

# EAA: Mapping Examples to Accessibility Requirements

This document merely maps examples contained in Annex II of the European Accessibility Act (EAA) to the accessibility requirements contained in Annex I of the EAA. The benefit here is that it is easier to identify the example with the corresponding requirement.

This document is provided by [Accessible.org](https://accessible.org).

For more resources on accessibility and EAA compliance, visit:

[Accessible.org/eea](https://accessible.org/eea)

<https://www.youtube.com/@europeanaccessibilityact>



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# **Section I: General Accessibility Requirements for Products**

## **1. Requirements on the Provision of Information**

### **(a) Information on product use (labelling, instructions, warning)**

(i) Made available via more than one sensory channel

Example: Providing visual and tactile information or visual and auditory information indicating the place where to introduce a card in a self-service terminal so that blind persons and deaf persons can use the terminal.

(ii) Presented in an understandable way

Example: Using the same words in a consistent manner, or in a clear and logical structure, so that persons with intellectual disabilities can better understand it.

(iii) Presented to users in ways they can perceive

Example: Providing tactile relief format or sound in addition to a text warning so that blind persons can perceive it.

(iv) Presented in adequate fonts with suitable characteristics

Example: Allowing that text can be read by persons who are visually impaired.

### **(b) Instructions not on product but available through other means**

(i) Available via more than one sensory channel

Example: Providing electronic files which can be read by a computer using screen readers so that blind persons can use the information.

(ii) Presented in an understandable way

Example: Using the same words in a consistent manner, or in a clear and logical structure, so that persons with intellectual disabilities can better understand them.

(iii) Presented to users in ways they can perceive

Example: Providing subtitles when video instructions are provided.

(iv) Presented in adequate fonts with suitable characteristics

Example: Allowing that the text can be read by persons who are visually impaired.

(v) Made available in text formats for alternative formats

Example: Printing in Braille, so that a blind person can use them.

(vi) Alternative presentation of non-textual content

Example: Accompanying a diagram with a text description identifying the main elements or describing key actions.

(vii) Description of user interface

No example provided

(viii) Description of functionality

No example provided

(ix) Description of software/hardware interfacing

Example: Including a socket and software in automated teller machines which will allow the plugging of a headphone which will receive the text on the screen in the form of sound.

## **2. User Interface and Functionality Design**

### **(a) Communication via multiple sensory channels**

Example: Providing instructions in the form of voice and text, or by incorporating tactile signs in a keypad, so that persons who are blind or hard of hearing can interact with the product.

## **(b) Alternatives to speech**

Example: Offering in a self-service terminal in addition to the spoken instructions, for example, instructions in the form of text or images so that deaf persons can also perform the action required

## **(c) Flexible magnification and contrast**

Example: Allowing users to enlarge a text, to zoom in on a particular pictogram or to increase the contrast, so that persons who are visually impaired can perceive the information.

## **(d) Alternative to color for information**

Example: In addition of giving a choice to press the green or the red button for selecting an option, providing in written on the buttons what the options are, in order to allow person who are colour blind to make the choice.

## **(e) Alternative to audible signals**

Example: When a computer gives an error signal, providing a written text or an image indicating the error, so as to allow deaf persons to apprehend that an error is occurring.

## **(f) Flexible ways of improving vision clarity**

Example: Allowing for additional contrast in foreground images so that persons who have low vision can see them.

## **(g) User control of volume and enhanced audio**

Example: Allowing the user of a telephone to select the volume of the sound and reduce the interference with hearing aids so that persons who are hard of hearing can use the telephone.

## **(h) Sequential control and alternatives to fine motor control**

Example: Making touch screen buttons bigger and well separated so that persons with tremor can press them.

## **(i) Avoid extensive reach and great strength**

Example: Ensuring that buttons to be pressed do not require much force so that persons who have motor impairments can use them.

## **(j) Avoid triggering photosensitive seizures**

Example: Avoiding flickering images so that persons who get seizures are not at risk.

## **(k) Privacy when using accessibility features**

Example: Allowing the use of headphones when spoken information is provided by automated teller machines.

## **(l) Alternative to biometrics**

Example: As an alternative to fingerprint recognition, allowing users who cannot use their hands to select a password for locking and unlocking a phone.

## **(m) Consistent functionality and flexible interaction time**

Example: Ensuring that the software reacts in a predictable way when a particular action is performed and providing enough time to enter a password so that is easy to use for persons with intellectual disabilities.

## **(n) Software/hardware interface with assistive technologies**

Example: Offering a connection with a refreshable Braille display so that blind persons can use the computer.

## **(o) Sector-specific requirements**

(i) Self-service terminals

No example provided

(ii) E-readers

No example provided

(iii) Consumer terminal equipment - First indent

Example: Providing that a mobile phone should be able to handle real time text conversations so that persons who are hard of hearing can exchange information in an interactive way.

(iii) Consumer terminal equipment - Fourth indent

Example: Allowing the simultaneous use of video to display sign language and text to write a message, so that two deaf persons can communicate with each other or with a hearing person.

(iv) Consumer terminal equipment for audiovisual services

Example: Ensuring that subtitles are transmitted through the set top box for their use by deaf persons.

### **3. Support Services**

No example provided

## **Section II: Requirements for Products in Article 2(1)**

### **Packaging and Instructions of Products**

#### **(a) Information on accessibility features**

Example: Indicating in the packaging that the phone contains accessibility features for persons with disabilities.

#### **(b) Instructions not on product but available through other means**

(i) Available via more than one sensory channel

Example: Providing electronic files which can be read by a computer using screen readers so that blind persons can use the information.

(ii) Presented in an understandable way

Example: Using the same words in a consistent manner, or in a clear and logical structure, so that persons with intellectual disabilities can better understand it.

(iii) Presented to users in ways they can perceive

Example: Providing tactile relief format or sound when a text warning is present so that blind persons receive the warning.

(iv) Presented in adequate fonts

Example: Providing that the text can be read by persons who are visually impaired.

(v) Available in text formats for alternative formats

Example: Printing in Braille, so that a blind person can read it.

(vi) Alternative presentation of non-textual content

Example: Supplementing a diagram with a text description identifying the main elements or describing key actions.

## **Section III: General Accessibility Requirements for Services**

### **The Provision of Services**

#### **(a) Product accessibility**

No example provided

#### **(b) Information about service functioning**

(i) Available via more than one sensory channel

Example: Providing electronic files which can be read by a computer using screen readers so that blind persons can use the information.



(ii) Presented in an understandable way

Example: Using the same words in a consistent manner or in a clear and logical structure so that persons with intellectual disabilities can better understand it.

(iii) Presented to users in ways they can perceive

Example: Including subtitles when a video with instructions is provided.

(iv) Available in text formats for alternative formats

Example: Providing that a blind person can use a file by printing it in Braille.

(v) Presented in adequate fonts

Example: Providing that the text can be read by persons who are visually impaired.

(vi) Alternative presentation of non-textual content

Example: Supplementing a diagram with a text description identifying the main elements or describing key actions.

(vii) Electronic information accessibility

Example: When a service provider offers a USB-key containing information about the service, providing that information is accessible.

## **(c) Website accessibility**

Example: Providing text description of pictures, making all functionality available from a keyboard, giving users enough time to read, making content appear and operate in a predictable way, and providing compatibility with assistive technologies, so that persons with diverse disabilities can read and interact with a website.

## **(d) Support services**

No example provided

# **Section IV: Additional Requirements for Specific Services**

## **Specific Services**

### **(a) Electronic communications services**

(i) Real time text with voice communication

Example: Providing that persons who are hard of hearing could write and receive text in an interactive manner and in real time.

(ii) Total conversation with video

Example: Providing that deaf persons can use sign language to communicate among themselves.

(iii) Synchronized emergency communications

Example: Providing that a person who has speech and hearing impairments and chooses to use a combination of text, voice and video, knows that the communication is transmitted through the network to an emergency service.

### **(b) Audiovisual media services**

(i) Electronic programme guides

Example: Providing that a blind person can select programmes on the television.

(ii) Accessibility components

Example: Supporting the possibility to select, personalise and display 'access services' such as subtitles for deaf persons or persons who are hard of hearing, audio description, spoken subtitles and sign language interpretation, by providing means for effective wireless coupling to hearing technologies or by providing user controls to activate 'access services' for audiovisual media services at the same level of prominence as the primary media controls.

## **(c) Air, bus, rail and waterborne services**

(i) Information on accessibility

No example provided

(ii) Information about smart ticketing, etc.

No example provided

## **(d) Urban transport services**

No example provided

## **(e) Consumer banking services**

(i) Identification methods

Example: Making the identification dialogues on a screen readable by screen readers so that blind persons can use them.

(ii) Understandable information

No example provided

## **(f) E-books**

(i) Synchronized text and audio

Example: Providing that a person with dyslexia can read and hear the text at the same time.

(ii) Digital files and assistive technology

Example: Enabling synchronized text and audio output or by enabling a refreshable Braille transcript.

(iii) Access to content and navigation

Example: Providing that a blind person can access the index or change chapters.

(iv) Alternative renditions

No example provided

(v) Accessibility features in metadata

Example: Ensuring that information on their accessibility features is available in the electronic file so that persons with disabilities can be informed.

(vi) DRM not blocking accessibility

Example: Ensuring that there is no blocking, for example that technical protection measures, rights management information or interoperability issues do not prevent the text from being read aloud by the assistive devices, so that blind users can read the book.

## **(g) E-commerce services**

(i) Accessibility information

Example: Ensuring that available information on the accessibility features of a product is not deleted.

(ii) Accessible user interface

Example: Making the payment service user interface available by voice so that blind persons can make online purchases independently.

(iii) Identification and payment methods

Example: Making the identification dialogues on a screen readable by screen readers so that blind persons can use them.