



Brussels, 2.12.2015
COM(2015) 615 final

ANNEX 1

ANNEX

to the

**Proposal for a Directive of the European Parliament and of the Council
on the approximation of the laws, regulations and administrative provisions of the
Member States as regards the accessibility requirements for products and services**

{SWD(2015) 264 final}

{SWD(2015) 265 final}

{SWD(2015) 266 final}

ANNEX

to the

Proposal for a Directive of the European Parliament and of the Council

on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services

ANNEX I

**ACCESSIBILITY REQUIREMENTS REFERRED TO IN ARTICLE 3 FOR
PRODUCTS AND SERVICES**

PRODUCTS AND SERVICES	ACCESSIBILITY REQUIREMENTS
SECTION I General purpose computer hardware and operating systems	1. Design and production: <p>The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:</p> <ul style="list-style-type: none">(a) the information on the use of the product provided on the product itself (labelling, instructions, warning), which:<ul style="list-style-type: none">(i) must be available by more than one sensory channel;(ii) must be understandable;(iii) must be perceivable;(iv) shall have an adequate size of fonts in foreseeable conditions of use;(b) the packaging of the product including the information provided in it (opening, closing, use, disposal);(c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following:<ul style="list-style-type: none">(i) the content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and(ii) the instructions shall provide alternatives to non-text content;(d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2;(e) the functionality of the product by providing functions aimed to address the needs of persons with functional

	<p>limitations, in accordance with point 2;</p> <p>(f) the interfacing of the product with assistive devices.</p> <p>2. User interface and functionality design:</p> <p>In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows:</p> <ul style="list-style-type: none"> (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
<p>SECTION II</p> <p>Self-service terminals: Automatic Teller Machines, ticketing machines and check- in machines</p>	<p>1. Design and production:</p> <p>The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:</p> <ul style="list-style-type: none"> (a) the information on the use of the product provided on the product itself (labelling, instructions, warning), which: <ul style="list-style-type: none"> (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (c) the functionality of the product by providing functions aimed to address the needs of persons with functional

	<p>limitations, in accordance with point 2;</p> <p>(d) the interfacing of the product with assistive devices.</p> <p>2. User interface and functionality design:</p> <p>In order to make accessible the design of the products and their user interface as referred to in points (b) and (c) of point 1 they must be designed, where applicable, as follows:</p> <ul style="list-style-type: none"> (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
<p>SECTION III</p> <p>Telephony services, including emergency services and the related consumer terminal equipment with advanced computing capability</p>	<p>A. Services:</p> <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <ul style="list-style-type: none"> (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point B on "Related terminal equipment with advance computing capability used by consumers" (b) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: <ul style="list-style-type: none"> (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related

online applications needed in the provision of the service shall be provided in accordance with point (c).

- (c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;
- (d) providing accessible information to facilitate complementarities with assistive services;
- (e) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations.

B. Related terminal equipment with advance computing capability used by consumers:

1. Design and production:

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:
 - (i) must be available by more than one sensory channel;
 - (ii) must be understandable;
 - (iii) must be perceivable;
 - (iv) shall have an adequate size of fonts in foreseeable use conditions;
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);
- (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following:
 - (i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and
 - (ii) instructions shall provide alternatives to non-text content;

	<ul style="list-style-type: none"> (d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (f) the interfacing of the product with assistive devices. <p>2. User interface and functionality design:</p> <p>In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows:</p> <ul style="list-style-type: none"> (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
<p>SECTION IV</p> <p>Audiovisual media services and the related consumer equipment with advance computing capability</p>	<p>A. Services:</p> <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <ul style="list-style-type: none"> (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point B "Related consumer equipment with advance computing capability" (b) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: <ul style="list-style-type: none"> (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different

	<p>ways by the users and via more than one sensory channel;</p> <ul style="list-style-type: none"> (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c). <p>(c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;</p> <p>(d) providing accessible information to facilitate complementarities with assistive services;</p> <p>(e) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations.</p> <p>B. Related consumer equipment with advance computing capability:</p> <p>1. Design and production:</p> <p>The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:</p> <ul style="list-style-type: none"> (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which: <ul style="list-style-type: none"> (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the packaging of the product including the information provided in it (opening, closing, use, disposal); (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following: <ul style="list-style-type: none"> (i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in
--	---

	<p>different ways and via more than one sensory channel, and</p> <p>(ii) instructions shall provide alternatives to non-text content;</p> <p>(d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2;</p> <p>(e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2;</p> <p>(f) the interfacing of the product with assistive devices.</p> <p>2. User interface and functionality design</p> <p>In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows:</p> <p>(a) provide for communication and orientation via more than one sensory channel;</p> <p>(b) provide for alternatives to speech for communication and orientation;</p> <p>(c) provide for flexible magnification and contrast;</p> <p>(d) provide for an alternative colour to convey information;</p> <p>(e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity;</p> <p>(f) provide for user control of volume;</p> <p>(g) provide for sequential control and alternatives to fine motor control;</p> <p>(h) provide for modes of operation with limited reach and strength;</p> <p>(i) provide avoidance of triggering photosensitive seizures.</p>
<p>SECTION V</p> <p>Air, bus, rail and waterborne passenger transport services; websites used for provision of passenger transport services; mobile device-based</p>	<p>A. Services:</p> <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <p>(a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:</p> <p>(i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different</p>

services, smart ticketing and real time information; Self-service terminals, ticketing machines and check-in machines used for provision of passenger transport services

ways by the users and via more than one sensory channel,

- (ii) alternatives to non-text content shall be provided;
- (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b).

- (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;
- (c) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations.

B. Websites used for the provision of passenger transport services:

- (a) Making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, where necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level.

C. Mobile device-based services, smart ticketing and real time information:

1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:

- (a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:

- (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,
- (ii) alternatives to non-text content shall be provided;
- (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with

point (b).

- (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

D. Self-service terminals, ticketing machines and check-in machines used for provision of passenger transport services:

1. Design and production:

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:
 - (i) must be available by more than one sensory channel;
 - (ii) must be understandable;
 - (iii) must be perceivable;
 - (iv) shall have an adequate size of fonts in foreseeable use conditions;
- (b) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2;
- (c) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2;
- (d) the interfacing of the product with assistive devices.

2. User interface and functionality design

In order to make accessible the design of the products and their user interface as referred to in points (b) and (c) of point 1 they must be designed, where applicable, as follows:

- (a) provide for communication and orientation via more than one sensory channel;
- (b) provide for alternatives to speech for communication and orientation;
- (c) provide for flexible magnification and contrast;
- (d) provide for an alternative colour to convey information;

	<ul style="list-style-type: none"> (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
<p>SECTION VI</p> <p>Banking services; websites used for provision of banking services; mobile device-based banking services; self-service terminals, including Automatic Teller machines used for provision of banking services</p>	<p>A. Services in general:</p> <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <ul style="list-style-type: none"> (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point D: (b) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: <ul style="list-style-type: none"> (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c). (c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; (d) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations. <p>B. Websites used for provision of banking services:</p> <p>The provision of services in order to maximise their foreseeable use by</p>

persons with functional limitations, including persons with disabilities, shall be achieved by:

- (a) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

C. Mobile device-based banking services:

1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:

- (a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:

- (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,
- (ii) alternatives to non-text content shall be provided;
- (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b).

- (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

D. Self-service terminals, including Automatic Teller machines used for provision of banking services:

1. Design and production:

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:
 - (i) must be available by more than one sensory

	<p>channel;</p> <ul style="list-style-type: none"> (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; <ul style="list-style-type: none"> (b) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (c) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (d) the interfacing of the product with assistive devices. <p>2. User interface and functionality design:</p> <p>In order to make accessible the design of the products and their user interface as referred to in points (b) and (c) of point 1 they must be designed, where applicable, as follows:</p> <ul style="list-style-type: none"> (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
<p>SECTION VII E-books</p>	<p>A. Services:</p> <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <ul style="list-style-type: none"> (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point B "Products"; (b) providing information about the functioning of the service

and about its accessibility characteristics and facilities as follows:

- (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,
 - (ii) alternatives to non-text content shall be provided;
 - (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c).
- (c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;
- (d) providing accessible information to facilitate complementarities with assistive services;
- (e) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations.

B. "Products"

1. Design and production:

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:
 - (i) must be available by more than one sensory channel;
 - (ii) must be understandable;
 - (iii) must be perceivable;
 - (iv) shall have an adequate size of fonts in foreseeable use conditions;
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);
- (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following:

	<ul style="list-style-type: none"> (i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and (ii) instructions shall provide alternatives to non-text content; (d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (f) the interfacing of the product with assistive devices. <p>2. User interface and functionality design:</p> <p>In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows:</p> <ul style="list-style-type: none"> (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
<p>SECTION VIII E-commerce</p>	<p>A. Services:</p> <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <ul style="list-style-type: none"> (a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: <ul style="list-style-type: none"> (i) the information content shall be available in text

	<p>formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,</p> <p>(ii) alternatives to non-text content shall be provided;</p> <p>(iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b).</p> <p>(b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;</p>
--	--

SECTION IX - ACCESSIBILITY REQUIREMENTS FOR OTHER UNION ACTS IN CHAPTER VI

Part A – Products

1. Design and production

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:
 - (i) must be available by more than one sensory channel;
 - (ii) must be understandable;
 - (iii) must be perceivable;
 - (iv) shall have an adequate size of fonts in foreseeable use conditions;
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);
- (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following:
 - (i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and
 - (ii) instructions shall provide alternatives to non-text content;
- (d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2;

- (e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2;
- (f) the interfacing of the product with assistive devices.

2. User interface and functionality design

In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows:

- (a) provide for communication and orientation via more than one sensory channel;
- (b) provide for alternatives to speech for communication and orientation;
- (c) provide for flexible magnification and contrast;
- (d) provide for an alternative colour to convey information;
- (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity;
- (f) provide for user control of volume;
- (g) provide for sequential control and alternatives to fine motor control;
- (h) provide for modes of operation with limited reach and strength;
- (i) provide avoidance of triggering photosensitive seizures.

Part B – Services

1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:
 - (a) making accessible the built environment where the service is provided, including transport infrastructure, in accordance with Part C, without prejudice to national and Union legislation for the protection of national treasures possessing artistic, historic or archaeological value;
 - (b) making facilities accessible, including vehicles, crafts and equipment needed for the delivery of the service as follows:
 - (i) the design of its built space shall follow the requirements under Part C in relation to boarding, disembarking, circulation and use;
 - (ii) the information shall be available in different ways and via more than one sensory channel;
 - (iii) alternatives to non-text visual content shall be provided.
 - (c) ensuring the accessibility of the products used in the provision of the service, in accordance with the rules laid down in Part A;
 - (d) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:
 - (i) the information content shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,
 - (ii) alternatives to non-text content shall be provided;

- (iii) the electronic information, including the online related applications needed in the provision of the service shall be provided in accordance with point (e).
- (e) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;
- (f) providing accessible information to facilitate complementarities with assistive services;
- (g) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations.

Part C – Built environment

1. The accessibility to persons with functional limitations, including persons with disabilities, of the built environment for its foreseeable use in an independent manner, shall include the following aspects of areas intended for public access:
 - (a) use of related outdoor areas and facilities;
 - (b) approaches to buildings;
 - (c) use of entrances;
 - (d) use of paths in horizontal circulation;
 - (e) use of paths in vertical circulation;
 - (f) use of rooms by the public;
 - (g) use of equipment and facilities;
 - (h) use of toilets and sanitary facilities;
 - (i) use of exits, evacuation routes and concepts for emergency planning;
 - (j) communication and orientation via more than one sensory channel;
 - (k) use of facilities and buildings for their intended purpose;
 - (l) protection from hazards in the environment indoors and outdoors.

SECTION X - ACCESSIBILITY REQUIREMENTS FOR THE PURPOSE OF ARTICLE 3(10) CONCERNING THE BUILT ENVIRONMENT WHERE THE SERVICES UNDER THE SCOPE OF THIS DIRECTIVE IS PROVIDED

The accessibility to persons with functional limitations, including persons with disabilities, of the built environment where the service is provided, referred to in Article 3(10) for its foreseeable use in an independent manner, shall include the following aspects of areas intended for public access:

- (a) use of related outdoor areas and facilities under the responsibility of the service provider;
- (b) approaches to buildings under the responsibility of the service provider;
- (c) use of entrances;
- (d) use of paths in horizontal circulation;
- (e) use of paths in vertical circulation;
- (f) use of rooms by the public;
- (g) use of equipment and facilities used in the provision of the service;
- (h) use of toilets and sanitary facilities;
- (i) use of exits, evacuation routes and concepts for emergency planning;
- (j) communication and orientation via more than one sensory channel;
- (k) use of facilities and buildings for their intended purpose;
- (l) protection from hazards in the environment indoors and outdoors.



Brussels, 2.12.2015
COM(2015) 615 final

ANNEX 2

ANNEX

to the

**Proposal for a Directive of the European Parliament and of the Council
on the approximation of the laws, regulations and administrative provisions of the
Member States as regards the accessibility requirements for products and services**

{SWD(2015) 264 final}
{SWD(2015) 265 final}
{SWD(2015) 266 final}

ANNEX

to the

Proposal for a Directive of the European Parliament and of the Council

on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services

ANNEX II

CONFORMITY ASSESSMENT PROCEDURE – PRODUCTS

Internal production control

1. Internal production control is the conformity assessment procedure whereby the manufacturer fulfils the obligations laid down in points 2, 3 and 4, and ensures and declares on his sole responsibility that the products or services concerned satisfy the appropriate requirements of this Directive.

2. **Technical documentation**

The manufacturer shall establish the technical documentation. The documentation shall make it possible to assess the conformity of the product to the relevant accessibility requirements referred to in Article 3 and, in case manufacturer used the exception provided for in Article 12, to demonstrate that relevant accessibility requirements would impose a fundamental alteration or a disproportionate burden. The technical documentation shall specify only the applicable requirements and cover, as far as relevant for the assessment, the design, manufacture and operation of the product.

The technical documentation shall, wherever applicable, contain at least the following elements:

- (a) a general description of the product.
- (b) a list of the harmonised standards and/or other relevant technical specifications the references of which have been published in the *Official Journal of the European Union*, applied in full or in part, and descriptions of the solutions adopted to meet the relevant accessibility requirements referred to in Article 3 where those harmonised standards have not been applied; in the event of partly applied harmonised standards, the technical documentation shall specify the parts which have been applied.

3. **Manufacturing**

The manufacturer shall take all measures necessary so that the manufacturing process and its monitoring ensure compliance of the products with the technical documentation referred to in point 2 and with the accessibility requirements of this Directive.

4. **Conformity marking and declaration of conformity**

- 4.1. The manufacturer shall affix the CE marking referred to in this Directive to each individual product that satisfies the applicable requirements of this Directive.
- 4.2. The manufacturer shall draw up a written declaration of conformity for a product model. The declaration of conformity shall identify the product for which it has been drawn up.

A copy of the declaration of conformity shall be made available to the relevant authorities upon request.

5. Authorised representative

The manufacturer's obligations set out in point 4 may be fulfilled by his authorised representative, on his behalf and under his responsibility, provided that they are specified in the mandate.



Brussels, 2.12.2015
COM(2015) 615 final

ANNEX 3

ANNEX

to the

**Proposal for a Directive of the European Parliament and of the Council
on the approximation of the laws, regulations and administrative provisions of the
Member States as regards the accessibility requirements for products and services**

{SWD(2015) 264 final}

{SWD(2015) 265 final}

{SWD(2015) 266 final}

ANNEX

to the

Proposal for a Directive of the European Parliament and of the Council

on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services

ANNEX III

INFORMATION ON SERVICES MEETING ACCESSIBILITY REQUIREMENTS

1. The service provider shall include the information assessing how the service meets the accessibility requirements in the general terms and conditions, or equivalent document. The information shall describe the applicable requirements and cover, as far as relevant for the assessment the design and the operation of the service. In addition to the consumer information requirements of Directive 2011/83/EU of the European Parliament and of the Council¹, the information shall, wherever applicable, contain the following elements:
 - (a) a general description of the service in accessible formats;
 - (b) descriptions and explanations necessary for the understanding of the operation of the service;
 - (c) a description of how the relevant accessibility requirements set out in Annex I are met by the service.
2. To comply with point 1 the service provider may apply in full or in part the harmonised standards and/or other relevant technical specifications, for which references have been published in the *Official Journal of the European Union*.
3. The service provider shall provide information demonstrating that the service delivery process and its monitoring ensure compliance of the service with point 1 and with the applicable requirements of this Directive.

¹ Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council (OJ L 304, 22.11.2011, p.64).