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>> YAO ZHAO: Ladies and Gentlemen, we will have to wait for a little while because our secretary Zhao has another remark on the other meeting.

Okay. We are with information technology innovation AI cloud computing Big Data and mobile Internet is making the Internet technology and services penetrated in to all the areas of the social life. And more and more people are getting benefit from the Digital Economy. But meanwhile we have to realize that there is still a lot of people, especially vulnerable people who have barriers to access to the opportunity of the information society and the only way to help them is to use the innovative ICT to bring an inclusive information accessibility environment for everyone.

So we just organize this workshop to set up a platform for exchange of the knowledge and the sharing of experience and best practices of the information accessibility. So firstly let's welcome the honorable Vice-Chairman of the China disabled persons federation, Mr. Lee to deliver his remark. Welcome.

(Applause.)

>> Distinguished Guests, colleagues and dear friends, good morning. (Speaking in a non-English language)

It is my big pleasure to attend this Forum on promoting information at accessibility. On behalf of the chairperson of China disabled persons federation, madam Lee, and on behalf of all Persons with Disabilities in China I would like to extend my sincere greetings to all who give their concerns apart to the development of the work on disability.

I extend my sincere gratitude to the persons contributed to the construction of ICT accessibility. Especially the Secretary-General of ITU, Mr. Houlin Zhao.

In today's world ICT innovation develops rapidly with each passing day, characterized by digitalization network and intellectualization.

China has a population of 85 million Persons with Disabilities and 223 million elders. The whole society has great needs for ICT accessibility.

By using advanced technology to provide effective assistance for Persons with Disabilities so as to avoid digital barriers, strengthening the construction of ICT accessibility can be a great help for Persons with Disabilities to have equal education and employment opportunities. To ensure their inclusion in social life and equal sharing of social and cultural achievements.

The Chinese Government have been attaching great importance on rights protection and ICT accessibility for Persons with Disabilities. We have been trying to build a nationwide accessible public service system in recent years. We have been focused on the establishment of smart Government.

We have also been focused on the establishment of improving public service capacities to promote information consumption. The President of China emphasized the equal sharing of scientific achievements for all so as to build a society with equity and justice. He also emphasized that in building a moderately well off society Persons with Disabilities will not be left behind.

In June 2012 the China state Council promulgated the -- the regulations on accessible environment which is the first one -- the first legislation on accessibility in China. This regulation clearly requires each level of the Government to incorporate the ICT accessibility in to the information construction planning. To take measures to promote the development of accessible information and communication instruction.

In 2015 the state Council released our pinnings on speeding up the process of building a moderately well off society for Persons with Disabilities which gives clear instruction on the standardization system of ICT accessibility. And gradually

making the announcement of all Government information to be accessible.

In July 2016 the national -- the national strategic outline of the information development requires the promoting the equalization of basic public service through information, through the information system. Speeding up the construction of Government accessible websites and encouraging social resources to provide personalized information service for Persons with Disabilities.

In August 2016 the state Council promulgated the 13 five-year program on development of work on disability which clearly includes the -- to develop information service for persons with visual and hearing impairment to protect the basic livelihood of Persons with Disabilities.

And increase their family income of Persons with Disabilities with the help of Internet plus initiative, to implement the accessible information promotion projects and to improve the basic public service level for Persons with Disabilities.

The Chinese Government advocates five major development concepts which are innovation, harmony, environment ly friendly, openness and equal sharing. By following these concepts CDPF has been committed to promote the construction of ICT accessibility jointly with relevant Government departments.

Laying emphasis on fulfilling the top level design, grassroots level design and the experience of constructing ICT accessibility in China laid a solid Foundation for the equal participation and equal sharing of social life for Persons with Disabilities.

The chairperson of China disabled persons federation, madam Jung Hai Lee (no audio) the ICT accessibility in China at (no audio). Persons are registered.

Of their -- of rehabilitation, education, social dynamically. This database provides evidence for all levels of the Government. More than 1,000 Government websites are connected to the accessible service system of the government information. All of them are modified to be accessible.

In some developed areas of China more than 50 persons with severe visual impairment are using screen reading software. There are more than 130,000 books in China Braille library. The Ministry of Public safety of China has set up a police hotline receiving short messages from mobile phone with the number 12110.

The local disabled people provide service for tens of thousands of people. The series of measures provided

convenience to groups like Persons with Disabilities to fully participate in social life, including their living situation. However ICT accessibility in China has the problem that legislation and policy often come late than expected. The development of accessible technology and products are insufficient to satisfy the special needs of Persons with Disabilities. Nowadays it has been an important strategic objective of many countries and regions in the world to build an integrated advanced inclusive and sustainable program.

All nations have put their construction of ICT infrastructure in very important position. However there are differences between developed countries and Developing Countries. The connectivity among countries and regions is still a pending issue. The road initiative proposed by China brings new momentum for connectivity. In the new period of Internet development CDPF is working to -- is willing to work with international organizations and institutions to push forward the development of ICT accessibility.

So by adopting the principle of Human Rights and for the benefits of the whole mankind through strategic collaboration to promote fair service for Persons with Disabilities worldwide. So we are going to share the best practice of the work for Persons with Disabilities to build an information exchange environment shared by all people so as to bring a positive impact on promoting rehabilitation and inclusion of Persons with Disabilities.

So that tall Persons with Disabilities could have the access to the social economic achievements and the achievements of social civilization.

Finally, thanks again for ITU to establish the platform providing support for the ICT accessibility of Persons with Disabilities.

So we also expect with the support from international telecommunication union and from the government of our countries the accessibility issue for the Persons with Disabilities will have an even brighter future. Thank you very much. We are very much appreciate the Secretary-General Mr. Houlin Zhao for his contribution.

(Applause.)

>> YAO ZHAO: Thanks so much for Chairman the -- for your participation to our workshop. And next let's warmly welcome the Secretary-General Mr. Houlin Zhao of ITU to give remarks.

(Applause.)

>> HOULIN ZHAO: Thank you very much Chairman Lee, dear friends, good morning. Very pleased to join this special session of workshop for ICT accessibility for Persons with

Disabilities. I think that we don't need to have Chinese information. Just quickly go through. Let me express my personal appreciation and thanks to Chairman Lee to join this very important WSIS Forum 2017. To be honest, with you I didn't know that Chairman Lee is people with disabilities. When I learned that Chairman Lee would be here and I thought the people with -- I am very touched by Chairman Lee when I met him this morning for the first time.

ITU is a specialized agency for ICT. We put high on our agenda the ICT services for people with disabilities. And during our WSIS process, particularly in those two phases, the first phase was held in Geneva in December 2003 and the second phase was held in Tunisia November 2005. We always focus on ICT accessibility for people with disabilities. And myself I further resource functions and particularly workshops during those two phases. I was very much shocked by some statements by disabled people, that they can manage their life with ICT and they can join the international activities with assistance of ICT.

And they expect that global industry will help them improve their access to our socioeconomic activities with ICT assistance. So ICT highly value this kind of contribution and ITU once put in 2008 the theme particularly for disabled people. We put the ICT for disabled people as a theme of world telecom and information society in 2008 and we celebrate that special day together with 193 members everywhere in the world and in particular in Cairo Egypt where we had our ITU Telecom there, we jointly organized celebrations with Government. We invited a few people with disabilities to demonstrate how can they use ICT to assist their life.

And also we nominated a few **cham** pains and I don't see them here today. This is the day of the week and people don't know this workshop that we are here. So next think I will think we should do something better to conduct those campaigns of service for disabled people and also I noted several distinguished volunteers working very actively in this field of ICT for disabled people earlier this week they are here in Geneva. They are here in our meetings rooms. I think if we can invite them to come and join us and come and address this issue, that we will have a much, much strong messages to the global family that we have to work with ICT access for people with disabilities.

I noted that China has achieved a lot but I heard the presentation for **chooi nez** achievement not from China but United States. When I visited the U.S. in 2014 I met with U.S. Association for people with disabilities and they highly

appreciated the Chinese achievement which suggest me to have a contact with Chinese Association which is China disabled people federation. So that is the reason why when I visit China the first time in 2015 and my title as Secretary-General I particularly visited China disabled persons federation and I was very pleased to meet with the Chairman of Association. And, of course, I didn't have chance to meet with Vice-Chair Mr. Lee. But I'm very pleased since then the collaboration between China and ITU and the business for ICT access for people with disabilities are included and ITU was glad to join big conference organized by this federation in later 2015. And I note that later this year China disabled persons federation will organize another conference, and we already got the invitation. So ITU will be very pleased to join this conference with our partnership with your federation. And Deputy Secretary-General of ITU will head our Delegation to participate.

We would like to take this as a starting point to invite China disabled persons federation to increase their contributions and participation to ITU's activities including the activities for development for standardization, for technologies to assist people with disabilities, including to have social promotions for promoting ICT to assist people with disabilities. To some extent myself is people with disabilities because when I go to different language area I do not understand the local language when I need help. I need assistance. And, of course, ICT could help us a lot. But sometimes, you know, just to give you good example, when I was in Busan where we had our ITU Plenipotentiary Conference where I was elected and I was offered special limousine car and Chauffeur and he could only speak Korean language. He used his Korean language machine to talk to me and we communicate quite well. That helps a lot. But, of course, from time to time we had some kind of mistake. For example, one night he was -- he decided to try to tell me, wish me good night and he used his machine to translate the language instead of good night he put that in English as rest in peace.

(Laughter).

>> HOULIN ZHAO: In Chinese that means (inaudible). For Korea it is not a problem. But Chinese that sounds -- but anyhow, this these of kind of tools now improved a lot. And I think that such kind of language programs to the different language system, language structure greatly improved but we see one more ICT tool could facilitate interconnections and interactive dialogue with ICT.

So we would like to take this opportunity as a starting

point and I'm very pleased to see my good friend from UNESCO that he needs Champagne to use this cultural event to help disabled people. ITU was also gladly joined to that. We in United Nations we try to work together to enforce our efforts to support people with disabilities, and we would very much grateful to China if China could increase your active participation to our event. And I'm very much encouraged this morning by my meeting with Chairman Lee that China disabled persons federation would very much like to increase their contributions to the UN activities including ITU's activities.

So we are looking forward to this opportunity. Of course, I take this opportunity to appreciate ISOC China to organize this workshop. And we have also good cooperation with ISOC China. I think they organized something last year already. And this year they chose this topic. And I appreciate it very much. But if I may, I would suggest that, you know, such kind of thing could be organized with much bigger participation. If we arrive two days earlier, I am pretty sure we have much, much bigger and people like to work together with the group of people with disabilities to see how global family to help improve this so-called digital divide. So Ladies and Gentlemen I think that I should not take too much of your time because we have a lot of wonderful speakers that will give us good representation of their projects or their messages. And I have to also leave this workshop because I have another engagement. So let me once more again thank Chairman Lee for participating to our event. And China disabled persons federation for your efforts to bring Chairman Lee here and to bring this topic to our WSIS Forum process. And, of course, I appreciate ISOC China for these great efforts. I wish you a successful session and I hope next time we will do something even bigger, better and I'm pretty sure this topic will get a lot of support from everywhere in the world. Thank you very much.

(Applause.)

>> YAO ZHAO: Thank you Secretary-General Zhao. Okay. Then it comes to our keynote speech session and we have today five speakers here and just let me invite -- remind you that as the time is limited. So each speaker has only 15 minutes and then let's welcome Dr. Indrid the information sector of UNESCO. Welcome.

>> Thank you. Let me begin good morning, Ladies and Gentlemen. I'm sorry for the delay. I was stuck in some other meetings but it is a real pleasure being here. And thank you Mr. Vice-Chairman for being with us and thank you Internet Society for China. I have had the privilege every

year of being invited to the Internet of China sessions. And I'm going to spend my 15 minutes and less to talk about what UNESCO is doing in the area of Persons with Disabilities and especially with the focus on information and communication technologies. Now we are all aware of the big numbers that are presented about one billion people or 15% of the world's population including 93 and 150 million school age children live with some form of disabilities and high proportion of the world's citizens face significant barriers to accessing information and learning. They are in social and economic participation later in life. And of these billion people 50 million or more are from India alone. And face some of the harshest treatments and conditions. Which grants Persons with Disabilities the same rights that everyone else enjoys, many countries have been exerting huge efforts to welcome the challenges faced in the implementation of inclusive education and I would like to congratulate the China disabled persons federation for the essential work they have been doing over the years. The focus today is use of ICTs for Persons with Disabilities. And as Secretary-General Houlin Zhao said UNESCO organized the first of international conference in New Delhi in 2014. And the major objective in this conference was to promote Human Rights and fundamental freedoms of Persons with Disabilities and to encourage all stakeholders to take concrete measures for the empowerment of these people. Now let me just explain to you what some the challenges are that we encountered just to organize this conference, forget the rights and situation of Persons with Disabilities in the first place in most countries in the world even today, most countries, majority there is no coordination between different ministries and Government agencies of Persons with Disabilities. One when I did the conference in New Delhi I asked which Minister should I go and see and they said go and meet four Ministers, Minister of education, Minister of health, Minister of labor, and Minister of social justice and empowerment. So this is what is happening within countries. So then the second challenge is there is no discussion between Governments, the private sector and Civil Societies. Everybody is doing something. Everyone is trying to help. But as long as we don't get together the impact is very, very minimal. So this is why we organize this conference in India where we got Government representatives from around the world, private sector, and Civil Society groups and present amazing knowledge sharing experience and also amazing to see how stupid we are. Because you have a solution for blind people in India. But Bangladesh is trying to create its own

solution. Same with China, China has got some very, very advanced policies and technologies, but India is not aware of it. So this knowledge sharing is absolutely critical in the first place. And I think that's where the conference is such a big success. And it gave birth to the first ever UNESCO declaration which is called the New Delhi declaration. I invite all of you to go online and see the New Delhi declaration because it provides concrete recommendations to Governments, private sector and Civil Society to work together to overcome these challenges many of which can be solved very easily. So after that what does UNESCO do now? We have, for example, next year I will give you a few examples and finish. We have next year in Singapore the first Asia-Pacific cultural festival of disabled artists and I invite all of you to join that. Because one of the things that we forget when we talk about Persons with Disabilities or differently abled people is that yes, we have to give them access to education and employment. But what about the participation in cultural life? Nobody talks about that. Nobody thinks that these people have a right to sing and dance like anybody else. So we are doing this first cultural festival next year which is going to be very, very exciting. I have seen several of the artists. And they are truly exceptional. Not disabled. They are exceptional.

Then UNESCO is now in the process of and we just published the guidelines on open and distance learning. And one would think that it is absolutely normal that for Persons with Disabilities who can't be moving around, can't work at University, can't go to colleges, open and distance learning, open educational resources should be an incredible tool. But when UNESCO did a study we found out that most of the resources online are not accessible by disabled people. That doesn't make any sense. So we publish these guidelines to make sure that learners with disabilities are totally in line, totally, have total access to online open and distance learning. Then we have also a model policy which UNESCO has published a few years ago on inclusive ICTs and education. Because it is always fine to say well, they can go to school, too. Is the curricula accessible to blind people and educational materials and resources available to them. No, they are not. Having a policy is fine but if we don't have the resources the tools, the materials required, you would never be able to give them access to education. The same happens with employment. You have some countries which have exceptional policies to provide employment to Persons with Disabilities. For example, in countries in Latin America you

have mandatory quotas that 6%, 4%, of all Government departments have to employ Persons with Disabilities, most of the countries don't even have that. India just thankfully India just passed a few months ago its law which says that 3% of all Government jobs should be reserved for Persons with Disabilities. So it is all make an effort, let us work together, UNESCO is deeply engaged in this question. We are one of the lead agencies of the United Nations. But I think the key message that I want to share with you is that we need to change our mindsets. We shouldn't look at Persons with Disabilities differently abled people as people who need pity or compassion, et cetera. Because all statistics and research shows that when you include these people in political economic and social and cultural life there is a huge benefit that the nation divides and this is what we must tell ourselves. If we can include these people in to businesses, in to jobs, they contribute to the economy. If we don't include them, we have to keep paying for them. And this becomes a major cost to the Government. And major loss to mankind in my view because why not have them on board. They are so talented. They are so extraordinary in their own way. So this is my final comment. Let's not look at them with pity or sympathy. That's fine. Let's look at them as equal to us. Let's include them in everything we do. Let's make them in to group in every attempt that we make to move forward and achieve Sustainable Development Goals. Thank you so much.

>> YAO ZHAO: Thank you. Thank you so much. And following our speaker will be Jennifer Chung director of cultural knowledge of DotAsia Organisation.

>> JENNIFER CHUNG: Good morning, everyone. Thank you very much to Internet Society of China for inviting me to this distinguished panel to speak about this very, very important topic. My name is Jennifer Chung and I work for a company called DotAsia Foundation. So what we are we are the DotAsia is the sponsoring organization and registry operator for the TLD DotAsia. We are not-for-profit commune based organization that oversees the policies and governance of the Top-Level Domain DotAsia and we have a core mandate to promote Internet development and adoption in Asia. As we have already heard from distinguished Mr. Houlin Zhao Secretary-General of ITU and also Chairman Lee that ITC is a great equalizer of people with disabilities. So let me talk a little bit about these two initiatives that we have.

Netmission DotAsia an Ambassador's program which callies together a network of dedicated young volunteers to get involved with Internet governance and promoting digital

includi and respectable Internet environments. The vision is to empower these young people so that they have an informed perspective and participation from this young digital anywaytives. They can provide substantive and concrete and constructive enrichment to the multi-stakeholder Internet gov Vernesance discourse and community. Globally regionally and locally. So each year we recruit around 20 to 25 tertiary students from Universities and college around the region in Hong Kong. We train and sustain these volunteers to contribute to digital inclusion work. After the training period the Ambassadors a granted the free dochl and ex-flexibility to design and initiate and organize and execute community projects based on their understanding of what internet means to them and whatever form mat that suits them bes and we support them as facilitators to achieve their objectives. So what have these Ambassadors and alumni dreamt up and executed? They have done a multitude of community projects, targeting communities that are not yet connect or underconnected such as elderly and women and low income families and children and Persons with Disabilities. The team addressing the digital divide issues focus on how relationships interact between communities and to teach these communities basic ICT skills were deployed by the youth Ambassadors themselves. So one of the great successes we this is a robust alumni network. Many of these young people after they go through the training program and designed programs to help comurnts around them, they continue to help train the incoming class of young Ambassadors. So this is a very sustainable and long-term program that we support greatly. Actually one of our great successes is this is one of our graduating alumni from the first class. She is now currently have been appointed to and is currently serving on the IGF MAG. So let me talk a bit more about the Asia-Pacific Internet Governance Forum. We serve as secretary jt for this regional governance Forum and this began in 2010. This is the eighth edition and the overarching theme is ensuring inclusive and sustainable development in Asia-Pacific. This serves as a platform for discussion, ex-chain and collaboration at the regional level and is possible to aggregate national IGF discussions and ultimately advance these discourses throughout the region. So the core principle is multi-stakeholder approach but value and youth is an important stakeholder and youth IGF has become a int gral part of the IGF. ICT for Persons with Disabilities can be shared across the diverse territories and economies in our region. Also many of the participants are then inspired to go back to their own

countries and territories to start their local or national initiatives and this is where the change starts to happen. Another innovation that began two years in the Makau Internet Governance Forum and continued last year in Taipei. It is the **doiment**. It is open to all in Asia as if fibbing **rooe** onand features a lot of open consultations and input periods that discuss best practices including those especially with access issues and accessibility issues. So another thing that I want to talk about is people always think that there is always discussion in silos. Discussions within each stakeholder group. There would be discussions in technical community on how to deal with accessibility. Discussions in the Civil Society about how to deal with access. Dr. Bengé talked about having people come together in a space where best practices can be shared is extremely important. We are happy to support this annual Forum to allow peep Pell to do that. The voices of these marginalized and disen-Chan **frized** courses is very represented. So a lot of the **wib** sites right now 56% of the websites right now is in English. But a lot of people online their mother tongue is not in English and the next billion coming onwill be coming from regions whose mother tongue is not English. So having talking about access you need to also talk about meaningful access. For these people to be able to access this content and websites in their own local language. Secretary-General Houlin Zhao spoke about his experience in Busan. This is important to have local content created by people who take this opportunity after their access to Internet is enabled for them to meaningful participate. So issues such as universal acceptance, Internationalized Domain Names and local content is also crucial to close the digital divide and to enable the multicultural and diverse and inclusive and sustainable Internet. So I talked a little bit about the challenges a little bit about what DotAsia is doing. So what are the next steps for us? We are very, very interested to continue to do a cross regional dialogue of issues to identify gaps to have cross pollination of solutions and take stock of available resources to share best practices and build a knowledge database this way. I want to keep it a little short balls I know there is lot of other speakers with a lot of an interesting solutions and points to make. We need combined input from public, private and community sectors to create sustainable initiatives to digital and Internet connectivity. Affordable access to services affordable services to access of information, education and digital literacy of all. So even though we have technology such as IoT and broadband these could have the potential to skew the

benefits to those who are already connected. We need to be very, very make very, very sure that we do have explicit measures yours are taken to support conserve and enhance individual and collective uniqueness because language geographic and cultural diversity is very, very great, especially in the AP region and we need to preserve. People who are marginalized and people with disabilities they can bring this and also make it their own. Thank you.

(Applause.)

>> YAO ZHAO: Thanks Jennifer and the next speaker will be Mr. Chang Huang deputy director from China public service platform.

>> CHANG HUANG: I am very glad to be here and share our best practice and development of China of accessibility environment. There are three parts in my speech, back **broad**, best practices and future. China is a country having the world's largest population and having the most population with difficulty to organize information which is 600 million. Promote China's Persons with Disabilities and it will be an important task to enable all benefits from the information society. Chinese government has long been attached great importance to promote the information accessibility environment. China is one of the first group countries joining into the United Nations Convention on the Rights of Persons with Disabilities, and from 2012 to 2016 issued a series of related laws, regulations and documents. Meanwhile the information accessibility service of Government sectors will be evaluated every year.

The information accessibility work conducted in China was started later behind nearly ten years than developed countries. **China** officially launched effort of information accessibility in 2004 and issued the first website standards in 2008.

Due to the late release time the Government and public service websites had completed setting up without using the standards. Therefore it will be unsuitable to realize the information accessibility in China by using the international common ways.

Then I would like to share some Chinese experience and best practice.

Through more than ten years of practices, it is drawn the conclude that information accessibility environment is one of the key Foundation of information society. Information accessibility service is an indispensable part of the public service facility. And Government is the core driving force to promote a joint effort to fostering an inclusive society.

Firstly through constructing the Information Accessibility Public Service Platform at all levels of Government began to push the accessibility environment deployment. On the past five years it has been completed construction of one thousand provinces and their levels Government information accessibility public platform. With total number of 30,000 Government website. Second information accessibility environment construction is based on the model of Government-led social organization heading and multi participation. Several social organizations or Civil Societies such as Internet Society of China, China disabled persons federation contribute the joint effort to enabling the eGovernment information accessibility.

Public welfare service, through carry out China Government information accessibility public welfare action and by free to serve for all levels Governments their websites just need to access to the service platform to obtain accessibility services. Not only reduces the construction cost but also help to the unification of standards and services.

Here we have guidance on information second environment construction service level. For website without information accessibility technology we could provide guidelines and sharing techniques to help complete the transformation. We will recommend three standards of service to the community to help them. First basic service means accessibility services to satisfy WCAG2.0 standards. Second full service will provide mobile accessibility services and online accessibility get rid of the dependence on assistive software and serving variety group of people. Third advanced services is to make accessibility websites interconnect with each other to provide convenience and fast speed for users to obtain information.

The feature of information accessibility, Chinese Government information accessibility system provide services for all levels of Government, including PC, mobile, TV, and search government service. To satisfy the peoples demand who are illiterate low cognitive at the same time to provide online services accessibility in order to help users get rid of depend **ens** on software. Provide interconnection and interworking information accessibility service, reduce the cost of user access to information.

To look ahead of the future, along with the one Belt and One Road program we are willing to share China's information accessibility technology and experience with other countries, exploring the future direction and enhancing cooperation to make the global a village enjoying with inclusive, civilized and information sharing services. Okay. Thank you for

listening. That's all.

(Applause.)

>> YAO ZHAO: Thank you Mr. Chang Huang and the next speaker will be Mr. Multisuki, attorney at law, public policy with Japan corporation.

>> Okay. Thank you very much for interaction. Can you hear me? I'm Kenta, Mochizuki, counsel **loor** for Japan corporation. I like to thank China disabled person's federation to introduce my company's efforts to improve web accessibility. Because we are running out of time, so I would like to skip the introduction of my company. A little bit, it is about dissolved but joint venture company between soft bank group and yahoo United States and focusing on the Japanese domestic market by using the yahoo rights. We are providing more than 100 services and we were established in 1996. And we are actively involved in the Internet governance and actually I personally am a member of the multi-stakeholder of the UN Internet Governance Forum and a member of the Asia-Pacific Region Internet Governance Forum and I am a member of the Japanese Delegation to the Working Group to enhance the cooperation of science and technology. I will skip this slide. So actually, you know, I fully prepared to share this slide. So please let me know if you need this slide. So when it comes to the Web accessibility we define accessibility means anybody including elderly and disabled can access without any problems and then web accessibility we think that, you know, customers can use our services **rir** it i of environment such as bodily condition and devices.

And I need to use -- and actually our activities to include web accessibility of various services are two-fold. As you can see on the screen one is internal work to update our user interface implementation guidelines by newly adding the accessibility guidelines for Asia Japan user interface and another one is external work, to public our web accessibility guidelines in order to introduce and efforts to confirm Japan's industrial standard. Because I have actually have limited -- very, very limited time. So I would like to focus on the external work. So first let me talk a little bit about our history as you can see on the screen. It was June 2013 when we first published our web accessibility guidelines and since then we have been updating the guidelines occasionally by **con duk** testing to with our corporate site to the Japanese industrial standard. And it is updated version of the same standards. The latest version was published on April 3, 2017. Our web accessibility guidelines consists of two parts. Four key words in Japanese industrial standard. Four

key words is explanation of our company. Problem solving engine, user first, potential for what the web can do and describe the near future as a leading IT company. Here we emphasize the Web accessibility and say that web accessibility is one of the most important elements to meet every single customer's demand like want to search, want to buy. And want to enjoy on our platform. In addition we briefly mentioned the recent development of our efforts to conform to Japanese industrial standard. So then as you can see here what JIS X8341-3. This is the one with the Japanese industrial standards under Japanese standardization role and its official name is design guidelines for the careful consideration of people including elderly and dig's abled, softwares, devices and information communication. Web content, the purpose of this standard is that every single user including elderly and the disabled can use web contents irrespective of devices, web browsers and assistive technology which they use. And there are three conformance levels of accessibility, featured content should depending on the degree of achievement. So now I briefly told you some examples of Japan's mobile pages through web accessibility is a little bit improved. The first example is of our corporate information page that you can see on the screen. According to the Japanese industry industrial standard, we have to structure it so that the users can browse easily. We indicate the corporate information simply. For all nontechnical contents to be provided to users we have to provide alternative text. There no image in the screen. But if there is a certain kind of image. So, you know, alternative text started in the image. And the second example is our application. There are many applications in Japan and in some cases lines are distinguished. Therefore it is quite difficult for people with various color blindness to distinguish train lines. But our application using various ways to distinguish, you know, several train lines. (Transit application), for example, people with color blindedness can distinguish train lines with specific shapes or symbols of any transportation type. As you have seen our efforts to improve accessibility are still ongoing because we are providing more than 100 services online. And there are so many things to do. I mean it is undoubtedly necessary to expand accessibility of our platform services so that more people include elderly can enjoy more services from us. Two challenges in front of us, the Web accessibility of our services depend on the mart phone penetration rate among people with disabilities and elderly people as well. And another is that improving the Web accessibility is equal to improving web accessibility. It

does not always led to knew **near ral** sector directly and therefore necessary to let the company, including our company understand the necessity of web accessibility apart from its profit. Also there are -- in the long run we strongly think we would like to achieve these access and as you can see in the slide and a conformance level to AA and AAA and expanding targeted services of JISX8341 and achieving more hands-on accessibility and achieving more application accessibility and finally leading the Japanese IT industry in the field of accessibility, quite a long way to go. Time is running. And I briefly introduce the -- eliminating discrimination of Persons with Disabilities, it was **enaked** in June of 2003 and came in to force in April of 2016 and the Act in accordance with Japan's ratification on the UN Convention on the Rights of Persons with Disabilities and provides legal obligations to be imposed on public and private agencies and obligations to make endeavors to impose on the private sector. And I would like to skip this slide because this is I think it is almost impossible to recognize what is written on screen. I can share it with you. In any case there is obligations legal obligations as well as, you know, obligations to make endeavors and for the business private sector, obligations to make endeavors are -- impose us. So actually this law, you know, came in to force in April 2016 and we are complying this role, **obl gaigss** to make endeavors step by step. That's it. Thank you very much for your kind attention. I hope my presentation will be useful for your future considerations and hope our efforts will contribute to the achievement of SDG goal 10 and WSIS action line 3, access to information and knowledge. Thank you.

(Applause.)

>> YAO ZHAO: Thanks. And then our final speaker of the workshop is Zhenyu Llang, CEO of Shenzhen Accessibility Research Association.

>> ZHENYU LLANG: Good morning, everyone. I am Zhenyu Llang with request to share my story about the Shenzhen Accessibility Research Association. We have done something exploratory to improve Chinese Internet product accessibility application. We cannot say it is fully successful but it is indeed has effect in China which I want to share with you today. I'm working in Shenzhen at disability research Association founded in 2005. It is the first NGO in China concerning accessibility. It has been 12 years since it founded. That's why we could find the data Internet companies in China really pay attention to accessibility. It is why we take application. We found that in the field of technology

and Internet communities in China to improve accessibility, companies are always faced as follows: . First of all, this is no existing guideline for accessibility in China. In most case when we try to cooperate with some companies to improve the accessibility of the applications, however they didn't have such department in theory to do that. Which them feel hard and give up in the end. This is why we think that there should be a specific guideline for Internet companies to follow. Next that the developers will take accessibility in to consideration when they develop and maintain their applications.

Second, they are not unfriendly just because they don't know. Most people in Chinese Internet companies have no idea about accessibility when we talk about this with them. They never confide accessibility in developing process. And they never know that. People with disabilities will use Internet as people without disabilities do.

Third, there is no accessibility experts available. As I mentioned before most people have no idea about accessibility. And in Chinese Internet companies there is no such specific departments or experts to improve accessibility.

But in our NGO we have a team consist of people with visual impairments, people with hearing impairments, senior software engineers and so on. We provide technical supports for chinese Internet companies which have them improve accessibility directly. Fourth the policy in China needs to be improved. We hope that we could have legal support in accessibility as United States and other European countries do.

Based on those difficulties Shenzhen Accessibility Research Association is a NGO, we want to do something meaningful. There are three difficulties related to Internet companies and what we do now at all about this. Firstly we cofounded and launched the China Accessibility Products Alliance with some largest Internet companies in China. Such as Tencent, Alibaba, Baidu. As mentioned is to accelerate to promotion of Chinese product accessibility. It is our honor, Internet Association of China give us great support. The China disabled persons federation has also become one our alliance consultant and we have nearly 100 members including max of China. A lot of well-known Internet companies continue cooperating with us. We join hands together to promote the accessibility of Chinese Internet companies.

Second we organized an accessibility team which provide professional support for Internet companies. In the past years we communicated with many Internet executives, product managers and engineers. They expressed their willingness to

take accessibility in to consideration. There is common barrier that they don't know how to do or how to start.

So our accessibility team aims at providing professional support for the Chinese Internet companies, including accessibility consultants with training and education and providing product accessibility automation solutions. Now -- some Chinese well-known internet products are all our partners. We are glad to witness those changes. And always remember to be noticed. We have clear purpose, we are explorers. We try what we found. We do what we think are available. We are on the road. Lastly why believe that everyone should have the equal right to enjoy the modern technology and it is a must and trend to improve the accessibility of Chinese Internet environment. I would like to express my sincere thanks to the Chinese disabled persons federation. If you are interested in what we do, please contact me. This is my contact detail. Thank you. Thanks everyone.

(Applause.)

>> YAO ZHAO: Mr. Zhenyu Llang. And that's all for the workshop today. And I would like to express my gratitude to the speakers today and to the China Disable Persons Federation. We hope to strengthen the cooperation with Governments and Civil Societies and related organizations and private sectors to promote information accessibility development in the future. So thank you, thank you again.

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