

7.9.2017

A8-0188/352

**Amendment 352**

**Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – column 2 – point D – point 1 a (new)**

*Text proposed by the Commission*

*Amendment*

***Ia. Support services***

***Where available, support services (help desks, call centres, technical support, relay services and training services) shall provide information on the accessibility of the product and its compatibility with assistive technologies, in accessible modes of communication for users with functional limitations, including persons with disabilities.***

Or. en

**Amendment 353****Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 7 - Section VI – column 2 – 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:

(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;

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

(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);

1. The provision of services in ***such a way as*** to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by ***the following:***

(a) the products they use in the provision of the service ***shall be*** in accordance with the rules laid down in point D;

(b) ***the*** information about the functioning of the service and about its accessibility characteristics and facilities ***shall be provided in multiple accessible formats*** as follows:

(i) the information shall be ***made*** available in ***accessible web format and electronic non-web document format*** by ***making it understandable, perceivable and operable;***

(ii) ***the economic operator shall list and explain how to use the accessibility features of the service and its compatibility with assistive technologies;***

(iii) the electronic information, including the related online ***and mobile*** applications ***and websites*** needed in the provision of the service shall be provided

(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.

in accordance with point (c);

(c) making websites **and mobile-based services, including mobile applications needed for the provision of the service** 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) functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations **including persons with disabilities.**

Or. en

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**Amendment 354**

**Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 7 - Section VI – column 2 – point C – point 1**

*Text proposed by the Commission*

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

(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 (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;

*Amendment*

1. The provision of services in **such a way as** to maximise their foreseeable use by persons with functional limitations, including persons with disabilities shall be achieved by **the following**:

(a) **the** information about the functioning of the service and about its accessibility characteristics and facilities, **shall be provided in multiple accessible formats** as follows:

(i) the information shall be **made** available in **accessible web format and electronic non-web document format by making it understandable, perceivable and operable;**

(ii) **the economic operator shall list and explain how to use the accessibility features of the service and its compatibility with assistive technologies;**

(iii) the electronic information, including the related online **and mobile** applications **and websites** needed in the provision of the service shall be provided in accordance with point (b);

(b) making websites **and mobile-based services, including mobile applications needed for the provision of the service** 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;

Or. en

**Amendment 355****Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 7 - Section VI – column 2 – point D – point 1***Text proposed by the Commission**Amendment*

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***:

- (a) the information on the use of the product provided on 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 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

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, shall be achieved by ***complying with*** the following ***accessibility requirements***:

- (a) the information on the use of the product provided on the product itself (labelling, instructions, warning), which ***shall be provided in multiple accessible formats and which***:
  - (i) ***shall*** be available by more than one sensory channel;
  - (ii) ***shall*** be understandable;
  - (iii) ***shall*** be perceivable;
  - (iv) shall have an adequate size of fonts ***with sufficient contrast between the characters and their background in order to maximise its readability*** 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.*

limitations, in accordance with point 2;

(d) *when relevant, compatibility with assistive devices and technologies available at Union level, including hearing technologies such as hearing aids, telecoils, cochlear implants and assistive listening devices.*

Or. en

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A8-0188/356

**Amendment 356**

**Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 7 - Section VI – column 2 – point D – point 1 a (new)**

*Text proposed by the Commission*

*Amendment*

***1a. Support services***

***Where available, support services (help desks, call centres, technical support, relay services and training services) shall provide information on the accessibility of the product and its compatibility with assistive technologies, in accessible modes of communication for users with functional limitations, including persons with disabilities.***

Or. en



**Amendment 357****Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 8 - Section VI – column 2 – point A – point 1***Text proposed by the Commission**Amendment*

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

(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 "Products";

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

(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);

1. The provision of services in **such a way as** to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by **the following**:

(a) the products they use in the provision of the service **shall be** in accordance with the rules laid down in point B "Products";

(b) **the** information about the functioning of the service and about its accessibility characteristics and facilities **shall be provided in multiple accessible formats** as follows:

(i) the information shall be **made** available in **accessible web format and electronic non-web document format** by **making it understandable, perceivable and operable**;

(ii) **the economic operator shall list and explain how to use the accessibility features of the service and its compatibility with assistive technologies**;

(iii) the electronic information, including the related online **and mobile** applications **and websites** 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;

(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.

(c) making websites **and mobile-based services, including mobile applications needed for the provision of the service** 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;

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

Or. en

7.9.2017

A8-0188/358

**Amendment 358**

**Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 8 - Section VII – column 2 – point B – point 1**

*Text proposed by the Commission*

*Amendment*

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:***

- (a) the information on the use of the product provided on 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 conditions of use;

(b) the packaging of the product including the information provided in it

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, shall be achieved by ***complying with*** the following ***accessibility requirements:***

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

(iv) shall have an adequate size of fonts ***with sufficient contrast between the characters and their background in order to maximise its readability*** in foreseeable conditions of use;

(b) the packaging of the product including the information provided in it

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(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;**

(ii) the **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**

(opening, closing, use, disposal) **and an indication of the brand, the name and the type of the product which:**

(i) **shall meet the requirements laid down in point a;**

(ii) **shall in a simple and precise way inform the users how the product incorporates accessibility features and its compatibility with assistive technology;**

(c) the instructions for **the** use, installation and maintenance, storage and disposal of the product, **whether provided separately or integrated within the product,** which shall comply with the following:

(i) shall be **made** available in **accessible web format and electronic non-web document format that is both perceivable and operable;** and

(ii) the **manufacturer shall list and explain how to use the accessibility features of the product and its compatibility with assistive technologies;**

(ca) **the instructions for the use, installation and maintenance, storage and disposal of the product, whether provided separately or integrated within the product, which shall comply with the following:**

(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) **when relevant, compatibility with**

*assistive devices.*

*assistive devices and technologies.*

Or. en

7.9.2017

A8-0188/359

**Amendment 359**

**Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 9 - Section VIII – column 2 – point A – point 1**

*Text proposed by the Commission*

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

(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 (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;

*Amendment*

1. The provision of services in **such a way as** to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by **the following:**

(a) **the** information about the functioning of the service and about its accessibility characteristics and facilities, **shall be provided in multiple accessible formats** as follows:

(i) the information shall be **made** available in **accessible web format and electronic non-web document format** by **making it understandable, perceivable and operable;**

(ii) **the economic operator shall list and explain how to use the accessibility features of the service and its compatibility with assistive technologies;**

(iii) the electronic information, including the related online **and mobile** applications **and websites** needed in the provision of the service shall be provided in accordance with point (b);

(b) making websites **and mobile-based services, including mobile applications needed for the provision of the service** 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;

Or. en

7.9.2017

A8-0188/360

**Amendment 360**

**Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – row 9 - Section VIII – column 2 – point A – point 1 a (new)**

*Text proposed by the Commission*

*Amendment*

***1a. Support services: where available, support services (help desks, call centres, technical support, relay services and training services) shall provide information on the accessibility of the service and its compatibility with assistive technologies, in accessible modes of communication for users with functional limitations, including persons with disabilities.***

Or. en



**Amendment 361****Thomas Händel**

on behalf of the Committee on Employment and Social Affairs

**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 – Part A – point 1***Text proposed by the Commission**Amendment*

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:***

- (a) the information on the use of the product provided on 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 conditions of use;
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal);

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, shall be achieved by ***complying with*** the following ***accessibility requirements:***

- (a) the information on the use of the product provided on the product itself (labelling, instructions, warning), which ***shall be provided in multiple accessible formats and which:***
  - (i) ***shall*** be available by more than one sensory channel;
  - (ii) ***shall*** be understandable;
  - (iii) ***shall*** be perceivable;
  - (iv) shall have an adequate size of fonts ***with sufficient contrast between the characters and their background in order to maximise its readability*** in foreseeable conditions of use
- (b) the packaging of the product including the information provided in it (opening, closing, use, disposal) ***and an indication of the brand, the name and the type of the product which;***
  - (i) ***shall meet the requirements laid***

(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;**

(ii) the **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.**

**down in point 1a;**

(ii) **shall in a simple and precise way inform the users how the product incorporates accessibility features and its compatibility with assistive technology;**

(c) the instructions for **the** use, installation and maintenance, storage and disposal of the product, **whether provided separately or integrated within the product,** which shall comply with the following:

(i) shall be **made** available in **accessible web format and electronic non-web document format that is both perceivable and operable;**

(ii) the **manufacturer shall list and explain how to use the accessibility features of the product and its compatibility with assistive technologies;**

(iii) **shall be provided on alternative non-electronic formats upon request which may include large print, Braille, or easy-to-read text.**

(c) the instructions for **the** use, installation and maintenance, storage and disposal of the product, **whether provided separately or integrated within the product,** which shall comply with the following:

(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) **when relevant, compatibility with assistive devices and technologies available at Union level, including hearing technologies such as hearing aids, telecoils, cochlear implants and assistive listening devices.**

