

# 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 accessibility

**Legal instruments**

**Conventions  
Directives  
Laws**

**Government decrees  
Ministerial orders  
Public Service contracts**

**WHAT needs to be done**

**Standards  
Norms**

**Human factors  
standards**

**Technical  
Technological**

**HOW things need to be  
done**

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## 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:

Population: 3,503,554

Persons with disabilities: 560,000

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**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





**In the developing countries, the voluntary measures taken by industry are not particularly effective in promoting equitable access to ICT in a fast-changing technology environment.**

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## 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.**



**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**



**Traditional toolbox:** laws, public service contracts, broadcasting or access codes, licensing agreements. Most countries combine several legal instruments.

**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 %

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# DVB

## Digital Video Broadcasting

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).

**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”).







In Bosnia and Herzegovina, persons with disabilities can enjoy the advantages that converged ICTs can offer them via mobile phones.

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## 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.





**Many of the measures build upon the EU Directive and implemented in EU member states are not available in Bosnia and Herzegovina**

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- **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!**