

# **The Protocol**

on accessibility following a Design for All approach  
in standardization

*This document sets out to explain what is accessibility following a Design for All Approach, the purpose of and when to use this Protocol.*

## **1. What is “accessibility following a Design for All approach”?**

“Design for All<sup>1</sup> is design for human diversity, social inclusion and equality. [...] The practice of DfA makes conscious use of the analysis of human needs and aspirations and requires the involvement of end users at every stage in the design process.” (M/473)<sup>2</sup>.

Accessibility enables people with disabilities and older people to live independently and participate fully in all aspects of life. It also addresses the difficulties of all people facing special challenges with respect to accessing goods and services<sup>3</sup>.

To achieve accessibility following a DfA approach, standards can facilitate:

- (1) the design of systems that are readily usable by most users without any modification,
- (2) making systems adaptable to different users (by providing adaptable user interfaces), and
- (3) standardised interfaces to be compatible with assistive products and assistive technology.

A product, good or service should be designed to meet the needs of the widest range of users as possible. If a product, good or service is easy to access, understand and use, every user benefits. This can be achieved by considering and addressing the diverse abilities, characteristics and preferences of as many people as possible throughout the design process. This results in products, goods and services that are accessible, independently usable and convenient for the widest range of users. This is not a special requirement, for the benefit of a minority of the population. It is, simply, good design. Products, goods and services created in this way often stand out not just because of their functionality and aesthetic qualities, but very much also because they are particularly easy and comfortable to use.

**Note to entry:** In some jurisdictions there are legal or regulatory obligations requiring products or services to be accessible to every individual.

## **2. The purpose of this Protocol**

This Protocol helps Technical Bodies<sup>4</sup> to decide if accessibility following a DfA approach should be addressed when reviewing an existing, or developing a new, standardization deliverable. Technical Bodies (TB) is a generic term designating the CEN/CENELEC Technical

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<sup>1</sup> Otherwise referred to as DfA

<sup>2</sup> M/473 is a Standardization mandate to CEN, CENELEC and ETSI to include “DfA” in relevant standardization initiatives.

<sup>3</sup> UNCRPD, Article 9, Council Resolution of 17 March 2008 and M/473

<sup>4</sup> Technical Bodies (TB) is a generic term designating the CEN/CENELEC Technical Committees, Working Groups, Subcommittees, and Task Forces of the CEN and CENELEC Technical Board.

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### **3. When to use this Protocol**

The Protocol may be used at any stage in the standardisation process.

As a guide, four suggested stages for using this Protocol have been identified:

1. During the 'scoping phase' of a New Work Item (NWI)
2. Prior to Enquiry
3. Post Enquiry following submission of comments
4. During the revision of an existing standard

The necessity for repeated use of this Protocol will depend on the outcome each time the Protocol is used.

### **4. Next Steps - supporting documents to assist the reader**

This package of documents consist of this document: "The Protocol on Accessibility following a Design for All approach in standardisation". It is supported with a number of other documents which will assist the reader to understand when accessibility following a Design for All approach is relevant, the Protocol and how to use it.

- Understanding when accessibility following a Design for All approach is relevant
- The Protocol and how to use it
- The Protocol Form (Format 1)
- The Protocol Form (Format 2- Alternative Format)
- Direct and Indirect relevance in Standardisation

"The Protocol and how to use it" document gives a step by step guide to help a Technical Body to decide if, and how, accessibility following a Design for All approach should be addressed.

The Protocol Form is presented in 2 formats, 1 in a standardised table with columns and rows and a 2<sup>nd</sup> form presented in alternative format in word.

The Direct and Indirect relevance document explains how accessibility following a Design for All approach can be directly or indirectly relevant to standardization.

Finally if you need further assistance in this area, please contact the CEN-CENELEC Accessibility Programme Manager.