettiot_angel.aspx and on the Macedonian Radio every Sunday there is a 30 minutes radio programme “Panta rei” dedicated to disability issues.</p>
Malta	<p>Rights not Charity : Guidelines re broadcasting/journalism published by KNPD http://knpd.org/pubs/pdf/dritijietmhuxkarita_e.pdf Audio description, Sign language support, Sub-titles, Programme information This is a booklet re Guidelines for journalists, radio/TV presenters etc re language to be used when discussing people with disabilities etc.</p>
Netherlands	<p>Mediawet 2008 http://wetten.overheid.nl/BWBR0025028/geldigheidsdatum_31-12-2012 The Media Act requires subtitling for people who are deaf or hard hearing for 95% of Dutch spoken television programmes by public broadcasting companies and 50% of Dutch spoken programmes by private broadcasting companies., Sub-titles</p>

Norway	<p>changes in broadcasting regulations (law) http://www.regjeringen.no/nb/dep/kud/dok/regpubl/prop/2012-2013/prop-9-l-20122013/7/3.html?id=705303 Audio description, Sign language support Concerns recommendations for making broadcasting more accessible for people with sensory impairments, in reality requirements concerning texting. Applies only to the national broadcasting company (NRK equivalent to BBC). The document argues that it is too early to introduce more strict regulations for all broadcasting and that one only introduces a target for NRK (all programs texted) but no rule.</p>
Portugal	<p>http://www.erc.pt/documentos/Lei_Televisao_2007.pdf http://www.acessibilidade.gov.pt/tv.htm Audio description, Sign language support, Sub-titles, Programme information The Television Law (Law 27/2007 of 30 July, revised and republished in annex to Law 8/2011, of 11 April) states that TV channels providers should ensure access conditions for persons with disability, but does not define any detailed technical specification for sub-titles, sign language support or audio description. However, the three main Portuguese generalist TV broadcasters signed a Regulation Protocol, in which they agreed to broadcast, with sign language and sub-titles, informative, educational, cultural, recreational or religious programmes, as well as fictional or documentary programmes, and use the teletext function as a way to support citizens with hearing impairments. This Protocol also defines the number of weekly hours and the timetables for broadcasting these kinds of programs. They are as follows: Sign Language: Public channel (RTP1)– 5 hours/week in informative, educational, cultural, recreational or religious programmes, between 8am and midnight; Private Channels (SIC and TVI) -2 ½ h /week in informative, educational, cultural, recreational or religious programmes, , between 8am and midnight. Sub-Titles(through teletext) Public channel (RTP1)– no less than 10h/week in fictional or documentary programmes. Private Channels (SIC and TVI) – no less than 5h/week in fictional or documentary programmes.</p>
Slovakia	<p>Act No 308/2000 on broadcasting and retransmission and on the amendment of the Act No 195/2000 on telecommunication (ZÁkon Ä• . 308/2000 o vysielanÄ- a retransmisii a o zmene zÄjkona Ä• . 195/2000 o telekomunikÄjciÄjch) http://www.epi.sk/Main/Default.aspx?Template=~/Main/TArticles.ascx&zzsrlnkid=12549160&phContent=~-/ZzSR/ShowRule.ascx&RuleId=14171&Version=20&key= Audio description, Sign language support, Sub-titles Obligation for broadcast providers in digital broadcasting to broadcast at least: 50% of all broadcasted programmes with hidden or open</p>

	subtitles 3% of all broadcasted programmes interpreted into sign language or directly in sign language 20% of all broadcasted programmes with voice comments for users with visual impairment
Slovenia	Article 24 of the Law on Radio Television Slovenia, 2005 speaks about the Programme Board of persons with disabilities which discusses the contents that will be broadcasted and which address particularly persons with disabilities. The Programme Board is appointed by the Programme Committee of the Radio and Television of Slovenia. The Programme Board has 9 members who are the members of disability associations (called the 'representatives of the invalids'). Only those persons with disabilities who are formally defined as "invalids" by the commission that deals with disability are allowed to be members of the Programme Board. The Programme board discusses the topics which are planned to be broadcast as well as the format. http://www.uradni-list.si/1/objava.jsp?urlid=200596&stevilka=4191
Sweden	Audio description, Sign language support, Sub-titles, Programme information

3.14 Section 20: Hospitality services

84. Hospitality example identified?																											
Yes (compulsory):															35.3%	12											
Yes (voluntary):															29.4%	10											
No:															35.3%	12											
84.	Austria	Belgium	Bulgaria	Cyprus	Czech Republic	Denmark	Estonia	Finland	France	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Luxembourg	Malta	Netherlands	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	United Kingdom
Yes (compulsory)	0	1	0	1	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	1	0	1	1	0	0	0
Yes (voluntary)	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	1	0

87. Impact?

Access to the building:		n/a	13
Information about the service:		n/a	4
Telephone or online booking:		n/a	3
Other (please specify):		n/a	4

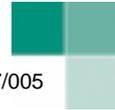
85. Hospitality source documents and examples

Austria	<p>Accessible planning and construction for tourism and leisure published by Austrian Economic Chambers http://portal.wko.at/wk/dok_detail_file.wk?AngID=1&DocID=985438&StID=455022 Telephone or online booking, Information about the service, Access to the building general recommendations on accessibility for people with mobility impairments</p>
Belgium	<p>Decree of the Flemish Region (June 5th 2009) Extra financial support if extra provisions are made., Access to the building</p>
Croatia	<p>By-law on ensuring accessibility of buildings to persons with disabilities and reduced mobility (Official Gazette 151/2005 and 61/2007). http://narodne-novine.nn.hr/clanci/sluzbeni/290469.html Access to the building By-law on changes and supplements to By-law on ensuring accessibility of buildings to persons with disabilities and reduced mobility (2007) Article 46, paragraph 3 says „Obligatory number of accessible room in hotel (room/shower+WC) with 50 or more rooms, in pupils or students’ dormitory of hotel type (room/shower+WC) hostel with 50 or more rooms with common sanitary units, pupils or students’ dormitory with common sanitary units, is determined so that one accessible room on first 50 rooms is planned, and after that one accessible room comes on 10 rooms. Total number of accessible rooms is determined by rounding of number of rooms to nearest bigger ten...”</p>
Cyprus	<p>Source document: Design Bureau – Ministry of Works: the Road and Buildings Law H.61, Regulations H.31 (drawings included) http://www.mcw.gov.cy/mcw/dbpd/disabledaccess.nsf/All/471DD7128D7049ECC22572720027A6C2?OpenDocument Standards/Guidelines for People with Disabilities</p>

	<p>http://www.visitcyprus.biz/wps/portal/b2b!/ut/p/c5/04_SB8K8xLLM9MSSzPy8xBz9CP0os3hXN0fHYE8TIwN3bwNjAyO3YDNH30AXIwMDA1wkA6zeAMcwNEAlg83wcLP3MnAyDLI0DjI3MPIP5SAvKsxXnkLcwN9P4_83FT94NQc_YLs7CCPckdFAGxkABw!/dI3/d3/L2dJQSEvUUt3QS9ZQnZ3LzZfRUZBQVNJNDIwT05GNDAyVFVQMjk5VjMwNjY!/?WCM_GLOBAL_CONTEXT=/b2b_greek_el/b2b/generic/protypa_odigos_gia_atoma_me_anapiries?contentIDR=f56d910047276888a890b874f712794b&useDefaultText=1&useDefaultDesc=0</p> <p>1. compliance with the guidelines of the regulation for Built environment (regulation H.61) (dimensions of entrances, doors, bathrooms, ramps, corridors etc - included in documents with supporting drawings) (compulsory)</p> <p>2. list of characteristics of good practices (voluntary) - examples: (a) Use of symbols for VI, HI, Physical disabilities, Learning disabilities, (b) use of language and explanation of information material (visual or verbal), (c) control voice volume</p>
Czech Republic	<p>Decree of the Ministry for Regional Development No. 398/2009 Coll. the general technical requirements barrier-free use of buildings</p> <p>http://www.mmr.cz/getmedia/f015224c-ff91-4cad-a37b-dc0dc1072946/Vyhlaska-MMR-398_2009</p> <p>Access to the building</p>
Finland	<p>The National Building Code of Finland section F1 “Barrier-free building”,</p> <p>http://www.ymparisto.fi/download.asp?contentid=26493&lan=en</p> <p>“Hotel buildings and any other corresponding accommodation buildings as well as buildings with accommodation facilities besides nursing and care services should have accommodation facilities dimensioned in accordance with the space requirements for wheelchairs and walking frames with wheels as well as for assistants.” (page 10)</p>
Greece	<p>Hellenic Organization of Tourism Decision (FEK 557/ Î/87) “Technical specifications of Tourist Establishments”</p> <p>http://www.aitoliki.gr/uploads/Files/557_1987.pdf</p> <p>Accessible rooms and WC Parking spaces Accessible indoor common areas reception, restaurants), Access to the building Hotels (AÂ’ to DÂ’ category) must foresee the existence of Accessible WCs according to technical specifications in the current document dimensions, grab rails, door). Hotels (AÂ’ and BÂ’ category) which are not required to have an elevator, must ensure the availability of two accessible rooms on the ground floor. Restaurant and reception areas (Hotels AÂ’ and BÂ’ category) must foresee space for wheelchair users 1 in 300 seats, accessible by a ramp if not on the same level, and at least 4 designated spaces of 1m X 1.20m must be ensured</p>

Ireland	<p>An Initiative of the Irish Hospitality Institute to enhance age friendly service provision http://www.equality.ie/Files/An%20Initiative%20of%20the%20Irish%20Hospitality%20Institute%20to%20enhance%20age%20friendly%20service%20provision.pdf general service provision “Say No to Ageism Week” is an initiative of the Equality Authority, the Health Service Executive (HSE) and the National Council on Ageing and Older People. The aim of the week is to promote new awareness and understanding of ageism and of how ageism excludes older people from participating in and contributing to society. Public awareness activities to raise awareness of ageism and to stimulate practical action to promote age friendly practices within organisations are being developed as part of the week. Practical action to promote age friendly practices for older people as customers and employees is a key part of the initiative. The Irish Hospitality Institute (IHI) has taken on to champion this practical action and to provide leadership by developing and implementing an action programme on age friendly service provision during 2008.</p>
Latvia	Access to the building
Luxembourg	<p>the EureWelcome label http://www.welcome.lu/index.php?option=com_content&view=article&id=30&Itemid=83 Information about the service, Access to the building the online database covers hotels and tourist items (museum, theatre, etc) accessible for persons with disabilities and points out obstacles. http://www.welcome.lu/db_tourisme/search.php</p>
Macedonia	<p>Law on health care (Official Gazette of RM, no. 38/91, 46/93, 55/95, 10/04, 84/05, 111/05, 65/06, 5/07, 77/08, 67/09/); Law on health insurance (“Official Gazette of Republic of Macedonia, no.34/2000 - correction; 96/2000; 50/2001; 11/2002; 31/2003; 84/2005; 37/2006; 18/2007; 36/2007, 82/2008, 98/2008, 6/2009, 67/2009 i 50/2010, Decisions of the Constitutional Court of RM published in Official Gazette of RM no.104/2000; 30/2001, 48/2001; 109/2006 and 88/2007-two; 106/2007, 45/2009 and 14/2010 – Decision by Constitutional Court of RM). www.mh.gov.mk Access to the building The private health institutions are more aware to include and made their services accessible, but still this question is framed just on the access to the building. Good example is Sistina, that are fully physically accessible for people with physical disability http://www.sistina.com.mk/index.php/en.html. The other issues are not covered.</p>
Norway	<p>TEK 10 - technical regulations of buildings http://www.lovdato.no/cgi-wift/ldles?doc=/sf/sf/sf-20100326-</p>

	<p>0489.html#12-1 Access to the building The example applies to the building and is a part of the general building codes. There are also coming regulations on e-commerce and webpages which is relevant for on-line booking etc, expected to be decided in 2013 and enforced from 2014</p>
Portugal	<p>http://dre.pt/pdf1s/2006/08/15200/56705689.pdf http://www.inr.pt/content/1/4/decretolei Access to the building Decree-Law 163/2006 establishes standards for common areas (lifts, corridors, parking lots, front desks, bathrooms, etc) at hotels and tourism facilities, yet it does not address any information accessibility issues.</p>
Slovakia	<p>Decree No. 532/2002 on Details on general technical requirements on building and general technical requirements on building utilised by persons with reduced mobility and orientation (Vyhláška 532/2002, ktorou sa ustanovujú podrobnosti o všeobecných technických požiadavkách na stavbu a o všeobecných technických požiadavkách na stavby užívané osobami s obmedzenou schopnosťou pohybu a orientácie) http://www.epi.sk/Main/Default.aspx?Template=~/Main/TArticles.aspx&zsrlnkid=12484254&phContent=~/ZzSR/ShowRule.aspx&RuleId=17378&Version=1&key= Telephone or online booking, Information about the service, Access to the building The shower box for a person on a wheelchair shall be at least 1.400 mm x 1.400 mm large. Note: The Decree on details on technical requirements... is compulsory for all buildings. The online booking is set by the Decree of the Ministry of Finance SR on standards for information systems in public service and is compulsory only for public institution websites. For private institution websites is voluntary.</p>
Slovenia	<p>Rules of the Requirements of the Barrier-free Access, Entrance and Use of the Buildings in Public use and Multiple-apartments Buildings, 2003, (Official Gazette of the Republic of Slovenia, 97/2003). http://www.uradni-list.si/1/objava.jsp?urlid=200397&stevilka=4330 Access to the building The Article 4 of the Rules of the Requirements of the Barrier-free Access, Entrance and Use of the Buildings in Public use and Multiple-apartments Buildings, 2003 speaks about buildings in public domain which have to be barrier-free among others also: hotels with 50 beds or rooms and more; restaurants with 30 tables and 120 seats or more; banks which employ 30 workers or more who work with the customers etc.</p>
Sweden	<p>Telephone or online booking, Information about the service, Access to the building</p>



4 Summary findings

The report provides the results of a rapid response survey, carried out amongst members of the Academic Network of European Disability experts (ANED) for the European Commission. An initial typology was developed to distinguish between general obligations, specific requirements and technical specifications. A wide range of goods and service types, widely available across the single market, were considered. The findings are presented in overview and with illustrative examples. They are intended to be indicative rather than definitive of the existing patterns of coverage within the EEA and EU, seeking primarily to highlight examples with links to further information.

Taken as a whole, the responses convey a variable picture of European accessibility. The general obligations of national law (e.g. non-discrimination law or disability law) frequently place a broad duty of accessibility or reasonable adjustment. However, there is much greater specificity of accessibility requirements for some goods and services than for others, and in some countries rather than others. In terms of the European Disability Strategy priorities, there is more readily available evidence of accessibility requirements with detailed technical specification in relation to the built environment and public transport than for ICTs. Specific requirements are more likely to exist for services than for goods, for public sector provision than for private sector provision, and for those areas subject to existing EU regulation or standardisation. Technical standards are more likely to be voluntary than compulsory, or may refer loosely to international guidelines.

This varied landscape of accessibility requirements and specifications presents a number of uncertainties for manufacturers and suppliers of goods and services in the single market, as well as for those in public procurement. This picture is further complicated by the existence of different accessibility specifications for similar products or services in different countries, with implications for purchases, sales or distribution across national borders within the EU. Where detailed national specifications exist they are not often easy to identify by non-industry actors, by SMEs or by the public. There is also an absence of common reference points (or basic information) for potential customers or suppliers to identify what constitutes an 'accessible' product or service in each country.