Examples of Accessibility Legislation/Regulations/Standards in EU Member States and outside Europe (Case of Bosnia and Herzegovina)

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Mechanisms to promote accessbility

Legal instruments

Conventions
Directives
Laws

Goverment decrees
Ministerial orders
Public Service contracts

WHAT needs to be done

Standards Norms

Human factors standards

Technical Technological

HOW things need to be done

inated by









EU Legal Instruments

- **EU Accessibility Act**
- **EU Directive on Audiovisual Media** Services (AVMSD)
- EU Directive on the Accessibility of Public Sector Websites and Mobile **Applications**
- **EU Directives on Public Procurement**
- **EU Universal Service Directive**





















Bosnia and Herzegovina falls under EU Stabilisation and Association Process, including harmonisation of national legislation and regulatory framework with EU legal instruments.

THE GOVERNMENT:

- ✓ Ratified UN Convention on Rights of Persons with Disabilities (CRPD) in 2010
- **✓ Adopted the Law on Communications**
- **✓ Adopted Telecommunication Sector Policy Document**
- □ Did not create a National Strategy to ensure consistent implementation of ICT accessibility



















NATIONAL REGULATORY AUTHORITY:

- √ Harmonised its rules and regulations with EU Directive on Audio-Visual Media Services in 2011;
- ✓ Contributed to Telecommunications Sector Policy (2017-2021) to include specific provisions on ICT accessibility to PWD;
- ✓ Revising its rules and regulations to strengthen regulatory measures (to make them mandatory);
- ✓ Participating in creation of a new Law on Electronic Communications to be in line, inter alia, with EU accessibility legal instruments.











Law on the Public Broadcasting System "Public broadcasting services shall be obliged to make news, culture, education and entertainment programmes available to hearing-impaired persons and other persons with specific needs."

CRA Rule on Audio Visual Media Services contains a provision that prescribes accessibility of programmes to the persons with disabilities. However, the provision is not obligatory.

In the developing countries, the NRAs are highly demanded to introduce the mandatory quotas.

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The United Nations







Belgium: (Flemish speaking Community): requirements for private television services; **95**% of the programmes **subtitled** by teletext; **100**% **of all news** programmes **subtitled**.

Poland: broadcasters to provide at least 10% of the quarterly transmission time of the programme service, for programmes accessible to visually and hearing impaired persons;

UK: Broadcasting and disability legislation, regulatory access codes). UK programmes available in other EU Member States (the so-called "nondomestic channels") obliged to provide access services such as subtitling, signing and audio description.



Bosnia and Herzegovina vs. good EU practices











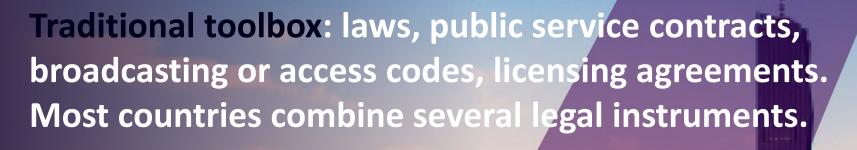












SCOPE and IMPLEMENTATION in practice of the accessibility provisions vary due to:
Development of accessibility services
Awareness and the level of democracy

EU COUNTRIES >50-100 %

NON-EU COUNTRIES > 02-50 %











A specific **provision** to ensure accessibility is included in the DTT Strategy. It states that it is necessary to define obligatory services which enable PWD to follow programme content. Services that could provide PWD to follow programme content in the digital surrounding are: audio descriptions, subtitles, subtitles that can be separately added to the picture and additional video (for sign language).

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State institutions in Bosnia and Herzegovina are obliged, by the decision of the Council of Ministers, to make their websites accessible by persons with disabilities.

International standards for web accessibility, Web Content Accessibility Guidelines (WCAG) 2.0. are applied.

Law on Public procurement, as one of the most flexible and far-reaching legislative instruments available to obtain accessible goods and services, contains accessibility provisions ("Technical specification shall include, whenever possible, accessibility criteria or design for all criteria").

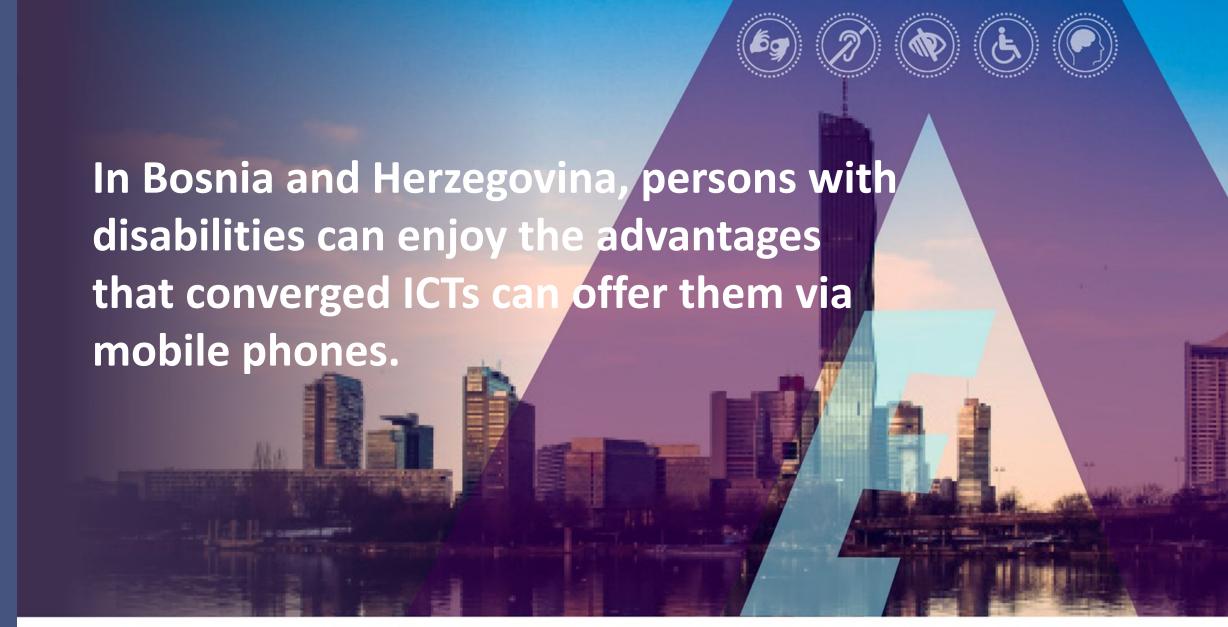




















NATIONAL REGULATORY AUTHORITY:

Provision on the **affordability** of services which excludes such categories of users in a subscription to fixed telephony.

Telecommunication operators voluntarily create tariff packages to meet the PWD needs.

Electronic phonebook (screen reader) mandatory for telecom operators.

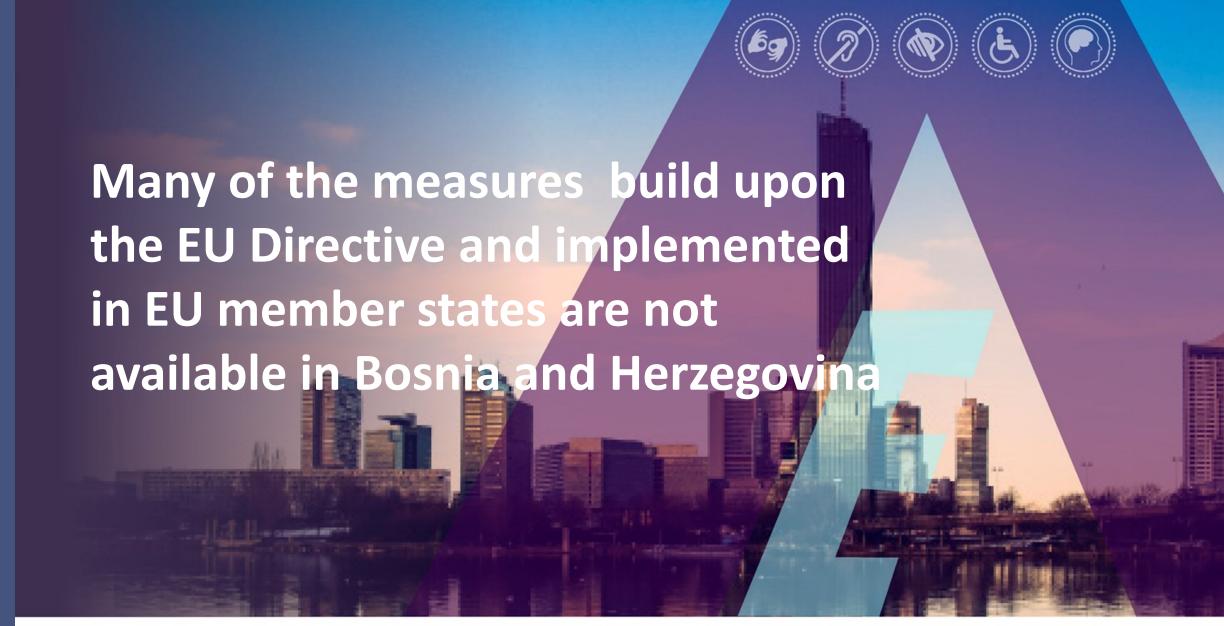




















- Special measures of access for emergency situations such as the sms112 project: Czech Republic, France, Greece, Ireland, Italy, Malta, Netherlands, Norway, Portugal, Romania, Slovakia, Slovenia, Sweden, Switzerland, and UK.
- Text Relay Services: Czech Republic, Germany, Greece, Hungary, Ireland, Italy, Latvia, Netherlands, Norway, Portugal, Slovakia, Sweden, Switzerland, and UK.
- Video Relay Service: Germany, Sweden
- > Speech to Speech Relay Services: Sweden

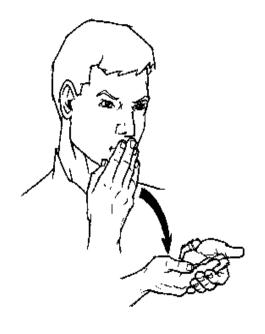








Communications Regulatory Agency of Bosnia and Herzegovina will continue to harmonise and implement its legal and regulatory framework with EU legal framework, as well as rely on available ITU-D resources on ICT accessibility to ensure that rights and needs of persons with disabilities and persons with other specific needs are met.



THANK YOU!







