



## **<sup>1</sup>ANED 2012 Task 4 - National Accessibility Report**

**Country:** Spain

**Author(s):** Miguel A. Verdugo, Cristina Jenaro and Maribel Campo

The [Academic Network of European Disability experts](#) (ANED) was established by the European Commission in 2008 to provide scientific support and advice for its disability policy Unit. In particular, the activities of the Network will support the future development of the EU Disability Action Plan and practical implementation of the United Nations Convention on the Rights of Disabled People.

This country report has been prepared as input for the thematic report on *Maximising the Impact and Effectiveness of Accessibility Measures for Goods and Services: Learning from National Experience*. The purpose of the report ([Terms of Reference](#)) is to examine the impact and effectiveness of accessibility laws and standards in EU/EEA countries, and mechanisms of monitoring and enforcement.

### **1 Accessibility laws**

As pointed out by the Disability High Level Group (DHLG), the main national regulations on accessibility are the Law 51/2003 (LIONDAU) and the Spanish Disability Strategy 2012-2020. As the DHLG also mentions, specific laws in areas such as the arbitration system, the relationship with the general administration of the state, access to and use of public spaces, transportation, technology, etc., have been developed. The DHLG also refers to the next expected appearance of two Royal Decrees, one related to access and use of goods and services, and another on universal design training curricula to train professionals.

At this point, and concerning the question on possible existence of evaluations of the effectiveness of accessibility laws in our country, we must say that after an extensive literature review and through Internet search, we have found no impact reports of accessibility laws. It is noteworthy that in Spain, after the approval of the Royal Decree 1083/2009, it is mandatory to perform impact reports to accompany the development of a normative project (i.e. law). The report that establishes this requirement can be used to conduct research and conduct impact evaluations of public policies and programmes. It may be helpful for evaluations to be carried out about such impacts and outcomes (see Methodological Guidelines for the preparation of the Report of the Regulatory Impact Analysis, 2009: 5, downloadable at:

[http://www.seap.minhap.gob.es/dms/es/areas/funcion\\_publica/iniciativas/impacto\\_normativo/parrafo/0/text\\_es\\_files/guia-metodologica-ain-1264084813.pdf](http://www.seap.minhap.gob.es/dms/es/areas/funcion_publica/iniciativas/impacto_normativo/parrafo/0/text_es_files/guia-metodologica-ain-1264084813.pdf).

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<sup>1</sup> Available at: [https://ec.europa.eu/employment\\_social/empl\\_portal/ede/ANED%202012%20-%20ES%20-%20Task%204%20-%20National%20Accessibility%20Report%20FINAL.doc](https://ec.europa.eu/employment_social/empl_portal/ede/ANED%202012%20-%20ES%20-%20Task%204%20-%20National%20Accessibility%20Report%20FINAL.doc)

As the main laws were outlined prior to RD 1083/2009, there is a lack of impact reports that could be used to carry out an impact evaluation in this regard. Instead, there are numerous studies, many of them methodologically sound, focusing on specific areas of accessibility (e.g. electronics, services, physical spaces) that examine existing levels of accessibility in areas of specific interest or even within a specific domain (e.g. Web Accessibility: Web, digital newspapers, town, travel and transport, supermarkets online, banking, job portals, etc.). There are many empirical studies on the state of the art, at a national level, but there are not impact evaluation reports.

The national assessment of compliance with accessibility laws in Spain rests with the Permanent Specialised Office (Oficina Permanente Especializada, OPE) that was created from the Law 51/2003. Furthermore, from the Law 49/2007 and Royal Decree 1494/2007 of 12 November, approving the regulation on basic conditions for the access of people with disabilities to technology, products and services the information society and media, the OPE has assumed new functions related to: (1) study and analysis of queries and complaints of discrimination on the grounds of disability, without prejudice to the functions of bodies and authorities having jurisdiction; (2) developing an annual report on the status of equal opportunities, non-discrimination and universal accessibility of persons with disabilities and their families. (These reports (from 2005 to 2010) are available online in PDF format and downloadable from: <http://www.oficinape.mspsi.es/informesOPE/home.htm>). So we could say that indirect evidence on the effectiveness of the regulations may be obtained from the annual reports on cases investigating violations of regulations related to accessibility. These reports include disaggregated data on the number of such complaints in the various fields of activity of the LIONDAU (e.g. telecommunications, public spaces, transport, goods and services available to the public, or in relations with public administration). Also disaggregated data by region, gender of the client, etc. are included.

The Permanent Specialised Office (OPE), of the National Disability Council, is responsible for following up on compliance with the different accessibility laws and plans. The laws are mandatory and they are enforced by Law 49/2007, establishing the offenses and penalties relating to equal opportunities, non discrimination and universal accessibility for disabled people. Violations and penalties apply throughout the Country, but each Autonomous Community can also establish specific offenses and penalties. Violations are classified as minor, serious and very serious. Regarding sanctions, the law determines minimum and maximum amounts; minor infractions (up to 30,000 €), serious (up to 90,000 €) and very serious infractions (up to 1,000,000 €), as well as the possibility of imposing additional sanctions. More specifically, violations are punishable as follows:

- -Minor offenses at the minimum level, with fines from 301 to 6,000 euros, at the medium level, of 6,001 to 18,000 euros, and at the maximum level of 18,001 to 30,000 euros;

- Grave/serious offenses with fines, minimum degree, from 30,000 to 60,000 euros, medium grade, from 60,001 to 78,000 euros, and at maximum of 78,001 to 90,000 euros;
- Very serious offenses with fines, with a minimum of 90,001 to 300,000 euros, for medium grade, from 300,001 to 600,000 euros, and at maximum of 600,001 to 1,000,000 euros.

The sanctioning power corresponds to the Central Government when unlawful behavior occurs in a geographical area larger than an Autonomous Community. Law 49/2007 also regulates precautionary or provisional measures to be taken to ensure effective resolution when there is a risk that the alleged offending person tries to circumvent the execution of the penalty while disciplinary proceedings are being conducted. The Permanent Specialised Office analyses complaints and issues a report prior to initiating the legal procedure for violations and penalties. The OPE also prepares annual reports on: (1) the status of equal opportunities, non discrimination and universal accessibility of persons with disabilities and their families, (2) the degree of compliance with accessibility obligations contained in Royal Decree 1494/2007, (3) the facts set out in the records processed by the OPE as a result of requests, claims, complaints, and so on from people with disabilities, legal persons or organisations representing persons with disabilities and their families.

For example, according to the Annual Report of the OPE, 2010 (<http://www.oficinape.mspsi.es/en/informesOPE/ano2010/pdf/informeAnual.pdf>), the number of queries handled was 238. The number of complaints was 23. The files are grouped into: (1) telecommunications and information society (13.5%), (2) urbanised public spaces, infrastructure and construction (16.6%), (3) transportation (4.5%), (4) goods and services available to the public (11.2%) and (5) relations with public administrations (54.3%).

In the area of *Telecommunications* and Information Society, most queries, complaints or claims related to the lack of accessibility of Web pages, followed by complaints about general accessibility, a lack of subtitling on DTT and the use of terminology contrary to current regulations (ie handicapped). In the *Transport* section, topics related to spaces reserved for people with disabilities in the AVE, and the absence of accessibility on commuter trains. Regarding the section on *urbanised public spaces*, most complaints or claims related to access ramps to homes, followed by the absence of accessibility in public places and the lack of accessibility in relation to parking for disabled people.

In terms of in *goods and services available to the public*, the most frequent queries, complaints or claims relate to the absence of accessibility in museums, discrimination in shops and breaches and rules on car companies. Finally, in the largest section, related to *relationships with public administration*, the most frequent topics are consultations on disability policy, followed by complaints or questions about adapted

tests for obtaining a driving license, lack of seats reserved for people with disability, about jobs and curricula, and vehicle adaptations for people with disabilities.<sup>2</sup>

In addition, the National Observatory of Disability (OED) is, according to the Law 26/2011, the technical instrument of the State General Administration responsible for collecting, systematising, updating, generation and dissemination of information related to the field of disability. Each year, the OED draws up a report on the status and progression of disability in Spain. The OED publishes numerous reports on its Web accessibility conducted by public and private institutions of different levels (national, regional, local, etc).

More recently, as indicated by the DHLG, in Spain there have been developed The First National Plan of Accessibility (2004-2012) and The Spanish Disability Strategy 2012-2020. As they are not laws strictly speaking, it was not mandatory to develop impact reports that could facilitate an ulterior impact evaluation. However, the National Accessibility Plan has an Implementation Report (2004) that "includes monitoring and evaluation indicators similar to what has been done to study the green book of diagnosis and accessibility in Spain, so the results can be comparable when assessments are made throughout the national territory or in specific parts "(p. 219). The document contains specific indicators for assessing planning and building. However, to our knowledge, no studies have been published about implementing the proposed indicators in the report. An additional shortcoming is that the Report does not address the accessibility of Information, Communication and Signposting (p.221 (see report at: <http://www.iuee.eu/pdf-publicacio/109/bHyrEc2VeKlVfO1ctjd.PDF>).

## 2 Accessibility Standards

As in the instances above, although many reports have focused on specific actions to improve accessibility, there are no evaluative reports on their impact in strict terms. The rules or standards mostly consist of the adoption of European standards. Again, the Permanent Specialised Office (OPE) provides annual reports of complaints, lawsuits and violations of accessibility, etc.

Again, there are methodologically sound studies, such as the study developed by Techno site and Via Libre on universal accessibility in the Spanish Municipalities 2011 (downloadable at: <http://sid.usal.es/idocs/F8/FDO26092/Observatorio%20accesibilidad%20municipios%202011.pdf>), which concludes that legislation on accessibility does not apply equally throughout the country, given that each Autonomous Community has its own competencies in this regard. Even each town may have their own additional rules or standards

<sup>2</sup> The OPE gives information and counselling and produces dossiers with information about complaints. Going to court is a different route from this. A total of 223 complaints were received in 2010 by OPE, on different aspects: Telecommunications and the information society (30); Urban public spaces, infrastructures and buildings (37); Transport (10); Goods and services available to the public (25) and Relations with public administrations (121).

A large majority of reports focus on Web accessibility or information accessibility (see for examples of reports:

- Accessibility of Social Networking Platforms (December 2010) (English short version downloadable at: [http://sid.usal.es/idocs/F8/FDO26297/Accessibility\\_Observatory\\_on\\_Social\\_Net\\_works.pdf](http://sid.usal.es/idocs/F8/FDO26297/Accessibility_Observatory_on_Social_Net_works.pdf)).
- Accessibility of College Web Portals (June 2010) (Spanish report and English short version downloadable at: [http://sid.usal.es/idocs/F8/FDO25212/Acces\\_Portales\\_Web\\_Universitarios\\_Detallado.pdf](http://sid.usal.es/idocs/F8/FDO25212/Acces_Portales_Web_Universitarios_Detallado.pdf), [http://www.discapnet.es/Castellano/areastematicas/Accesibilidad/Observatorio\\_infoaccesibilidad/Documents/Tema\\_17/pdf/Acces\\_Portales\\_Web\\_Universitarios\\_Sintetico\\_ingles.pdf](http://www.discapnet.es/Castellano/areastematicas/Accesibilidad/Observatorio_infoaccesibilidad/Documents/Tema_17/pdf/Acces_Portales_Web_Universitarios_Sintetico_ingles.pdf)).
- Web Accessibility in the portals of the Ministries (December 2008) (Spanish Short version at: [http://sid.usal.es/idocs/F8/FDO26299/informe\\_sintetico\\_ministerios.pdf](http://sid.usal.es/idocs/F8/FDO26299/informe_sintetico_ministerios.pdf)).
- Accessibility in Web portals Services and eLearning platforms (October 2008) (Spanish version at: [http://sid.usal.es/idocs/F8/FDO21624/informe\\_detallado\\_elearning.pdf](http://sid.usal.es/idocs/F8/FDO21624/informe_detallado_elearning.pdf)).
- Accessibility in Web portals of the Councils of Province Capital. Review (December 2008) (See Spanish short version at: <http://sid.usal.es/libros/discapacidad/16839/8-4-1/accesibilidad-web-en-los-portales-de-ayuntamientos-de-capitales-de-provincia-version-breve.aspx>).
- Accessibility in Employment Portals (July 2008) (See Spanish short version at: <http://sid.usal.es/idocs/F8/FDO20559/informeportalesempleo2008.pdf>).
- Accessibility in Web portals of the Autonomous Communities. Review 2007 (May 2008) (See Spanish short version at: <http://sid.usal.es/libros/discapacidad/11001/8-8/accesibilidad-en-los-portales-web-de-las-comunidades-autonomas-version-sintetica.aspx>).
- Cross-sectoral Study on Web Accessibility (December 2007) (English summary at: [http://www.discapnet.es/Castellano/areastematicas/Accesibilidad/Observatorio\\_infoaccesibilidad/Documents/Tema\\_10/english/Inter\\_sector\\_Study\\_on\\_Web\\_Accessibility\\_2007.pdf](http://www.discapnet.es/Castellano/areastematicas/Accesibilidad/Observatorio_infoaccesibilidad/Documents/Tema_10/english/Inter_sector_Study_on_Web_Accessibility_2007.pdf)).
- Accessibility in Spanish online newspapers (June 2007) (English summary at: [http://www.discapnet.es/Castellano/areastematicas/Accesibilidad/Observatorio\\_infoaccesibilidad/Documents/Tema\\_09/english/Accessibiliity\\_Digital\\_Newspapers\\_synthetic\\_version.pdf](http://www.discapnet.es/Castellano/areastematicas/Accesibilidad/Observatorio_infoaccesibilidad/Documents/Tema_09/english/Accessibiliity_Digital_Newspapers_synthetic_version.pdf)).

This year CERMI has published the report: The new frontiers of accessibility to information technology and communication: prospective study on accessibility in the Information Society and ICT. Performance Report (2012), which sets out the implications of the Convention and European standards in the (ICT) and Web

accessibility (Downloadable at:

[http://sid.usal.es/idocs/F8/FDO26192/accesibilidad\\_tic.pdf](http://sid.usal.es/idocs/F8/FDO26192/accesibilidad_tic.pdf).

As explained above, AENOR is the Spanish agency responsible for the adoption, translation, standardisation and certification of European accessibility standards.

It is divided into different committees. Four committees are related to accessibility: (1) AEN / CTN GET10 dedicated to the governance of business areas, (2) AEN / CTN 41 focused on the construction, (3) AEN / CTN 158 on services to promote of personal autonomy and for people in situations of dependency, and (4) AEN / CTN 170 on needs and adaptations for people with disabilities. For example, the Committee for AENOR, AEN / CTN 170, on needs and adaptations for disabled people, is responsible for the standardisation of all aspects of the management system of universal accessibility to allow equal opportunities by overcoming the limitations of accessibility to the use and enjoyment of goods and services available to citizens. It is also responsible for promoting, among other things, the development of draft standards and revising of existing ones to meet the needs of people with disabilities. Excluded from this committee are products of support, aids and urban design specifications and architectural installations, because they fall under the responsibility of other committees. This committee is divided into: GT1 Accessibility in ICT procurement and GT2 Accessibility in public procurement in the built environment. Some rules associated with this technical committee that are in force are:

- UNE 170001-1:2007: Universal accessibility. Part 1: Criteria DALCO to facilitate accessibility to the environment (19/12/2007);
- UNE 170001-2:2007: Universal accessibility. Part 2: System access management (19/12/2007);
- UNE-CWA 45546-1:2007 IN: Guidelines for the development of standards for transportation systems. Needs of older persons and persons with disabilities. Part 1: Basic Guidelines (28/11/2007);
- UNE 170006:2003 IN: Guidelines for the development of standards takes into account the needs of older persons and persons with disabilities (17/01/2003);
- IN UNE-CEN/TR 15753:2009: Packaging. Prospects of drugs. Braille and other formats for visually impaired (02/09/2009);
- UNE-EN ISO 24503:2011: Ergonomics. Accessible design. Using touch points and bars in consumer products. (05/10/2011);
- UNE 170002:2009: Accessibility Requirements for marking (02/09/2009).

There are also four technical AENOR committees related to persons with disabilities: (1) AEN / CTN 139, information technology and communications to health, (2) AEN / CTN 153 on assistive products for persons with disabilities; (3) AEN / CTN 170 on needs and adaptations for people with disabilities, and (4) AEN / CTN 174 on translation services. For example, the AENOR Committee AEN / CTN 153 on assistive products for people with disabilities is responsible for the standardisation of all aspects of systems and products of support (assistive technologies) for people

with disability regardless of their age. It deals with aspects of terminology and classification for ambulatory products, wheelchairs, hoists, adjustable beds, exoprótesis and orthotics, products and systems for communication, information and control environment, ostomy and incontinence. Specific aspects related to these technologies that are exceptionally the jurisdiction of other committees constituted AENOR are excluded. It is divided into: SC1 walking aids and hoists; SC2 Wheelchairs & restraints, Adjustable beds SC3, SC4 Exoprótesis and orthotics; SC5 aids to communication; Ostomy and incontinence SC6, SC7 Terminology and classification. Some rules associated with this technical committee that are in force are:

- UNE 153030:2008 IN: Accessibility in digital television (05/11/2008);
- UNE 153020:2005: Audio Description for visually impaired people. Requirements for the development of audio description and audio guides (01/26/2005);
- UNE-EN ISO 11334-4:1999: Walking aids managed with one arm. Requirements and test methods. Part 4: Walking sticks with three or more legs. (31/12/1999);
- UNE-EN ISO 11199-1:2000: Walking aids handled by both arms. Requirements and test methods. Part 1: Walking (26/07/2000);
- UNE-EN ISO 11199-2:2005: Walking aids handled by both arms. Requirements and test methods. Part 2: Walkers with wheels (09/07/2005);
- UNE-EN ISO 11199-3:2005: Walking aids handled by both arms. Requirements and test methods. Part 3: Walking with support for the upper body (09/07/2005);
- UNE-EN ISO 11334-1:2007: Walking aids manipulated by one arm. Requirements and test methods. Part 1: Elbow crutches (10/17/2007);
- UNE-EN 1985:1999: Walking aids. General requirements and test methods (22/09/1999);
- UNE 153601-1:2008: Helps to absorb urine. Absorbent incontinence. Part 1: Test methods to determine the absorption capacity before leakage using dummies (09/07/2008);
- UNE 153601-2:2008: Helps to absorb urine. Absorbent incontinence. Part 2: Test methods for determining the moisture return (09/07/2008);
- UNE-EN ISO 16021:2001: Helps to absorb urine. Basic principles for evaluation of incontinence absorbent single use for adults from the perspective of users and carers (09/07/2008).

### 3 Accessibility in Regulatory Bodies and Systems

As stated in the Fifth Additional Provision of Law 26/2011, impact analysis reports accompanying all draft laws and regulations should include impact analysis on equal opportunities, non-discrimination and universal accessibility of persons with disabilities, if this impact is relevant. This provision could help analyse the impact of various present and future laws on accessibility, among other domains.

There is a lack of data on the effectiveness of regulatory bodies or systems in the field of accessibility. However, at a local level, town halls and local institutions have the power to give licenses to new establishments that have to meet accessibility requirements. Thus, this licensing criteria works to ensure the accessibility of new buildings or establishments.

At present and in line with what has been said in previous sections, there are not impact reports evaluating accessibility standards, although there are many observatories, public and private entities, etc. which emphasise the accessibility of Web pages, e-accessibility, and general compliance with these standards. Reports of specific areas such as the following are included by way of example:

- Accessibility of social networking platforms:  
[http://www.discalnet.es/Castellano/areastematicas/Accesibilidad/Observatorio\\_infoaccesibilidad/informesInfoaccesibilidad/Paginas/AccesibilidaddePlataformasdeRedesSociales.aspx](http://www.discalnet.es/Castellano/areastematicas/Accesibilidad/Observatorio_infoaccesibilidad/informesInfoaccesibilidad/Paginas/AccesibilidaddePlataformasdeRedesSociales.aspx),  
[http://sid.usal.es/idocs/F8/FDO25872/Observatorio\\_Accesibilidad%20redes%20sociales\\_Version\\_detallada.pdf](http://sid.usal.es/idocs/F8/FDO25872/Observatorio_Accesibilidad%20redes%20sociales_Version_detallada.pdf),  
[http://sid.usal.es/idocs/F8/FDO26297/Accessibility\\_Observatory\\_on\\_Social\\_Networks.pdf](http://sid.usal.es/idocs/F8/FDO26297/Accessibility_Observatory_on_Social_Networks.pdf).
- Accessibility of College Web Portals:  
[http://sid.usal.es/idocs/F8/FDO25212/Acces\\_Portales\\_Web\\_Universitarios\\_Detallado.pdf](http://sid.usal.es/idocs/F8/FDO25212/Acces_Portales_Web_Universitarios_Detallado.pdf).
- Accessibility Projects: Cloud4all-APSiS4all-Simplext.  
[http://www.discalnet.es/Castellano/areastematicas/Accesibilidad/proyectos\\_de\\_accesibilidad/Paginas/intro.aspx](http://www.discalnet.es/Castellano/areastematicas/Accesibilidad/proyectos_de_accesibilidad/Paginas/intro.aspx).
- Access to Information:  
[http://www.ceapat.es/ceapat\\_01/centro\\_documental/legislacion/normativa\\_basica\\_accesibilidad\\_informacion\\_comunicacion/estatal/index.htm](http://www.ceapat.es/ceapat_01/centro_documental/legislacion/normativa_basica_accesibilidad_informacion_comunicacion/estatal/index.htm).
- Even private mobile companies advertise the accessibility of their products, such as the Solutions catalogue accessible to all (2012) published by Orange:  
<http://www.cermi.es/es-ES/Biblioteca/Lists/Publicaciones/Attachments/274/soluciones%20accesibles%20para%20todos.pdf>.

Inspection systems work at national, regional and local levels because of their different competences. For example, the Autonomous Communities have authority in accessibility matters in educational institutions. It works the same way with Town Halls and municipal centres and buildings.

Enforcement mechanisms and penalties appear in Law 51/2003 LIONDAU, as stated in the Disability High Level Group (DHLG) report.

#### 4 Accessibility Strategies or Action Plans

As previously pointed out, it is worth mentioning the Implementation Report of the First National Accessibility Plan 2004-2012, which provides indicators to assess the Plan in some of its areas (buildings, transportation). Indicators provided by the Implementation Report follow two different dimensions: firstly, according to the evaluation sector, which includes urbanism and buildings (public, private and transport). Secondly, according to the method of measurement, which includes situation indicators (divided in three different levels) and subjective indicators (analysing fields such as urban areas, city transport or use of technologies). The Implementation Report of the First National Accessibility Plan 2004-2012 distributed actions to be implemented in three-year periods. However, subsequent studies on implementation or monitoring have not been found. Meanwhile, all annual reports of the Permanent Specialised Office (Oficina Permanente Especializada, OPE) OPE contain proposed measures, but they are not impact evaluation reports but rather, an assessment of the percentage of complaints received or processed by the OPE on violations of accessibility measures. Regarding these complaints please see those described under section 1 (Accessibility Laws). Examples of some reports concerning accessibility are as follows:

- Model of Local Action Plan for the inclusion of people with disabilities 2012-2015 (CERMI, 2011) to promote disability inclusive policies in 2012-2015 (Huete, 2011) ([http://sid.usal.es/idocs/F8/FDO26147/plan\\_accion\\_local\\_inclusion\\_pcd.pdf](http://sid.usal.es/idocs/F8/FDO26147/plan_accion_local_inclusion_pcd.pdf)).
- Study on Universal Accessibility in the municipalities of Spain 2011 (<http://sid.usal.es/idocs/F8/FDO26092/Observatorio%20accesibilidad%20municipios%202011.pdf>).
- The report 2003-2012: 10 years of non-discrimination legislation for people with disabilities in Spain, consisting of a collection of studies (CERMI, 2012) in analysing the national and European legislation on the subject in the last ten years and its impact on certain areas, ([http://sid.usal.es/idocs/F8/FDO26261/legislacion\\_nodiscriminacion.pdf](http://sid.usal.es/idocs/F8/FDO26261/legislacion_nodiscriminacion.pdf)).
- Evidence / involvement of the influence of the Convention in developing strategies and action plans is the report Model Local Action Plan for the inclusion of people with disabilities 2012-2015 (CERMI, 2011). This study aims to make available a model Local Government Action Plan for Inclusion of People with Disabilities serves as a reference to the teams of local government (municipalities and provincial) in order to promote public policies 2012-2015 inclusive disability (Huete, 2011), ([http://sid.usal.es/idocs/F8/FDO26147/plan\\_accion\\_local\\_inclusion\\_pcd.pdf](http://sid.usal.es/idocs/F8/FDO26147/plan_accion_local_inclusion_pcd.pdf)).

## 5 European and International Dimensions

We found no specific reports stating that without action at a European or multi-national level, certain measures that would enhance accessibility cannot be taken or would not be effective. However, in an indirect way, different studies refer to indirect benefits of international cooperation. For example, one research study resulted from the participation in projects financed by the European Commission, and VISUAL

(Voice for Information Society Universal Access and Learning) and ENABLED (Enhanced Network Accessibility for the Blind and Visually Impaired) for generating Web content accessible and compatible with assistive technologies more common in persons with visual impairments (Rebate Sánchez & Fernández del Viso Torre, 2007). Similarly, work published by García Alonso stresses the need for international cooperation in products for support for disabled people. There are also published studies on the SAW System Web Accessibility for visually impaired users, consisting of a set of integrated tools designed for both web designers and the user with visual impairments (Figuroa Sanchez, Lozano-Tello Gonzalez Rodriguez, & Macías Garcia, 2007).

UNE 139803:2004 "Requirements for Web content accessibility" is a Spanish standard oriented to the specific needs of Spain. UNE 139803:2004 is based on the WCAG 1.0 specification. Compliance with the standard may be certified by certification bodies, including the Spanish Association for Standardisation (AENOR). However, as we have noted this is a specific rule and it differs from the European accessibility standard, the CWA 15554:2006 standard called "Specifications for the pattern of conformity assessment and quality brand Web Accessibility" which provides the Euracert certification. It applies to any content and is based on the WCAG 1.0 accessibility guidelines of the WAI. Technosite, a technology company from the ONCE Foundation is the certification body (information at [http://www.inteco.es/Accesibilidad/difusion/Normativa/FAQ/norma\\_eu/](http://www.inteco.es/Accesibilidad/difusion/Normativa/FAQ/norma_eu/) ).

As Stated on the INTECO Webpage, an accessible website provides organisations with the following advantages:

- *Increased market share and web audience:* improving usability. Improving access to Web content for the elderly. Improved search engine results. Ability to reuse content in multiple formats. Increased support for the international market. Reducing the "digital divide".
- *Improved efficiency and response time.* Reduced development costs and maintenance. Improved search results in relation to the site. Reuse of content.
- *Demonstration of social responsibility.* Positive reinforcement of the corporate image. Differentiation. Strong penetration in the population.
- Witness the enforcement of legal compliance accessibility. They satisfy the objectives of the new European initiatives.

European Platform and Stair lift Association (EPSA) members

(<http://www.epsa.eu.com/>) are manufacturers and distributors of platform lifts and stair lifts from many countries throughout Europe, with considerable knowledge and experience within the accessibility sector. EPSA cooperates with the relevant authorities to harmonise rules and regulations related to platform lifts and stair lifts in the European Union. EPSA aims to:

- Ensure that all accessibility products manufactured and sold by EPSA members comply with the Machinery Directive and all other relevant European legislation and standards;

- Promote the European platform and stair lift industry and its products;
- Safeguard the interests of members and actively promote their business;
- Provide a forum for manufacturers and distributors to discuss all issues regarding European legislation and the standardisation process;
- Work with national authorities in different member states to explain the safety, technical and legislative aspects of lifting platforms and stair lifts;
- Encourage innovation and provide safe access solutions of a high quality for people with impaired mobility, architects and planners;
- Provide products in Europe that meet different requirements of accessibility, design and use by achieving the highest level of safety at affordable prices;
- Spanish members: HIDRAL S.A; Servieleva S.L. - Validas Sin Barreras; and Vert Elevadors

Suggestions of who to speak to: disability organisations, Ombud / Equality body, CRPD focal point. Possibly also suppliers of relevant types of product in the country.

<http://goteo.org/project/accesibilidad-en-ciudades>.

[http://europa.eu/youreurope/business/expanding-business/doing-business-outside-eu/spain/index\\_es.htm](http://europa.eu/youreurope/business/expanding-business/doing-business-outside-eu/spain/index_es.htm),

<http://www.upm.es/institucional/UPM/CanalUPM/NoticiasPortada/Contenido/4b649f8ec70b8310VgnVCM10000009c7648aRCRD>.

<http://www.diseñoparatodos.es/es-es/observatorio/Paginas/Buenaspracticass.aspx>.

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