

**Amendment 290**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Dimitrios Papadimoulis, Stelios Kouloglou, Sofia Sakorafa**  
on behalf of the GUE/NGL Group

**Report****A8-0188/2017****Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive****Annex I – Section IV – point A***Text proposed by the Commission**Amendment*

The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:

The provision of services in order to maximise their **reasonably** foreseeable use by persons with disabilities shall be achieved by **meeting the functional performance requirements set out in Point C of Section I, and shall include:**

- (a) **ensuring the accessibility of** the products **they** use in the provision of the service, in accordance with the rules laid down in point B "**Related consumer equipment with advance computing capability**"
- (b) **providing** information about the functioning of the service and about its accessibility characteristics and facilities **as follows:**

- (a) the products **that the service providers** use in the provision of the service **concerned**, in accordance with the rules laid down in point B **of this Section;**
- (b) information about the functioning of the service **concerned** and about its accessibility characteristics and facilities, **including within the Electronic Programming Guides;**

- (i) *the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel;*
- (ii) *alternatives to non-text content shall be provided;*
- (iii) *the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c).*

(c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

(d) *providing accessible information to facilitate complementarities with assistive services;*

(c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

(d) *mobile and TV device-based applications;*

(da) *information to facilitate complementarities with assistive services;*

(e) ***including*** functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with ***functional limitations***.

(e) functions, practices, policies, procedures and alterations in the operation of the service targeted to address the needs of persons with ***disabilities, which must be achieved, for instance, by ensuring the following:***

(i) ***the subtitles for people who are deaf or hard of hearing are well synchronised with the video, readable, accurate and comprehensible in order to effectively reflect the audio information. This includes setting up quality specifications covering at least the font type, font size, contrast and use of colours as well as, where possible, the necessary requirements to ensure users' control over those subtitles;***

(ii) ***the audio description and spoken subtitles are well synchronized with the video. This includes setting up quality specifications related to audio placement and clarity of the audio description and spoken subtitles, as well as the necessary requirements to ensure users' control over them;***

**(iii) *the sign language interpretation is accurate and comprehensible in order to effectively reflect the audio information. This includes setting up professional requirements for the interpreters and quality specifications for the way the signing is provided. Where technically possible, requirements to ensure users' control over the signing provision should be adopted.***

Or. en

**Amendment 291**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Sofia Sakorafa, Dimitrios Papadimoulis, Stelios Kouloglou**  
on behalf of the GUE/NGL Group

**Report****A8-0188/2017****Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive****Annex I – Section II – title and point 1***Text proposed by the Commission**Amendment*

Section II - Self-service terminals:  
Automatic Teller Machines, ticketing  
machines and check- in machines

Section II - Self-service terminals:  
Automatic Teller Machines, ticketing  
machines, check- in machines **and**  
**payment terminals**

## 1. Design and production:

## 1. Design and production:

The design and production of products in order to maximise their foreseeable use by persons with **functional limitations, including persons with disabilities and those with age related impairments**, shall be achieved by **making accessible** the following:

The design and production of products in order to maximise their **reasonably** foreseeable use by persons with disabilities shall be achieved by **meeting** the **functional performance requirements set out in Part C of Section I. In that regard, products shall not require an accessibility feature to be activated in order to enable a user who needs the feature to turn it on.**

**The design and production of products shall be made accessible, including** the following:

- (a) the information on the use of the product provided on the product itself (labelling, instructions, warning), **which:**

- (a) the information on the use of the product provided on the product itself (**the** labelling, instructions **and** warning);

(i) *must be available by more than one sensory channel;*

(ii) *must be understandable;*

(iii) *must be perceivable;*

(iv) *shall have an adequate size of fonts in foreseeable conditions of use;*

(b) the user interface of the product (handling, controls and feedback, input and output) *in accordance with point 2;*

(c) the functionality of the product by providing functions aimed to address the needs of persons with *functional limitations, in accordance with point 2;*

(d) the interfacing of the product with assistive devices.

(b) the user interface of the product (handling, controls and feedback, input and output);

(c) the functionality of the product by providing functions aimed to address the needs of persons with *disabilities, which must be achieved by allowing for the use of personal headsets, where a timed response is required, by alerting the user by more than one sensory channel and by giving the possibility to extend the time permitted and by having an adequate contrast and tactilely discernible keys and controls;*

(d) the interfacing of the product with assistive devices.

Or. en

7.9.2017

A8-0188/292

**Amendment 292**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Sofia Sakorafa, Dimitrios Papadimoulis, Stelios Kouloglou**  
on behalf of the GUE/NGL Group

**Report**

**A8-0188/2017**

**Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive**

**Annex I – Section III –points A and B**

*Text proposed by the Commission*

*Amendment*

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|--|--|
| A. Services  | A. Services  |
| 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:   | 1 The provision of services in order to maximise their <b><i>reasonably</i></b> foreseeable use by persons with disabilities shall be achieved by <b><i>meeting the functional performance requirements set out in Part C of Section I, and shall include:</i></b> |
| (a) <b><i>ensuring the accessibility of</i></b> the products they use in the provision of the service, in accordance with the rules laid down in point B <b><i>on "Related terminal equipment with advance computing capability used by consumers"</i></b> | (a) the products <b><i>the service providers</i></b> use in the provision of the service <b><i>concerned</i></b> , in accordance with the rules laid down in Point B <b><i>of this Section;</i></b>  |
| (b) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:  | (b) information about the functioning of the service <b><i>concerned</i></b> and about its accessibility characteristics and facilities;   |

- (i) *the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,*
- (ii) *alternatives to non-text content shall be provided;*
- (iii) *the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c).*

(ba) *electronic information, including the related online applications needed in the provision of the service concerned;*

(c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

(c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

(ca) *mobile-based apps;*

(d) providing accessible information to facilitate complementarities with assistive services;

(d) information to facilitate complementarities with assistive services;

(e) including functions, practices, policies and procedures and

(e) functions, practices, policies, procedures and alterations in the



alterations in the operation of the service targeted to address the needs of persons with functional limitations.

operation of the service targeted to address the needs of persons with **disabilities and ensure interoperability; which must be achieved by supporting voice, video and real time text communication, alone or in combination (total conversation), between two users, or between a user and an emergency service.**

B. Related terminal equipment **with advance computing capability** used by consumers:

B. Related terminal equipment used by consumers:

1. Design and production:

1. Design and production:

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by **making accessible the following:**

The design and production of products in order to maximise their **reasonably** foreseeable use by persons with disabilities shall be achieved by **meeting the functional performance requirements set out in Part C of Section I, and shall include:**

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), **which:**
  - (i) **must be available by more than one sensory channel;**
  - (ii) **must be understandable;**
  - (iii) **must be perceivable;**
  - (iv) **shall have an adequate size of fonts in foreseeable use conditions;**
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);

- (a) the information on the use of the product provided on the product itself (**the** labelling, instructions **and** warning); **shall** be understandable;
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);

(c) the product instructions for use, installation and maintenance, storage and disposal of the product **which shall comply with the following:**

(i) **content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and**

(ii) **instructions shall provide alternatives to non-text content;**

(d) the user interface of the product (handling, controls and feedback, input and output) **in accordance with point 2;**

(e) the functionality of the product by providing functions aimed to address the needs of persons with **functional** limitations, in accordance with point 2;

(f) the interfacing of the product with assistive devices.

(c) the product instructions for use, installation and maintenance, storage and disposal of the product;

(d) the user interface of the product (handling, controls and feedback, input and output);

(e) the functionality of the product by providing functions aimed to address the needs of persons with **disabilities and ensure interoperability; which must be achieved by supporting high fidelity audio, a video resolution enabling sign language communication, real time text alone or in combination with voice and video communication or by ensuring effective wireless coupling to hearing technologies;**

(f) the interfacing of the product with assistive devices.

Or. en

**Amendment 293**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Sofia Sakorafa, Dimitrios Papadimoulis, Stelios Kouloglou**  
on behalf of the GUE/NGL Group

**Report****A8-0188/2017****Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive****Annex I – Section IV –point B***Text proposed by the Commission**Amendment*

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by ***making accessible the following***:

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), ***which***:
  - (i) ***must be available by more than one sensory channel***;
  - (ii) ***must be understandable***;
  - (iii) ***must be perceivable***;
  - (iv) ***shall have an adequate size of fonts in foreseeable use conditions***;
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);

The design and production of products in order to maximise their ***reasonably*** foreseeable use by persons with disabilities shall be achieved by ***meeting the functional performance requirements set out in part C of Section I, and shall include***:

- (a) the information on the use of the product provided ***on*** the product itself (***the*** labelling, instructions ***and*** warning);
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);

(c) the product instructions for use, installation and maintenance, storage and disposal of the product **which shall comply with the following:**

(i) **content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and**

(ii) **instructions shall provide alternatives to non-text content;**

(d) the user interface of the product (handling, controls and feedback, input and output) **in accordance with point 2;**

(e) the functionality of the product by providing functions aimed to address the needs of persons with **functional limitations, in accordance with point 2;**

(f) the interfacing of the product with assistive devices.

(c) the product instructions for use, installation and maintenance, storage and disposal of the product;

(d) the user interface of the product (handling, controls and feedback, input and output);

(e) the functionality of the product by providing functions aimed to address the needs of persons with **disabilities, which must be achieved by supporting the possibility to select, personalise and display access services such as subtitles for the deaf and hard of hearing, audio description, spoken subtitles and sign language interpretation, by providing means for effective wireless coupling to hearing technologies or by providing the user controls to activate access services for audiovisual services to the user at the same level of prominence as the primary media controls;**

(f) the interfacing of the product with assistive devices.



**Amendment 294**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Sofia Sakorafa, Dimitrios Papadimoulis, Stelios Kouloglou**  
on behalf of the GUE/NGL Group

**Report****A8-0188/2017****Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive****Annex I – Section V –point A***Text proposed by the Commission**Amendment*

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|---|---|
| <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <p>(a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:</p> <p>(i) <i>the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,</i></p> <p>(ii) <i>alternatives to non-text content shall be provided;</i></p> | <p>1 The provision of services in order to maximise their <b><i>reasonably</i></b> foreseeable use by persons with disabilities shall be achieved by <b><i>meeting the functional performance requirements set out in Part C of Section I, and shall include:</i></b></p> <p>(a) information about the functioning of the service <b><i>concerned</i></b> and about its accessibility characteristics and facilities;</p> |
|---|---|

- (iii) *the* electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b).
  - (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;
  - (c) *including* functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with *functional limitations*.
- (aa) electronic information, including the related online applications needed in the provision of the service *concerned* shall be provided in accordance with point (b);
  - (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;
  - (c) functions, practices, policies, procedures and alterations in the operation of the service targeted to address the needs of persons with *disabilities, which must be achieved by providing smart ticketing (electronic reservation, booking of tickets, etc.), real-time passenger information (timetables, information about traffic disruptions, connecting services, onwards travel with other transport modes, etc.), and additional service information (e.g. staffing of stations, lifts that are out of order or services that are temporarily unavailable)*;
  - (ca) *mobile device-based services, smart ticketing and real-time information*

Or. en

**Amendment 295**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Sofia Sakorafa, Dimitrios Papadimoulis, Stelios Kouloglou**  
on behalf of the GUE/NGL Group

**Report****A8-0188/2017****Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive****Annex I – Section VI – point A – point 1***Text proposed by the Commission**Amendment*

1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:

1. The provision of services in order to maximise their ***reasonably*** foreseeable use by persons with disabilities shall be achieved by ***meeting the functional performance requirements set out in Part C of Section I, and shall include:***

(a) ***ensuring the accessibility of the products they*** use in the provision of the service, in accordance with the rules laid down in point D:

(a) ***the products the service providers*** use in the provision of the service ***concerned***, in accordance with the rules laid down in point D ***of this Section;***

(b) ***providing*** information about the functioning of the service and about its accessibility characteristics and facilities ***as follows:***

(b) information about the functioning of the service and about its accessibility characteristics and facilities. ***This information shall be understandable, without exceeding a level of complexity superior to level B2 (upper intermediate) of the Council of Europe's Common European Framework of Reference for Languages;***



- (i) *the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,***
- (ii) *alternatives to non-text content shall be provided;***
- (iii) *the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c).***

**(ba) *electronic information, including the related websites and online applications needed in the provision of the service concerned. These refer, among others, to electronic identification, security and payment methods needed for the provision of the service;***

- (c) *making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;***

(d) ***including*** functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with ***functional limitations***.

(d) functions, practices, policies, procedures and alterations in the operation of the service targeted to address the needs of persons with ***disabilities***;

***(da) mobile device-based banking services.***

Or. en

**Amendment 296**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Sofia Sakorafa, Dimitrios Papadimoulis, Stelios Kouloglou**  
on behalf of the GUE/NGL Group

**Report****A8-0188/2017****Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive****Annex I – Section VIII***Text proposed by the Commission**Amendment*

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| <p>1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:</p> <p>(a) <b>providing</b> information about the functioning of the service and about its accessibility characteristics and facilities as follows:</p> <p>(i) <b>the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,</b></p> <p>(ii) <b>alternatives to non-text content shall be provided;</b></p> <p>(iii) <b>the</b> electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b).</p> | <p>1. The provision of services in order to maximise their <b>reasonably</b> foreseeable use by persons with disabilities shall be achieved by <b>meeting the functional performance requirements set out in Part C of Section I, and shall include:</b></p> <p>(a) information about the functioning of the service <b>concerned</b> and about its accessibility characteristics and facilities;</p> <p>(aa) electronic information, including the related online applications needed in the provision of the service <b>concerned</b> shall be provided in accordance with point (b); <b>these refer, inter alia, to electronic identification,</b></p> |
|---|---|

***security and payment methods needed for the provision of the service;***

(b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

(b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

***(ba) mobile device-based e-commerce services.***

Or. en

7.9.2017

A8-0188/297

**Amendment 297**

**Jiří Maštálka, Kostadinka Kuneva, Merja Kyllönen, Marina Albiol Guzmán, Sofia Sakorafa, Dimitrios Papadimoulis, Stelios Kouloglou**  
on behalf of the GUE/NGL Group

**Report**

**A8-0188/2017**

**Morten Løkkegaard**

Accessibility requirements for products and services  
COM(2015)0615 – C8-0387/2015 – 2015/0278(COD)

**Proposal for a directive**

**Annex I – Section IX –points A and B**

*Text proposed by the Commission*

*Amendment*

Part A - Products

Part A - Products

1 Design and production

1 Design and production

The design and production of products in order to maximise their foreseeable use by persons with **functional limitations, including persons with disabilities** and those with age related impairments, shall be achieved by **making accessible the following**:

The design and production of products in order to maximise their foreseeable use by persons with **disabilities** and those with age related impairments, shall be achieved by **meeting the functional performance requirements set out in Part C of Section I, and shall include**:

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:
  - (i) must be available by more than one sensory channel;
  - (ii) must be understandable;
  - (iii) must be perceivable;

- (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:
  - (i) must be available by more than one sensory channel;
  - (ii) must be understandable;
  - (iii) must be perceivable;

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| <ul style="list-style-type: none"> <li>(iv) shall have an adequate size of fonts in foreseeable use conditions;</li> </ul>   | <ul style="list-style-type: none"> <li>(iv) shall have an adequate size of fonts in foreseeable use conditions;</li> </ul>   |
| <ul style="list-style-type: none"> <li>(b) the packaging of the product including the information provided in it (opening, closing, use, disposal);</li> </ul>   | <ul style="list-style-type: none"> <li>(b) the packaging of the product including the information provided in it (opening, closing, use, disposal);</li> </ul>   |
| <ul style="list-style-type: none"> <li>(c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following:</li> </ul>   | <ul style="list-style-type: none"> <li>(c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following:</li> </ul>   |
| <ul style="list-style-type: none"> <li>(i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and</li> </ul> | <ul style="list-style-type: none"> <li>(i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and</li> </ul> |
| <ul style="list-style-type: none"> <li>(ii) instructions shall provide alternatives to non-text content;</li> </ul>  | <ul style="list-style-type: none"> <li>(ii) instructions shall provide alternatives to non-text content;</li> </ul>  |
| <ul style="list-style-type: none"> <li>(d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2;</li> </ul>  | <ul style="list-style-type: none"> <li>(d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2;</li> </ul>  |
| <ul style="list-style-type: none"> <li>(e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2;</li> </ul>   | <ul style="list-style-type: none"> <li>(e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2;</li> </ul>   |
| <ul style="list-style-type: none"> <li>(f) the interfacing of the product with assistive devices.</li> </ul>   | <ul style="list-style-type: none"> <li>(f) the interfacing of the product with assistive devices.</li> </ul>   |

**2. *User interface and functionality design***

***In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable,***

as follows:

- (a) provide for communication and orientation via more than one sensory channel;*
- (b) provide for alternatives to speech for communication and orientation;*
- (c) provide for flexible magnification and contrast;*
- (d) provide for an alternative colour to convey information;*
- (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity;*
- (f) provide for user control of volume;*
- (g) provide for sequential control and alternatives to fine motor control;*
- (h) provide for modes of operation with limited reach and strength;*
- (i) provide avoidance of triggering photosensitive seizures.*

#### Part B. Services

1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:
  - (a) making accessible the built environment where the service is provided, including transport infrastructure, in accordance with Part C, without prejudice to national and Union legislation for the protection of national treasures possessing artistic, historic or archaeological value;
  - (b) making facilities accessible, including vehicles, crafts and equipment needed for the delivery of the service as follows:
    - (i) the design of its built space shall follow the requirements under Part C in relation to boarding, disembarking,

#### Part B. Services

1. The provision of services in order to maximise their **reasonably** foreseeable use by persons with disabilities shall be achieved by **meeting the functional performance requirements set out in Part C of Section I, and shall include:**
  - (a) making accessible the built environment where the service is provided, including transport infrastructure, in accordance with Part C, without prejudice to national and Union legislation for the protection of national treasures possessing artistic, historic or archaeological value;
  - (b) making facilities accessible, including vehicles, crafts and equipment needed for the delivery of the service as follows:
    - (i) the design of its built space shall follow the requirements under Part C in relation to boarding, disembarking,

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| <p>circulation and use;</p> <p>(ii) the information shall be available in different ways and via more than one sensory channel;</p> <p>(iii) alternatives to non-text visual content shall be provided.</p> <p>(c) ensuring the accessibility of the products used in the provision of the service, in accordance with the rules laid down in Part A;</p> <p>(d) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:</p> <p>(i) the information content shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,</p> <p>(ii) alternatives to non-text content shall be provided;</p> <p>(iii) the electronic information, including the online related applications needed in the provision of the service shall be provided in accordance with point (e).</p> <p>(e) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;</p> <p>(f) providing accessible information to facilitate complementarities with assistive services;</p> <p>(g) including functions, practices, policies and procedures and alterations in the</p> | <p>circulation and use;</p> <p>(ii) the information shall be available in different ways and via more than one sensory channel;</p> <p>(iii) alternatives to non-text visual content shall be provided.</p> <p>(c) ensuring the accessibility of the products used in the provision of the service, in accordance with the rules laid down in Part A;</p> <p>(d) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:</p> <p>(i) the information content shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,</p> <p>(ii) alternatives to non-text content shall be provided;</p> <p>(iii) the electronic information, including the online related applications needed in the provision of the service shall be provided in accordance with point (e).</p> <p>(e) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;</p> <p>(f) providing accessible information to facilitate complementarities with assistive services;</p> <p>(g) including functions, practices, policies and procedures and alterations in the</p> |
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