

Directive (EU) 2019/882 of the European Parliament and of
the Council of 17 April 2019 on the accessibility requirements
for products and services (Text with EEA relevance)

CHAPTER I

General provisions

- Article 1 Subject matter
- Article 2 Scope
- Article 3 Definitions

CHAPTER II

Accessibility requirements and free movement

- Article 4 Accessibility requirements
- Article 5 Existing Union law in the field of passenger transport
- Article 6 Free movement

CHAPTER III

Obligations of economic operators dealing with products

- Article 7 Obligations of manufacturers
- Article 8 Authorised representatives
- Article 9 Obligations of importers
- Article 10 Obligations of distributors
- Article 11 Cases in which obligations of manufacturers apply to importers
and distributors
- Article 12 Identification of economic operators dealing with products

CHAPTER IV

Obligations of service providers

- Article 13 Obligations of service providers

CHAPTER V

Fundamental alteration of products or services and
disproportionate burden to economic operators

- Article 14 Fundamental alteration and disproportionate burden

CHAPTER VI

Harmonised standards and technical specifications of products and services

Article 15 Presumption of conformity

CHAPTER VII

Conformity of products and CE marking

Article 16 EU declaration of conformity of products
Article 17 General principles of the CE marking of products
Article 18 Rules and conditions for affixing the CE marking

CHAPTER VIII

Market surveillance of products and Union safeguard procedure

Article 19 Market surveillance of products
Article 20 Procedure at national level for dealing with products not complying with the applicable accessibility requirements
Article 21 Union safeguard procedure
Article 22 Formal non-compliance

CHAPTER IX

Compliance of services

Article 23 Compliance of services

CHAPTER X

Accessibility requirements in other Union acts

Article 24 Accessibility under other Union acts
Article 25 Harmonised standards and technical specifications for other Union acts

CHAPTER XI

Delegated acts, implementing powers and final provisions

Article 26 Exercise of the delegation
Article 27 Committee procedure
Article 28 Working Group
Article 29 Enforcement
Article 30 Penalties
Article 31 Transposition
Article 32 Transitional measures
Article 33 Report and review
Article 34 This Directive shall enter into force on the twentieth day...
Article 35 This Directive is addressed to the Member States.
Signature

ANNEX I

ACCESSIBILITY REQUIREMENTS FOR PRODUCTS AND SERVICES

Section I

General accessibility requirements related to all products covered by this directive in accordance with Article 2(1)

Section II

Accessibility requirements related to products in Article 2(1), except for the self-service terminals referred to in Article 2(1)(b)

Section III

General accessibility requirements related to all services covered by this Directive in accordance with Article 2(2)

Section IV

Additional accessibility requirements related to specific services

Section V

Specific accessibility requirements related to the answering of emergency communications to the single European emergency number '112' by the most appropriate PSAP

Section VI

Accessibility requirements for features, elements or functions of products and services in accordance with Article 24(2)

Section VII

Functional performance criteria

- (a) Usage without vision
- (b) Usage with limited vision
- (c) Usage without perception of colour
- (d) Usage without hearing
- (e) Usage with limited hearing
- (f) Usage without vocal capability
- (g) Usage with limited manipulation or strength

- (h) Usage with limited reach
- (i) Minimising the risk of triggering photosensitive seizures
- (j) Usage with limited cognition
- (k) Privacy

ANNEX II

ANNEX III

ACCESSIBILITY REQUIREMENTS FOR THE PURPOSE OF ARTICLE 4(4) CONCERNING THE BUILT ENVIRONMENT WHERE THE SERVICES UNDER THE SCOPE OF THIS DIRECTIVE ARE PROVIDED

In order to maximise the foreseeable use in an independent...
use of related outdoor areas and facilities; approaches to
buildings;...

ANNEX IV

CONFORMITY ASSESSMENT PROCEDURE – PRODUCTS

1. Internal production control
2. Technical documentation
3. Manufacturing
4. CE marking and EU declaration of conformity
 - 4.1. The manufacturer shall affix the CE marking referred to in...
 - 4.2. The manufacturer shall draw up a written EU declaration of...
5. Authorised representative

ANNEX V

INFORMATION ON SERVICES MEETING ACCESSIBILITY REQUIREMENTS

1. The service provider shall include the information assessing how the...
2. To comply with point 1 of this Annex the service...
3. The service provider shall provide information demonstrating that the service...

ANNEX VI

CRITERIA FOR ASSESSMENT OF DISPROPORTIONATE BURDEN

Criteria to carry out and document the assessment:
Ratio of the net costs of compliance with accessibility requirements...

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- (1) [OJ C 303, 19.8.2016, p. 103.](#)
- (2) Position of the European Parliament of 13 March 2019 (not yet published in the Official Journal) and decision of the Council of 9 April 2019.
- (3) Directive 2014/33/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to lifts and safety components for lifts ([OJ L 96, 29.3.2014, p. 251.](#))
- (4) Regulation (EC) No 661/2009 of the European Parliament and of the Council of 13 July 2009 concerning type-approval requirements for the general safety of motor vehicles, their trailers and systems, components and separate technical units intended therefor ([OJ L 200, 31.7.2009, p. 1.](#))
- (5) Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code ([OJ L 321, 17.12.2018, p. 36.](#))
- (6) Directive 2010/13/EU of the European Parliament and of the Council of 10 March 2010 on the coordination of certain provisions laid down by law, regulation or administrative action in Member States concerning the provision of audiovisual media services ([OJ L 95, 15.4.2010, p. 1.](#))
- (7) Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies ([OJ L 327, 2.12.2016, p. 1.](#))
- (8) Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 ([OJ L 46, 17.2.2004, p. 1.](#))
- (9) Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air ([OJ L 204, 26.7.2006, p. 1.](#))
- (10) Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations ([OJ L 315, 3.12.2007, p. 14.](#))
- (11) Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 ([OJ L 334, 17.12.2010, p. 1.](#))
- (12) Regulation (EU) No 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No 2006/2004 ([OJ L 55, 28.2.2011, p. 1.](#))
- (13) Directive 2008/57/EC of the European Parliament and of the Council of 17 June 2008 on the interoperability of the rail system within the Community ([OJ L 191, 18.7.2008, p. 1.](#))
- (14) Directive (EU) 2017/1564 of the European Parliament and of the Council of 13 September 2017 on certain permitted uses of certain works and other subject matter protected by copyright and related rights for the benefit of persons who are blind, visually impaired or otherwise print-disabled and amending Directive 2001/29/EC on the harmonisation of certain aspects of copyright and related rights in the information society ([OJ L 242, 20.9.2017, p. 6.](#))
- (15) Regulation (EU) 2017/1563 of the European Parliament and of the Council of 13 September 2017 on the cross-border exchange between the Union and third countries of accessible format copies of certain works and other subject matter protected by copyright and related rights for the benefit of persons who are blind, visually impaired or otherwise print-disabled ([OJ L 242, 20.9.2017, p. 1.](#))
- (16) Council Directive 93/42/EEC of 14 June 1993 concerning medical devices ([OJ L 169, 12.7.1993, p. 1.](#))
- (17) Commission Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises ([OJ L 124, 20.5.2003, p. 36.](#))
- (18) Decision No 768/2008/EC of the European Parliament and of the Council of 9 July 2008 on a common framework for the marketing of products, and repealing Council Decision 93/465/EEC ([OJ L 218, 13.8.2008, p. 82.](#))
- (19) Regulation (EU) No 1025/2012 of 25 October 2012 of the European Parliament and of the Council on European standardisation, amending Council Directives 89/686/EEC and 93/15/EEC and Directives 94/9/EC, 94/25/EC, 95/16/EC, 97/23/EC, 98/34/EC, 2004/22/EC, 2007/23/EC,

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- 2009/23/EC and 2009/105/EC of the European Parliament and of the Council and repealing Council Decision 87/95/EEC and Decision No 1673/2006/EC of the European Parliament and of the Council (OJ L 316, 14.11.2012, p. 12).
- (20) Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council (OJ L 304, 22.11.2011, p. 64).
- (21) Regulation (EC) No 765/2008 of the European Parliament and of the Council of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing Regulation (EEC) No 339/93 (OJ L 218, 13.8.2008, p. 30).
- (22) Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).
- (23) Directive 2014/25/EU of the European Parliament and of the Council of 26 February 2014 on procurement by entities operating in the water, energy, transport and postal services sectors and repealing Directive 2004/17/EC (OJ L 94, 28.3.2014, p. 243).
- (24) OJ L 123, 12.5.2016, p. 1.
- (25) Regulation (EU) No 182/2011 of the European Parliament and of the Council of 16 February 2011 laying down the rules and general principles concerning mechanisms for control by the Member States of the Commission's exercise of implementing powers (OJ L 55, 28.2.2011, p. 13).
- (26) OJ C 369, 17.12.2011, p. 14.