



FRENCH DIGITAL COUNCIL REPORT
Digital Accessibility,
Between Necessity and Opportunity

March, 19th 2020

A legal obligation to citizens
A strategic tool for stakeholders

TABLE OF CONTENTS

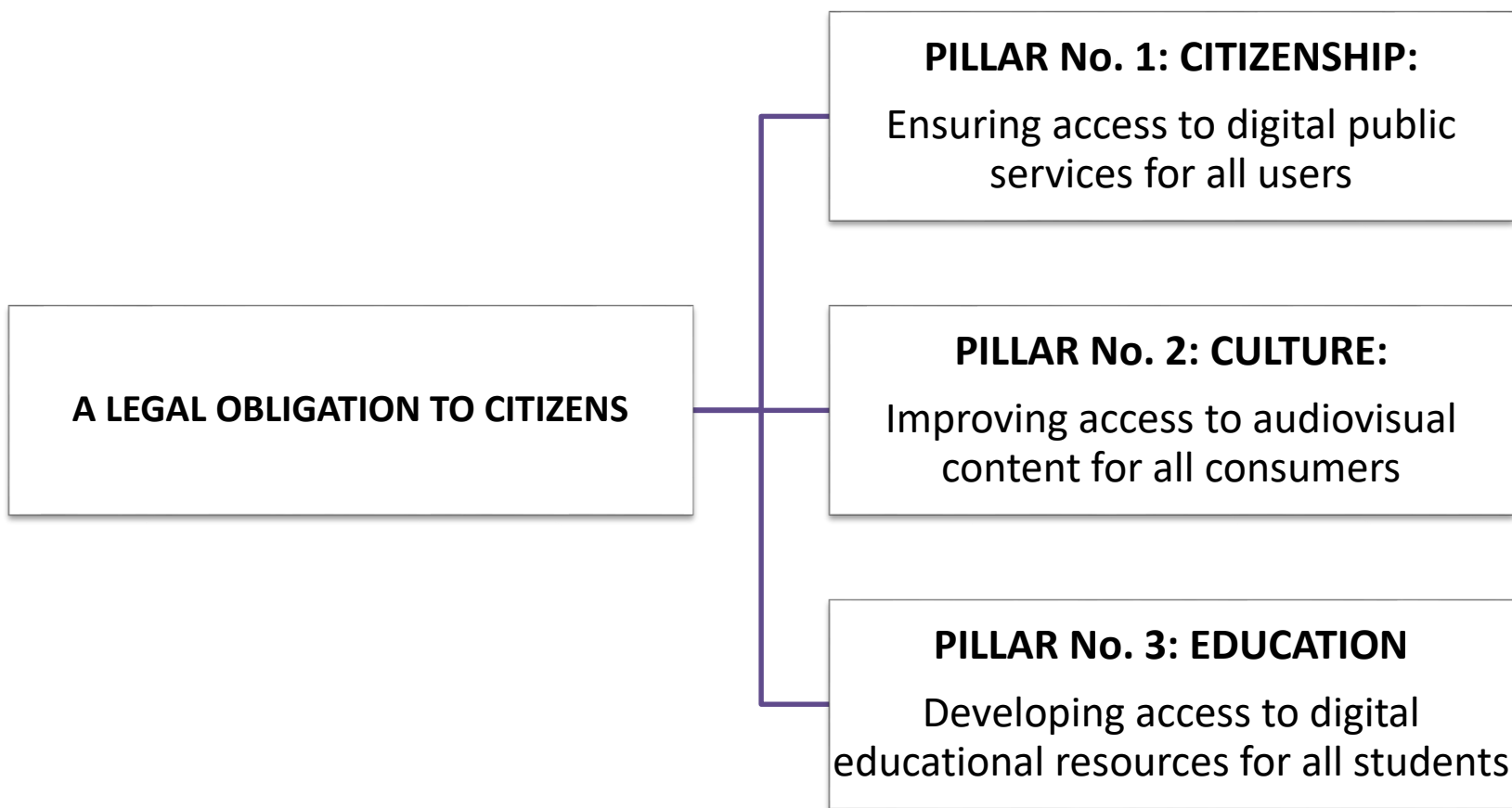
0	INTRODUCTION: AS A PRELIMINARY, A STATE OF PLAY OF DIGITAL INACCESSIBILITY	3
1st	PART: DIGITAL ACCESSIBILITY, A NECESSITY TO ENSURE LEGALITY AND EQUALITY IN THE DIGITAL ERA	4
2nd	PART: DIGITAL ACCESSIBILITY, AN OPPORTUNITY TO SHAPE THE FUTURE OF DIGITAL ECONOMY AND SOCIETY	8

- **According to figures from the World Health Organization**, digital accessibility today concerns more than 600 million people of all ages and with disabilities worldwide. In Europe there are nearly 100 million disabled people, including 9.6 million in France.
- **However, the French Digital Council's hearings showed that e-accessibility is not sufficiently taken into account by public and private players.** Especially in France, only 13% of French public sites have published their certificate of compliance according to the last figures from the Government, and the European Commission study places France 19th out of 27 EU countries in terms of accessibility of digital public services.
- **Given this situation, and in the perspective of the National Disability Conference (CNH) of 11 February 2020**, the Council conducted a study on scenarios for improving digital accessibility and published a report on digital accessibility, which was submitted to the Ministers on 5 February 2020.



1

DIGITAL ACCESSIBILITY, A NECESSITY TO ENSURE LEGALITY AND EQUALITY IN THE DIGITAL ERA A LEGAL OBLIGATION TO CITIZENS



Key recommendations for ensuring access to digital public services for all users

- **Rationalize the management of digital accessibility of public services** by **creating a Ministerial Delegation for Digital Accessibility (DMAN) attached to the Secretary of State for Digital Affairs**, based on the model of the Ministerial Delegation for Building Accessibility of the Ministry of Ecological and Solidarity Transition, which will ensure the monitoring and implementation of accessibility obligations, through the power to sanction on the basis of self-referral or user complaints;
- **Making the actors of the administration more responsible**, for example by **appointing a delegate for digital accessibility in public organisations**;
- **Reinforce the rights of users vis-à-vis the administration**, by **setting up an online platform for reporting inaccessibility** to the Ministerial Delegation for Digital Accessibility (DMAN), which will be responsible for processing and centralizing complaints.

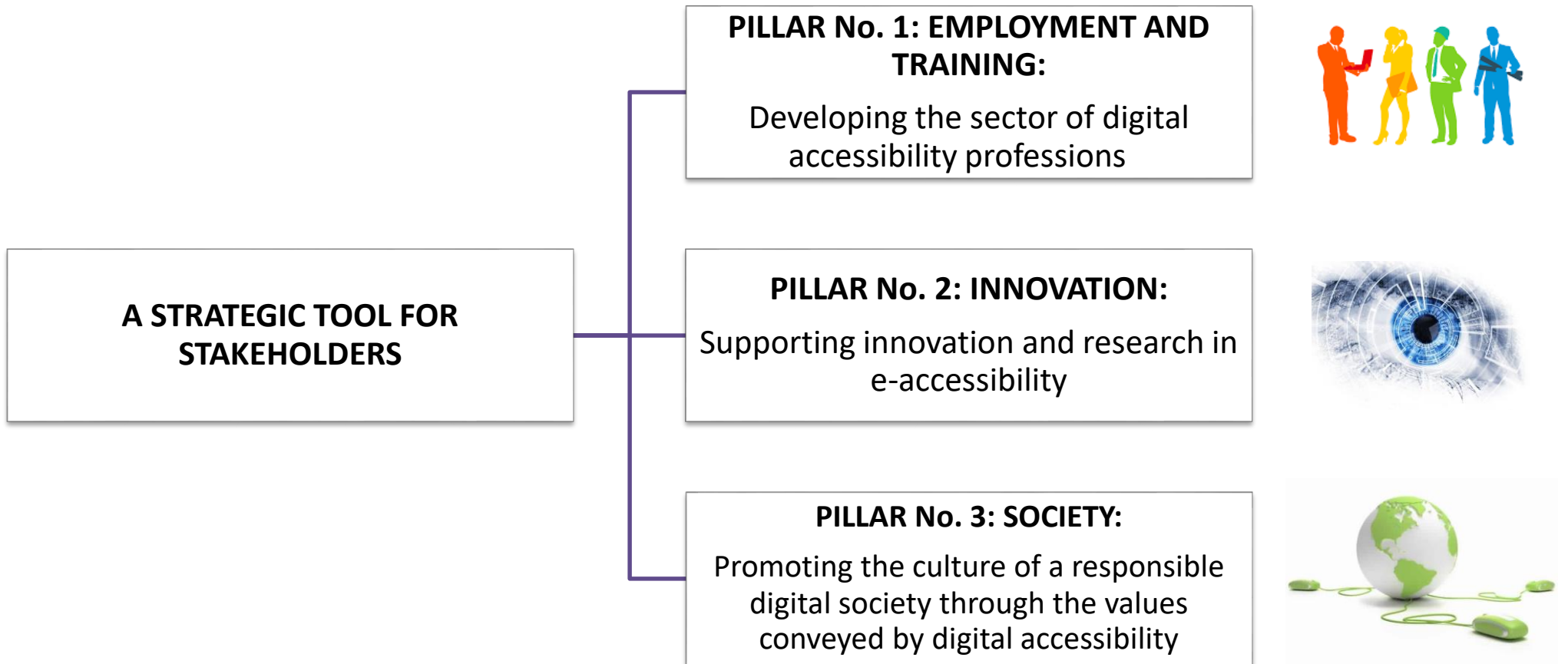
Key recommendations for improving access to audiovisual content for all consumers

- **Improve the management of the digital accessibility of audiovisual content** by **giving to the Future French High Authority for Audiovisual and Digital Communications (ARCOM) the task of regulating the accessibility of sites of television and audiovisual media services** and not only audiovisual content, or even the electronic communications operators who provide the infrastructures and networks;
- **Making the players in the audiovisual content value chain responsible by harmonising the accessibility regime with public players**, and including video sharing platforms under certain conditions;
- **Encourage interoperability of accessible audiovisual content.**

Key recommendations for developing access to digital educational resources for all students

- **Improve the production of accessible and adapted digital educational resources by **creating an agency for the accessibility and adaptation of digital books****, in order to steer the production of accessible and adapted digital books ;
- **Improve the accessibility of pedagogical platforms by **implementing the obligation of accessibility of digital work environments****;
- **Develop skills for adapting and making digital educational resources accessible** in the French National Education system and higher education.

2 | DIGITAL ACCESSIBILITY, AN OPPORTUNITY TO SHAPE THE FUTURE OF DIGITAL ECONOMY AND SOCIETY A STRATEGIC TOOL FOR STAKEHOLDERS



Key recommendations for developing the sector of digital accessibility professions

- **Raise awareness of digital accessibility regulations among digital professionals:** create a MOOC to raise awareness of digital accessibility regulations, based on the model of the "RGPD workshop", an online training course proposed by the CNIL, and finance awareness and training actions for digital professionals;
- **Integrate digital accessibility into the initial and continuing training of digital professionals:** include digital accessibility skills in the training references that set out the skills to be acquired for an organisation to issue a State diploma, create compulsory certification for digital professionals;
- **Structuring the digital accessibility professions:** registering digital accessibility in the National Directory of Professional Certifications (RNCP) by declining this certification according to the four job profiles identified by the authors of the OPIIEC report.

Key recommendations for supporting innovation and research in e-accessibility

- Encourage the development of start-ups linked to digital accessibility: **make e-accessibility a strategic priority of the French Innovation Council**, identify and support existing incubators on disability and digital;
- Develop funding for inclusive projects based on artificial intelligence (AI): **create digital accessibility devices at European level by investing massively in AI** - for example by developing mechanisms for capturing and transcribing the human voice - in order to arrive at inclusive and innovative solutions that are sovereign, **and support existing European accessibility solutions based on AI.**

However, the French Digital Council considers that it is necessary to consider the risks posed by AI in terms of exclusion. For example, algorithmic biases may result in discrimination based on individual characteristics.

Key recommendations for promoting the culture of a responsible digital society through the values of e-accessibility

- **Raise awareness of digital accessibility from school, university and throughout life: entrust an authority with the task of spreading good practice among organisations**, through the publication of guides or training workshops.
- **Design responsible digital products and services**: e-accessibility may contribute to affirm European digital sovereignty on the international scene based on **our fundamental values such as inclusion, equality and non-discrimination, respect for privacy and ecology**. This innovative method of accessible design should be integrated by our public administrations as well as our European companies.



6 Rue Louise Weiss

75013 Paris

+33 (0)1 44 97 25 08

Contact : Charles-Pierre ASTOLFI – Secretary-General

cpa@cnnumerique.fr