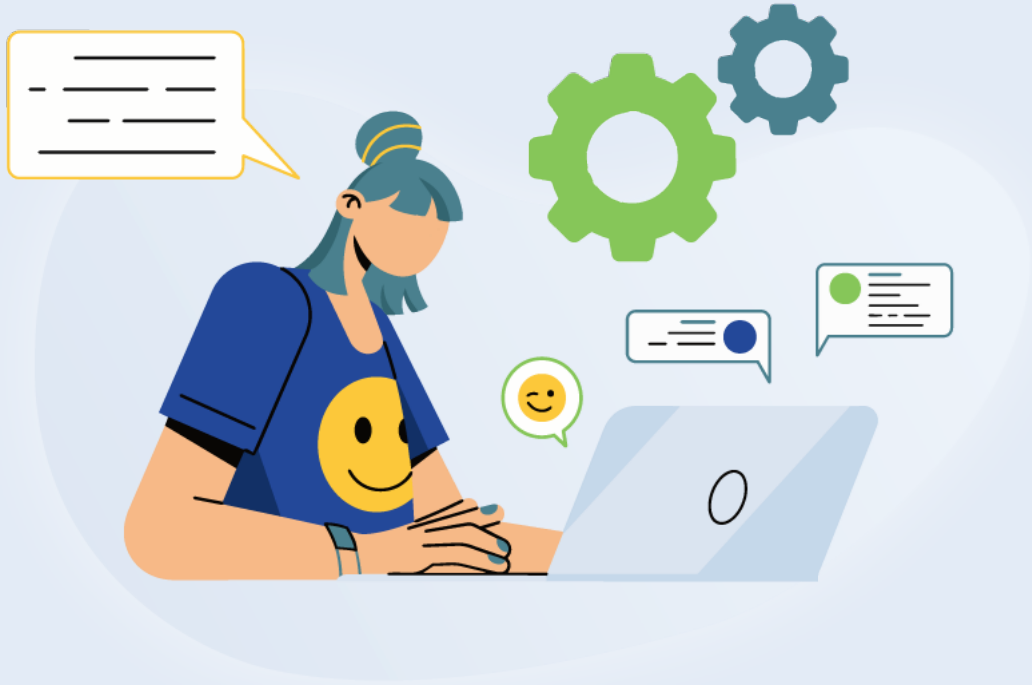
WORKSHOP

EU-China Workshop on E-Accessibility

Translating Policy and Regulations into technical standards



ETSI Technical Committee Human Factors

Ulrike Haltrich, TC HF Chair

Organized by:

In collaboration with:

欧盟驻华标准化专家项目

Seconded European Standardization Expert in China

Funded by the European Union

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ETSI Technical Committee Human Factors

- Core responsibilities of TC HF
  - Across Information and Communications Technology (ICT), TC HF addresses Human Factors and develops standards, guidelines and reports. These publications define the criteria for optimal usability within the emerging digital networked economy (DNE).
- TC HF's contribution to EU policy priorities concerning accessibility:
  - Requests for standardisation:
    - M/376: EUROPEAN ACCESSIBILITY REQUIREMENTS FOR PUBLIC PROCUREMENT OF ICT PRODUCTS AND SERVICES (EN 301 549)
    - M/473: INCORPORATE "DESIGN FOR ALL" INTO RELEVANT STANDARDISATION INITIATIVES"
    - M/544: Accessibility of the websites and mobile applications of public sector bodies" (EN 301 549)
    - M/587: Requirements for accessible products and services supporting the European Accessibility Act (EN 301 549, ES 204 009, ES 202 975)
      - TC EMTEL's work on EN 303 919 addresses Accessibility and Interoperability of Emergency Communications

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Accessibility and TC HF

TC HF collaborates across ETSI and with CEN/CENELEC on European accessibility work.

Accessibility standards

Requirements for ICT products and services, including EN 301 549.

Design for All

Inclusive design across ages, abilities and user needs.

Communication access

Accessible relay, real-time text and total conversation services.

Guidance & procurement

Practical guidance for designers, providers public-sector buyers.

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EN 301549 v.4.1.1

Status at 27th October 2026: published but not yet cited the EU Official Journal, current reference v.3.2.1

EN

301 549

Accessibility requirements for ICT products and services

V4.1.1 • SEP 2026

COVERED TECHNOLOGIES

- Websites & apps
- Software & documents documents
- Hardware & terminals
- Communication

2026 UPDATE

WCAG 2.2 alignment + EU Acessibility Act mapping

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Selected 2026 delivery highlights

EAA requirements and application-specific technical reports

EN 301 54 9

SEP 2026

ICT accessibility

EAA requirements

ES 202 975

MAY 2026

Relay services

Requirements supporting accessible communication communication through relay services.

TR 104 060

JUN 2026

Digital television

Guidance on applying EN 301 549 to television products.

TR 104 745

JUL 2026

Services for children

Guidelines for the provision of ICT services to

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ETSI TR 104 060 connected with EN 301549

Guidance on how to apply EN 301 549 to digital television products

HOW THE DOCUMENTS CONNECT

1 ACCESSIBILITY REQUIREMENTS
EN 301 549 v.4.1.1
What applies to ICT products

2 TV INTERPRETATION
ETSI TR 104 060 v.1.2.1 (June 2026)
How requirements apply to TV devices

3 CONFORMITY USE
EAA CONTEXT
Assess against the applicable EN version

S SCOPE OF TR 104 060

Focus: TV-device capabilities

- Televisions and smart monitors
- Set-top boxes and TV streaming sticks
- Firmware, operating systems and TV software

OUTSIDE SCOPE

Content provision and delivery

G KEY TV GUIDANCE AREAS

AUDIO & SUBTITLES	Audio description, spoken subtitles and subtitle controls
VOICE & LANGUAGE	Text-to-speech, voice guidance and sign-language presentation
DISCOVERY	EPGs, content discovery and interactive TV services
CONTROLS	Remote controls, on-screen keyboards and key behaviour
READABILITY	Text enlargement, reflow and accessible on-screen information
PLAYBACK	Play, pause, hide, input selection and related controls
TIMING	On-screen-display timeouts and repeat/double-strike behaviour
PRESENTATION	Resolution, frame rate and related presentation issues

✓ KEY TAKEAWAY

EN 301 549 defines the requirements; TR 104 060 provides TV-specific interpretation.

Version note
TR v1.2.1: Jun 2026 | EN v4.1.1: Sep 2026

TR 104 060 is guidance, not a separate conformity standard.

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Forward work programme

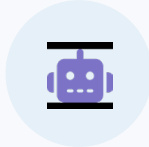
Active work items, not yet published



TR 104 664

Cognitive accessibility

Guidance for ICT serving people with and learning disabilities.



TR 104 665

AI assistive technologies

Design guidance for AI-based support applications.



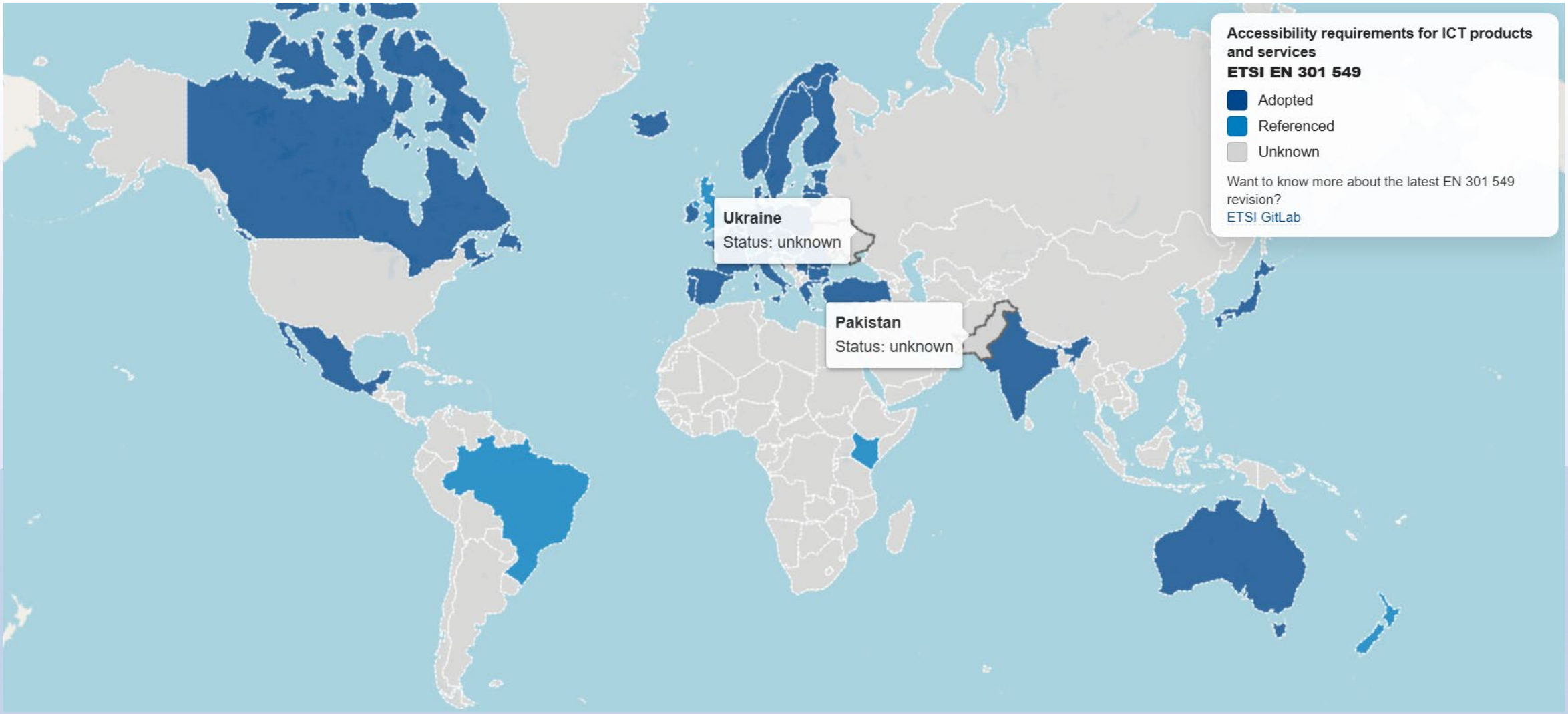
TR 104 666

Feature discoverability

Help people find and use accessibility including AI-assisted help.

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EN 301549 Adoption Map



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