



# THE BUILD-FOR-ALL APPENDICES

supported by the European Commission

Pilot project on actions to mainstream disability policies submitted under the open call for proposals for transnational projects VP/2004/008.



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**Appendix 1: List of accessibility relevant European and International standards (CEN norms)**

The following CEN standards should be the support documents for the officers writing the invitations to tender as well as for the tenderers: (this list does not include any national norms and the readers are free to individually insert national references to their copy of the Build-for-All Reference Manual).

**ISO TC 59: Building construction**

► ISO TR 9527:1994 "Building construction - needs of disabled persons in buildings - design guidelines" has been elaborated to give guidelines on the subject.

Sub Committee 16 "Accessibility and usability of the built environment", is currently drafting the ► ISO/CD 21542 "Building construction - Accessibility and usability of the built environment".

**CEN/TC 178 "Paving units and kerbs"**

A specific standard for those with limited visual capacities is under development. It regards ► prEN 15209 "Accessibility and usability of the built environment".

**CEN/TC 10 "Lifts, escalators and moving walks"**

► EN 81-70:2003 "Safety rules for the construction and installations of lifts - Particular applications for passenger and good passengers lifts - Part 70: Accessibility to lifts for persons including persons with disability"

► EN 115:1995 and its Amendments "Safety rules for the construction and installation of escalators and passenger conveyors"

Following standards are under preparation:

► prEN 81-40 "Safety rules for the construction and installation of lifts - Special lifts for the transport of persons and goods - Part 40: Stair lifts and inclined lifting platforms intended for persons with impaired mobility"

► prEN 81-41 "Safety rules for the construction and installation of lifts - Special lifts for the transport of persons and goods - Part 41: Vertical lifting platforms intended for use by persons with impaired mobility"

**CEN TC293: Technical aids for disabled persons**

The primary objectives of this TC are:

- to produce standards on technical aids for persons with disabilities, including follow-up activities and revisions;
- to contribute to the development of mandates, the "design for all" concept, and other centrally-located activities of importance to the field of technical aids for persons with disabilities;
- to inform about the CEN/TC 293 standards production and other activities.

TC293 is currently working, inter alia, on standards for hoists, walking aids, wheelchairs and prosthetics.



### ISO TC 159: Ergonomics

A specific ad hoc group “ergonomics for people with special requirements” has been set up. A new standard on usability of everyday products is under development. It regards:

- ▶ ISO/DIS 20282-1 “Ease of operation of everyday products - Part 1: Context of use and user characteristics”
- ▶ ISO/CD TS 20282-2 “Ease of operation of everyday products - Part 2: Test method”

Also, the following project is under development:

- ▶ ISO/AWI TR 22411 “Ergonomic data and guidelines for the application of ISO/IEC Guide 71 on standards related to products and services to address the needs of older persons and persons with disabilities”.

### ISO TC 22: Road vehicles

Sub Committee 26 “Accessibility of vehicles to the physically handicapped” is preparing

- ▶ ISO/AWI 23688 “Vehicles for the transport of people with reduced mobility with a maximum capacity of 8 seated passengers, driver not included”.

**CEN/CENELEC Guide 6:** “Guidelines for standards developers to address the needs of older persons and persons with disabilities”.

This guide is primarily addressed to writers of standards and helps them to take into account the needs of older persons and persons with disabilities. But it is also a good tool for gathering information on the specific topic. The CEN/CENELEC Guide 6 is technically identical to the ISO/IEC Guide 71 and can be downloaded - free of charge - at following webpage:

<http://www.cenorm.be/boss/supporting/reference+documents/reference+documents.asp#8>

### CEN Workshop: Design for All and Assistive Technologies in ICT.

Two CWAs were elaborated:

- ▶ CWA 14661: 2003 containing guidelines to standardisers of ICT products and services in the CEN ICT domain (aimed to be a kind of ICT-sector guide, complementing CEN/CENELEC Guide 6)
- ▶ CWA 14835: 2003 containing guidelines for making information accessible through sign language on the web

Both CWAs reach the end of their 3 year life time during 2006. Unless resources are available for a major update to both of them, their validity will not be prolonged beyond 2006.

### CEN/CENELEC Workshop: Accessibility in Collective Transport Systems (ACTS)

This Workshop has drafted a CEN/CENELEC Workshop Agreement to provide guidance - to writers of relevant standards relating to collective transport systems - on how to take account of the needs of potential passengers with functional limitations, especially older persons and persons with disabilities.



The CWA 45546-1:2004 “Guidelines to standardisers of Collective Transport Systems - Needs of older people and persons with disabilities - Part 1: Basic Guidelines” can be considered as a sector specific supplement to CEN/CENELEC Guide 6.

**Note:** the development of standards is an ongoing process. To get the latest information on the state of play, consult the website of CEN (<http://www.cenorm.be>), CENELEC (<http://www.cenelec.org>) or ISO (<http://www.iso.org>).

**Appendix 2: Implementing Accessibility Criteria in Practice**

The partners of the Build-for-All initiative draw on the Report of the Expert Group of the European Commission, titled "Europe, accessible to all by 2010" (2003), chapters 1.2, 1.3 and 2, to recommend the following basic accessibility criteria, that should guide Contracting Authorities in ensuring that accessibility of the built environment is achieved, whatever the project considered:

- The built environment must be fully accessible to all, keeping the mobility chain unimpaired and applying state-of-the-art safety
- All buildings should have horizontal and vertical easy access, to all floors or other spaces, suitable to all people
- Where circumstances dictate, all main entrance and exit doors will be powered
- No public building should be built without a lift if it has more than one floor
- Level differences should be compensated by ramps or lifting platforms. No step(s) up or down will hamper the access if no ramp is provided
- All lifts should be equipped with audio and visual signals & controls which are designed for ease of use by every user and positioned at the right height in the lift car and on landings
- Sanitary facilities should be accessible to all and will satisfy local requirements in terms of size and organisation
- Buildings signage must be integrated and displayed so that they will fulfil their function without being visually-discriminating, including the clear identification of glass areas for people with impaired vision
- Lighting of public spaces should be sufficient to read signage in all conditions
- Every public building must provide means for the evacuation of ALL present in the building at all floors, in case of a fire or other emergency. The accessibility of fire-fighters and the evacuation of people with disabilities are priorities for officers writing public tenders
- External connections of buildings with the public transport infrastructure should be optimised, with the necessary means, taking distance into account, avoiding level differences and enabling access to all able and less-able citizens.

**Further Measures that can be taken by Procurement bodies to achieve accessibility include:**

- Identification of the main issues affecting accessibility and inclusion
- Establishment of consultation groups
- Cooperation with representative organisations of and for disabled people
- Bringing accessibility expertise into construction projects



- Consulting or checking compliance with pertinent CEN standards, related to specific areas (car parks), equipment (lifts, escalators & moving walks for example) and materials (tactile floors for example)
- Operating disability proofing decision making to generate practical and pragmatic recommendations for accessible environments
- Conducting case studies in accessibility that demonstrate what can be achieved with careful thought and willingness to compromise.

**Appendix 3: Accessibility rules related to design****U.N. Standard Rules on the Equalisation of Opportunities for People with Disabilities - Rule No. 5:**

*States should recognise the overall importance of accessibility in the process of the equalisation of opportunities in all spheres of society. For persons with disabilities of any kind, States should:*

- (a) introduce programmes of action to make the physical environment accessible; and*
- (b) undertake measures to provide access to information and communication.*

The fundamental accessibility criteria understood as **rules relating to design** are as following:

- Providing means for achieving equal spatial orientation to all users by the means of adequate spatial layout of the outdoor space and the spaces inside buildings, including the use of accessible signage, adequate way-finding and information systems
- Providing means for achieving equal and unrestricted mobility to all users, outside and inside buildings, especially in terms of vertical circulation, horizontal circulation, spatial parameters of the spaces and facilities, having regard to site topography seen in the broader context, to the adequate illumination levels; mobility seen as elimination of hazardous elements, providing necessary infrastructure, selection of the adequate finishing materials and all necessary state-of-the art solutions
- Providing means for achieving safe evacuation conditions from the buildings and from the outdoor facilities for everybody, having regard to their mobility possibilities
- Providing means for assuring everyone's dignity in terms of creating the adequate conditions for personal hygiene in the inner spaces and in the use of the outdoor facilities.

This should be achieved by incorporating the requirements of Design for All in all groups of design and construction Works as specified in the Tender, according to the Member State Law, and according to the competencies of the Economic Operator. Compliance with these fundamental accessibility criteria should be clearly pointed out in the design and technical description of all kinds of Works by the Economic Operator.



Building Accessibility, for example, should encompass the full cycle of Entry/Use/Exit, independently moving throughout, and using all facilities, i.e. ....

- approach to the building from the site boundary ;
- entry through principal entrance(s) ;
- health, safety, convenience and comfort in use (including thermal comfort, indoor air quality, protection from fire, etc.) ;
- egress under 'normal' conditions ;
- evacuation in the event of a fire, or other emergency ;
- removal from the vicinity of the building back to the site boundary ;

and

- each stage of a work process, at every organizational level, in places of work ;
- use of electronic, information and communication technologies (EICT's), at a minimum those permanently fixed in or to the building ;

and also

- management, services and attitudes of people in the building ;
- recruitment/employment/promotion/training practices of organizations.

Strong emphasis on the necessity of providing Safe Evacuation-for-All should be made

Based on a comment from: C. J. Walsh, Sustainable Design International Ltd



#### **Appendix 4: How to demonstrate Social Commitment**

Having studied the range of issues and options open to an organisation in the field of adopting better practice approaches to disability and accessibility issues, it will be desirable to find ways of openly demonstrating this commitment to Corporate Social Responsibility<sup>17</sup> to the outside world. This can be done by adopting one or more of the following actions:

- Actively promoting diversity in your work force
- Practicing equal opportunities recruitment
- Undertaking positive action towards disabled persons (such as providing traineeships for disabled persons, targeted outreach towards disability organisations in the recruitment process; recruitment of disabled persons to the work force)
- Undertaking systematic disability awareness training for all company staff
- Providing regular training of company staff in accessibility and Design for All
- Undertaking specific initiatives to raise awareness about the benefits of accessibility and Design for All approaches
- Ensuring the work place is accessible for disabled persons (both disabled clientele and disabled staff)
- Using new technologies to the advantage of people with disabilities, who stand to gain from more flexible forms of work and work organisation
- Ensuring the provision of accessible goods and services
- Adopting a seamless approach to accessibility: implementation of this approach throughout all stages of the project from conception and design to implementation, construction and maintenance
- Involving representative disability and older people's organisations in the design and implementation of project work.

#### ***Good practice examples***

The Schindler Award for Architecture "Access for All": to raise awareness and promote training of architecture students on the issue of accessibility in built environment design.

Adecco is implementing a Corporate Social Responsibility program: "Disability & Skills" is currently being spread throughout the Adecco network to have all business units compliant in terms of employment of people with disabilities at Adecco's clients and for internal recruitment focusing on skills.

<sup>17</sup> Corporate Social Responsibility is defined by the European Commission as "a concept whereby companies integrate social and environmental concerns in their business operations and in their interaction with their stakeholders on a voluntary basis"



*Hewlett-Packard* Products and Services accessibility information - accessibility database to inform customers of how Hewlett-Packard products meet accessibility requirements.



### **Appendix 5: Resources for training**

#### **A series of national training Workshops were organised in 2006**

Target audience were public authorities, professional organisations and disability organisations from national and local level.

The outcome of these events should contribute to improve the understanding of those using this Reference Manual in order that it can be adapted to the particular national, regional or local situations in the Member States.

All interested persons should refer to the project Website <http://www.build-for-all.net> as it will be updated as new materials become available.



## Appendix 6: Disability-proof decision making

This is a document<sup>18</sup> developed to provide Procurement Body personnel with a template to assist in disability proofing all levels of decision making within their remit. The template can be regarded as a lens through which policies, strategies, plans and actions can be developed and implemented. The ultimate aim and potential of the disability proofing template is to facilitate Procurement Bodies in creating a more inclusive society for everyone.

The ideal model is the “social” model of disability. This is not about “compensating” people with impairments for what is “wrong” with their bodies or learning capacities, targeting “special” benefits at them and providing segregated “special” services for them. Rather it places a person's impairment in the context of the social and environmental factors that create disabling barriers preventing people with disabilities from functioning and participating in society. This model proactively supports civil and human rights in the development of policies and practices for people with disabilities. It encourages diversity and actually promotes the participation of people with disabilities.

In keeping with the principles of the social model of disability, reference to “disability” in this document means:

*The disadvantage or restriction of activity caused by a contemporary social organisation which takes little or no account of people who have a physical, sensory, learning, mental health or emotional impairment and this thus excludes them from participation in the mainstream of social activities.*

(Fundamental Principles of Disability, Union of Physically Impaired Against Segregation (UPIAS) London, 1976)

### **Proofing Process**

While the process outlined below is set “sequentially”, it does not necessarily have to proceed in that sequence. The proofing process consists of four basic components:

- 1. Awareness Raising – “putting the house in order”**
- 2. Audit - “establishing the base for Impact Assessment”**
- 3. Consultative Process - “the Key Element for effective proofing”**
- 4. Impact Assessment - “how this will affect disabled people”**

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<sup>18</sup> The full version of the Disability-proof decision making concept (10 pages) can be downloaded from the project Website <http://www.build-for-all.net>



The development of disability proofing decision-making procedures aims at:

- The identification of models of good practice
- The further development of Procurement Body staff to become proficient in carrying out impact assessments on policies, plans and actions
- The further development of the capacity of Procurement Bodies to address disability issues in partnership with people with disabilities
- The dissemination of information and materials related to disability issues among Procurement Bodies that are committed to Corporate Responsibility.

**Appendix 7: Bibliography**

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Union of Physically Impaired Against Segregation (UPIAS) 1976. **Fundamental Principles of Disability. London**

Micheal Hopkins, Macmillan 1998. **A Planetary Bargain: Corporate Social Responsibility comes of Age**



## Glossary

**“Built Environment”:** The “European Concept for Accessibility” mentions two types of environment: *natural* and *built*.

Natural environments: their development depends solely on the action of natural elements (rain, wind). As soon as natural environments like for example forests are modified in order to be used by people, they become part of the built environment.

Built environments: these are environments created or modified by people so that people may live in them. Examples of built environments: buildings, squares, vehicles (transport), parking spaces, streets, children's play areas, monuments, water/gas installations, etc. natural parks - in which plant life is protected, and designated paths and different services are provided and beaches - with equipment (ramps, walkways on the sand, etc.) that facilitates access to them and the various services they offer, and which provides specific assistance in terms of bathing (floats for children, floating chairs for people with mobility problems, or buoys to indicate safe areas).

Thus, the built environment refers to any space or facility designed by people for people, whether public or private.

**“Disabled people”:** Disability is a (WHO, 2001) “general term denoting the negative aspects of the interaction between a person (with a health condition) and that person's contextual factors, i.e. environmental and personal. This term is only used when reference to the three dimensions of the 2001 WHO International Classification of Functioning, Disability and Health (ICF) - Body Functions & Structures, Activity and Participation - is intended.” (Source: Sustainable Design International Ltd. 2000-2002: Harmonized E.U. Vocabulary - Useful Terms & Definitions Relating to “Disability & Human Perception”).

**“People with Reduced Mobility”:** As quoted in the EDF response to the European Commission Staff Working Paper: Rights of Persons with Reduced Mobility when Travelling by Air - DOC EDF 04/08 EN June 2004. The term "person with reduced mobility" has been widely used in European Community (...) documents. Some concerns have been raised by disability organisations that the term “persons with reduced mobility” is not sufficiently clear. There has been some concern that the term does not, in an explicit-enough way, relate to those individuals who are blind, partially sighted, deaf, hard of hearing, or those who have an intellectual disability as such individuals do not necessarily experience limited "mobility" when travelling.

Therefore, EDF stresses that the diversity of disability must be recognised (...) and that the term "person with reduced mobility" should be interpreted broadly.



**For the purposes of Directives 2004/18/EC and 2004/17/EC, the following definitions shall apply.** (Source: L 134/128 EN Official Journal of the European Union 30.4.2004).

**“Public contracts”** are contracts for pecuniary interest concluded in writing between one or more economic operators and one or more contracting authorities and having as their object the execution of Works, the supply of products or the provision of services within the meaning of this Directive.

**“Public works contracts”** are public contracts having as their object either the execution, or both the design and execution, of works related to one of the activities within the meaning of Annex I or a work, or the realisation, by whatever means, of a work corresponding to the requirements specified by the contracting authority.

A “work” means the outcome of building or civil engineering works taken as a whole which is sufficient of itself to fulfil an economic or technical function.

**“Public supply contracts”** are public contracts having as their object the purchase, lease, rental or hire purchase, with or without option to buy, of products. A public contract having as its object the supply of products and which also covers, as an incidental matter, siting and installation operations shall be considered to be a “public supply contract”.

**“Public service contracts”** are public contracts having as their object the provision of services referred to in Annex II. A public contract having as its object both products and services within the meaning of Annex II shall be considered to be a “public service contract” if the value of the services in question exceeds that of the products covered by the contract.

A public contract having as its object services within the meaning of Annex II and including activities within the meaning of Annex I that are only incidental to the principal object of the contract shall be considered to be a public service contract.

**“Public works concession”** is a contract of the same type as a public works contract except for the fact that the consideration for the works to be carried out consists either solely in the right to exploit the work or in this right together with payment.

**“Service concession”** is a contract of the same type as a public service contract except for the fact that the consideration for the provision of services consists either solely in the right to exploit the service or in this right together with payment.

A **“framework agreement”** is an agreement between one or more contracting authorities and one or more economic operators, the purpose of which is to establish the terms governing contracts to be awarded during a given period, in particular with regard to price and, where appropriate, the quantity envisaged.



A **“dynamic purchasing system”** is a completely electronic process for making commonly used purchases, the characteristics of which, as generally available on the market, meet the requirements of the contracting authority, which is limited in duration and open throughout its validity to any economic operator which satisfies the selection criteria and has submitted an indicative tender that complies with the specification.

An **“electronic auction”** is a repetitive process involving an electronic device for the presentation of new prices, revised downwards, and/or new values concerning certain elements of tenders, which occurs after an initial full evaluation of the tenders, enabling them to be ranked using automatic evaluation methods. Consequently, certain service contracts and certain works contracts having as their subject-matter intellectual performances, such as the design of works, may not be the object of electronic auctions.

The terms **“contractor”**, **“supplier”** and **“service provider”** mean any natural or legal person or public entity or group of such persons and/or bodies which offers on the market, respectively, the execution of works and/or a work, products or services.

The term **“economic operator”** shall cover equally the concepts of contractor, supplier and service provider. It is used merely in the interest of simplification.

An economic operator who has submitted a tender shall be designated a “tenderer”. One which has sought an invitation to take part in a restricted or negotiated procedure or a competitive dialogue shall be designated a “candidate”.

**“Contracting authorities”** means the State, regional or local authorities, bodies governed by public law, associations formed by one or several of such authorities or one or several of such bodies governed by public law.

A **“body governed by public law”** means any body:

- established for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character
- having legal personality, and
- financed, for the most part, by the State, regional or local authorities, or other bodies governed by public law; or subject to management supervision by those bodies; or having an administrative, managerial or supervisory board, more than half of whose members are appointed by the State, regional or local authorities, or by other bodies governed by public law.

Non exhaustive lists of bodies and categories of bodies governed by public law which fulfil the criteria referred to in (a), (b) and (c) of the second subparagraph are set out in Annex III. Member States shall periodically notify the Commission of any changes to their lists of bodies and categories of bodies.



A **“central purchasing body”** is a contracting authority which:

- acquires supplies and/or services intended for contracting authorities, or
- awards public contracts or concludes framework agreements for Works, supplies or services intended for contracting authorities.

**“Open procedures”** means those procedures whereby any interested economic operator may submit a tender.

**“Restricted procedures”** means those procedures in which any economic operator may request to participate and whereby only those economic operators invited by the contracting authority may submit a tender.

**“Competitive dialogue”** is a procedure in which any economic operator may request to participate and whereby the contracting authority conducts a dialogue with the candidates admitted to that procedure, with the aim of developing one or more suitable alternatives capable of meeting its requirements, and on the basis of which the candidates chosen are invited to tender.

For the purpose of recourse to the procedure mentioned in the first subparagraph, a public contract is considered to be **“particularly complex”** where the contracting authorities:

- are not objectively able to define the technical means in accordance with Article 23(3)(b), (c) or (d), capable of satisfying their needs or objectives, and/or
- are not objectively able to specify the legal and/or financial make-up of a project.

**“Negotiated procedures”** means those procedures whereby the contracting authorities consult the economic operators of their choice and negotiate the terms of contract with one or more of these.

**“Design contests”** means those procedures which enable the contracting authority to acquire, mainly in the fields of town and country planning, architecture and engineering or data processing, a plan or design selected by a jury after being put out to competition with or without the award of prizes.

**“Written”** or **“in writing”** means any expression consisting of words or figures which can be read, reproduced and subsequently communicated. It may include information which is transmitted and stored by electronic means.

**“Electronic means”** means using electronic equipment for the processing (including digital compression) and storage of data which is transmitted, conveyed and received by wire, by radio, by optical means or by other electromagnetic means.



The **“Common Procurement Vocabulary (CPV)”** shall designate the reference nomenclature applicable to public contracts as adopted by Regulation (EC) No 2195/2002, while ensuring equivalence with the other existing nomenclatures.

In the event of varying interpretations of the scope of this Directive, owing to possible differences between the CPV and NACE nomenclatures listed in Annex I, or between the CPV and CPC (provisional version) nomenclatures listed in Annex II, the NACE or the CPC nomenclature respectively shall take precedence.

**“Public telecommunications network”** means the public telecommunications infrastructure which enables signals to be conveyed between defined network termination points by wire, by microwave, by optical means or by other electromagnetic means.

A **“network termination point”** means all physical connections and their technical access specifications which form part of the public telecommunications network and are necessary for access to, and efficient communication through, that public network.

**“Public telecommunications services”** means telecommunications services the provision of which the Member States have specifically assigned, in particular, to one or more telecommunications entities.

**“Telecommunications services”** means services the provision of which consists wholly or partly in the transmission and routing of signals on the public telecommunications network by means of telecommunications processes, with the exception of broadcasting and television.