

**Question for written answer E-002246/2023
to the Commission**
Rule 138
Elena Lizzi (ID)

Subject: Accessibility of next-generation products and services for people living with disabilities

On 7 June 2019, Directive (EU) 2019/882 on accessibility requirements for products and services (the 'European Accessibility Act') was adopted¹. The aim of the directive is to provide the regulatory tools to build a more inclusive society by making products and services more accessible to people living with disabilities.

The act covers a range of products and services, including computers and operating systems, ATMs, ticketing and check-in machines, smartphones, digital television equipment, phone services and related devices, audiovisual media services (such as television programmes) and related consumer products, air, rail, bus and waterborne passenger transport, banking services, as well as products and services related to e-books and e-commerce.

Given its limited scope (it does not cover products or services in the fields of healthcare, education, transport, housing or household appliances), and given that blind people struggle to operate devices and access services that are equipped only with touchscreen interfaces:

1. What measures will the Commission take to help blind people overcome the difficulties they are encountering with next-generation household appliances of that kind?
2. How will it ensure that vital areas like healthcare, education, transport, housing and household appliances are also incorporated into the European Accessibility Act?

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¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019L0882>