



The European Accessibility Act Directive 2019/882

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European legislation on Accessibility

Thematic legislation

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

Horizontal legislation

- European Accessibility Act
- Proposed: Draft Antidiscrimination legislation (withdrawn)

Funding related legislation

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

What is covered under the EAA?

Accessibility requirements for carefully selected products and services

Same accessibility requirements to be used in other EU law (for example Public Procurement)

Others:

Answering emergency communications to the single European Emergency number 112 by the most appropriate PSAP (art.4.8)

Built environment (optional) - customer service centres of shops of electronic communications service providers,

Products in the scope of the EAA

(a) consumer general purpose computer hardware systems and operating systems for those hardware systems;

(b) Self Service terminals:

- **(ia) payment terminals;**
- **(iia) the following self-service terminals dedicated to the provision of services covered by this Directive;**
 - (iia-i) Automated Teller Machines;
 - (iia-ii) ticketing machines
 - (iia-iii) check-in machines
 - (iia-iv) interactive self-service terminals providing information, excluding machines installed as integrated parts of vehicles, aircrafts, ships or rolling stock;

“(c) consumer terminal equipment with interactive computing capability, used for electronic communication services;”

(d) consumer terminal equipment with interactive computing capability, used for accessing audio-visual media services;

(e) e-readers;



Services in the scope of the EAA

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

Other issues:

Related to the scope

- Exemption micro enterprises for services
- Mitigating measures for micro enterprises for product:
 - Reduction of administrative burden
 - guidelines

Safeguards:

- Disproportioned burden criteria
- Fundamental alteration

Key provisions for products and services

- **Accessibility obligations** Free movement of products and **services** meeting the accessibility requirements
- Obligations for **manufacturers, authorized representatives, importers, distributors**(Decision 768/2008)
- Obligations for **service providers**
- **CE** marking for products (Regulation 765/ 2008)
- **Self-declaration of conformity** (lightest option)
- **Market surveillance (compliance, safeguards)**
Authority responsible for compliance of services (check, safeguards)

Other Key elements

- Standards and technical specification**
- Enforcement and Penalties**
- Timeline for implementation**
- Report**

Annexes:

- **Annex I – accessibility requirements and Functional performance criteria**
- **Annex II – examples**
- **Annex III – accessibility requirements for built environment**
- **Annex IV – Conformity assessment of products**
- **Annex V- Information on services meeting accessibility requirements (general terms and conditions)**
- **Annex VI – Assessment of disproportionate burden**

Mandate 587

Commission Implementing Decision C(2022) 6456 final on a standardisation request to the European standardisation organisations (the ESOs) as regards the accessibility requirements of products and services in support of Directive (EU) 2019/882

Issued in September 2022

Acceptance by ESOs October 2022

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

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

Accessible EU First 2 years (2023 & 2024)

-The first two years of AccessibleEU were successfully closed. The contract was renewed for 2025 with similar actions.

- Key facts and figures 2023 - 2024:

- 178 events, organized either at EU or national level, gathered over 35 000 participants
- The Community of Practice has currently over 3 400 members
- The digital library holds over 300 good practices and 260 references on accessibility
- So far, six guides (plus one support material) and one study have been published
- Additionally, one guide and one study have been developed (2024) but are still pending to be published.

- Materials to be developed in 2025:

- Guide on Strategies for integrating accessibility into higher education
- Study on how digital companies allocate resources for accessibility

Further information available at: <http://accessibleeucentre.eu/>



Further information

European Disability Strategy 2010-2020:

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

European Accessibility Act Final text in OJ

http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=uriserv:OJ.L_.2019.151.01.0070.01.ENG

European Accessibility Act - European Commission Proposal

<https://ec.europa.eu/social/main.jsp?catId=1202>

EAA EUR-LEX texts

<https://eur-lex.europa.eu/legal-content/EN/HIS/?uri=COM:2015:0615:FIN>

Web Accessibility Directive

<https://ec.europa.eu/digital-single-market/en/web-accessibility>

Electronic Communication Code and Audiovisual Media Framework

<https://ec.europa.eu/digital-single-market/en/right-environment-digital-networks-and-services>

Public Procurement Directives

https://ec.europa.eu/growth/single-market/public-procurement/rules-implementation_en

EU Structural and investment Funds

https://ec.europa.eu/info/funding-tenders/funding-opportunities/funding-programmes/overview-funding-programmes/european-structural-and-investment-funds_en