

# Accessibility

**European Accessibility Act  
EN 301549**

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# European Accessibility Act



## European Accessibility Act

A key step to a Union of Equality



#EUDisabilityRights  
#UnionOfEquality



The Act ensures that everyone has access to a range of everyday products and services, including:

- public transport
- banking services
- computers
- TV
- e-books
- online shopping

(Industry Trade Body)

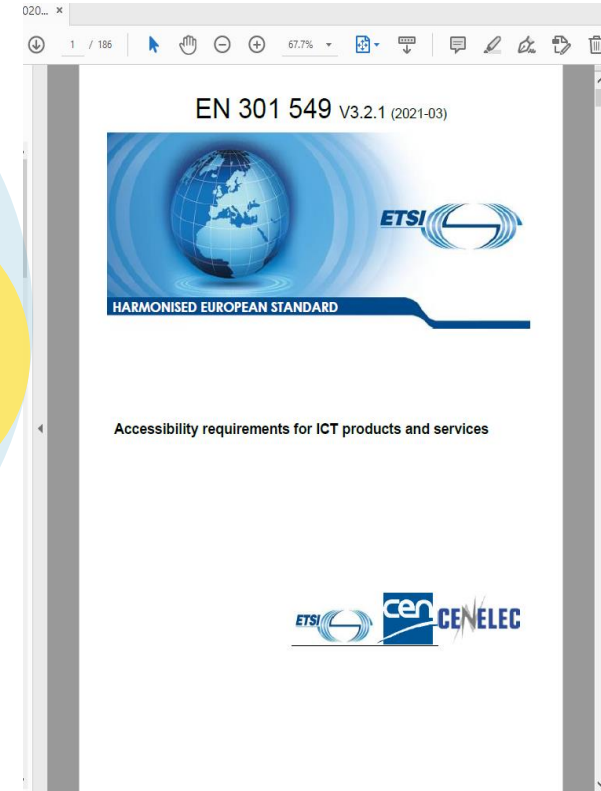
DIGITALEUROPE

Various other interest groups

**TV Issue Group**

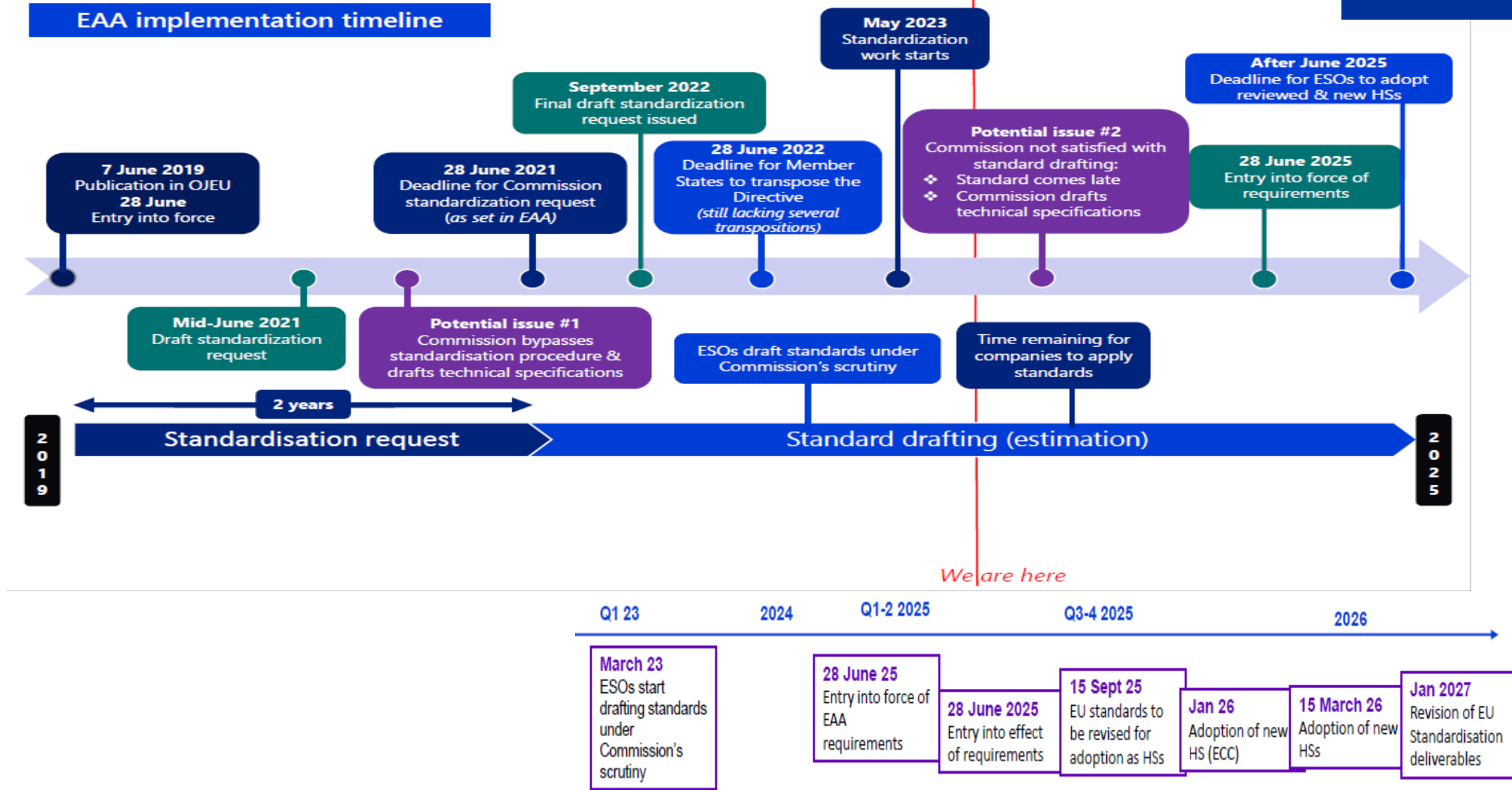
- Sony
- Samsung
- LG
- Amazon
- Panasonic
- TP Vision

The 'edits' + Annex submitted to ETSI



EN 301 549 is part of the standardisation request

# EAA implementation guideline

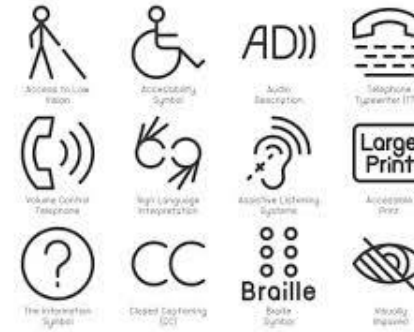


# EAA Scope

## User interface and functionality design



## Support services (help desks, call centers, technical support, training services)

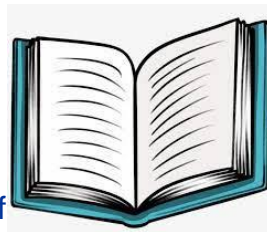


## Packaging (e.g. opening, closing, use, disposal)



## Instruction Manuals

- installation and maintenance, storage and disposal
- for use of a product, websites, accessibility functions of
- interoperability with assistive technologies



## Web Accessibility and E-Commerce



# Digital Europe / ETSI

Revision 301549



- EN 301 549 is one of the standards of the European Accessibility Act requested to be reviewed by ETSI
- Joint review of several DIGITALEUROPE eIn/AV WG and ETSI (incl. Amazon, LG, Panasonic, Philips, Samsung, Sony, TP Vision)
- January 2023 – the output of the joint revision work was submitted to ETSI
  - July 2023 - All DE comments transferred into the ETSI GitLab (also with support of Apple)
  - An annex to the EN that clarifies TV specific requirements
- TVs defined in EAA as interactive computing platform, therefore annex drafted Annex for EN 301549
  - Allows for specific TV use cases to be addressed (e.g. Content delivery by broadcast, IP or Hybrid)
  - Should support TV manufacturers implementing accessibility requirements

# EN 301549 Topics

- ETSI published first progress report in August 2023 of workpages and deliverables for the next 24 months
- Excess of service providers applying for the project. Instead of the originally planned “up to 6” experts, 9 were selected on a funded basis and a further 6 were selected to become part of the STF on an unfunded basis
- EN 301 549 requirements are designed to be self-scoping in such a way that there should be very little need to ever create product-specific exceptions, but several issues were asking for such product-specific exceptions
- STF614 has identified that the new range of devices and services covered by the EAA make EN 301 549 handling of “closed functionality” particularly important
- Critical for the updating of EN 301 549 are the final publication of W3C’s WCAG 2.2 standard and the accompanying final report of their WCAG2ICT Task Force
- CEN/CENELEC JTC12 is responsible for creating harmonised standards on:
  - accessibility of non-digital information related to products
  - accessibility of support services related to products and services (help desks, call centres, technical support, relay services<sup>1</sup> and training services)
  - both of which are currently covered at a high-level in EN 301 549, and with which EN 301 549 will need to smoothly interface

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## Standardisation Request STF 614

Harmonised standard(s) setting up requirements on the accessibility of non-digital information related to products-	15 March 2026
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
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 Jan 2027
EN 301 549 Accessibility requirements for ICT products and services	15 Sept 2025
EN 17161 Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users	15 Sept 2025

EN 17210 Built Environment not applicable

# Thank you