

InDiCo-Global Factsheet **eAccessibility** **in the European Union**

Standards Enabling Inclusive Digital Markets

Digital Inclusion Is a Regulatory Requirement — And a Condition for Market Access

In the European Union, digital accessibility and inclusion is embedded in legislation and supported by standards providing the legal presumption of conformity since December 2018.

As public services, commerce, banking, media, and devices become increasingly digital, accessibility determines who can participate in the economy.

For international partners connected to the EU market, this has direct implications. European accessibility requirements:



Affect market access



Shape public
procurement



Define digital
service eligibility

Inclusion is not an option.

The Legal Anchor: The European Accessibility Act

Directive (EU) 2019/882 — the European Accessibility Act (EAA) — establishes accessibility requirements for key products and services placed on the EU market. This act follows earlier legislation for over a decade.

For instance, it applies to:

- | | |
|--|--|
|  Computers and operating systems |  Banking services |
|  Smartphones |  E-commerce services |
|  E-readers |  Ticketing and transport services |
|  Television equipment | |



From 2025 onwards, compliance is mandatory for covered products and services, building on technical standards published by the European Standards Organizations.

Accessibility is therefore not only a social objective — it is a legal obligation.



Why It Matters for Industry & Exporters in Partner Regions

European standards developed in support of the EAA provide presumption of conformity with legal accessibility requirements.

Accessibility is part of product quality and risk management. Standards support effective product development at design stage — retrofitting increases cost.

Public procurement requires accessibility compliance. Failure to align can restrict access to both public and private EU markets.



Why It Matters for Regulators & Standards Bodies

Digital accessibility intersects with:

Digital transformation strategies

Public administration reform

E-government and
citizenship services

Consumer protection
and Human Rights

Alignment with European standards supports:

Interoperable digital services

Cross-border recognition

Reduced regulatory
fragmentation

Inclusive digital infrastructure

Accessibility standards provide technical foundations to meet requirements based on legislation.



What Role Does the European Standardisation System Play?

Under Regulation (EU) 1025/2012, the European Commission issued a Standardisation Request to develop standards supporting accessibility legislation.



Key reference standard:

EN 301 549 'Accessibility requirements for ICT products and services'

This standard:



Covers websites,
mobile applications,
software, hardware,
and digital documents



Aligns with international
accessibility guidelines
(including W3C standards)



Is widely referenced
in public procurement



The standard is complimented by EN 17210 'Accessibility and usability of the built environment - Requirements and recommendations' and EN 17161 'Design for All approach - Managing accessibility of products and services'.

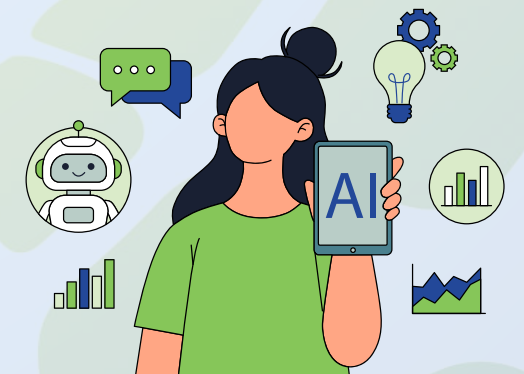
Additionally, TR 101 551 provides guidelines for public procurement of ICT products and services in the European Union, including accessibility award criteria and conformity assessment.

CEN, CENELEC and ETSI cooperate to ensure that accessibility standards remain technologically up to date and globally compatible.

Accessibility and the Digital Transition

Emerging technologies introduce new accessibility challenges:

-  Artificial Intelligence systems
-  Biometric authentication
-  Digital identity solutions
-  Smart devices and IoT
-  Cloud-based services



Ensuring accessibility in these domains requires:

-  Technical specifications
-  Test methods
-  Interoperability requirements
-  Human-centred design principles

Digital transformation without accessibility risks exclusion at scale.

How InDiCo-Global Supports Your Engagement



InDiCo-Global strengthens cooperation between Europe and partner regions on digital policy and standardisation.

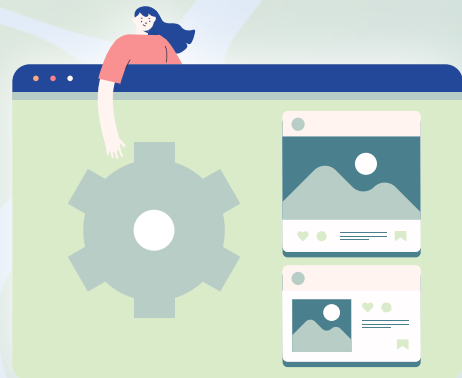
In the area of eAccessibility, the project supports:

- Policy dialogue on inclusive digital regulation
- Exchange of technical expertise
- Workshops on accessibility standards
- Engagement between European Technical Committees and international stakeholders

Accessibility is not a regional issue — it is a global governance challenge.

Visit the InDiCo-Global website to learn more about upcoming activities related to education and contact the project team to discuss a possible involvement.

<https://indico-global.eu/>



For more specific information on standardization and education mail us at info@indico-global.eu

