

The European Accessibility Act aims to improve the accessibility of products and services for people with disabilities by standardising requirements in the EU for the first time.

What does the EAA do?

As of 2023, 1 in 4 people over age 16, or 101 million people, have a disability in the EU. The European Accessibility Act establishes common accessibility requirements across the EU for certain digital products and services.

From 28 June 2025, each EU Member State will implement the Act through local laws requiring the products and services to meet the minimum accessibility requirements. It introduces new obligations for manufacturers, importers and distributors of products and providers of services.

The Act also clarifies accessibility requirements in public procurement rules and provides additional requirements that Member States may adopt for buildings and infrastructure for the services covered by the Act.



Act applies from
28 June 2025
through laws of
27 Member States

What products and services are in-scope?

Products

Consumer general purpose computers (such as personal computers including desktops, notebooks, smartphones and tablets) and their operating systems

Payment terminals

ATMs, ticketing machines, check-in machines and interactive information terminals

Smartphones and other devices used for electronic communications services

Digital TV and other equipment for accessing audiovisual media services

E-readers

Services

E-commerce (including online retail)

Consumer banking services including consumer loans and mortgages, online payment services, services linked to payment accounts (e.g. opening a payment account) and e-money

Certain elements of passenger air, bus, rail and water transport services such as websites, mobile services, electronic tickets and delivery of transport service information

Electronic communications (including telephony) services

Services for accessing audiovisual media services

E-books

Answers to emergency calls to the single European number '112'

What steps must businesses take before 28 June 2025?

The user interface and functionality of products and services must be perceivable, operable, understandable and robust for users with disabilities and be accompanied by a number of new accessibility features, elements and functions.

We recommend the following steps ahead of the 28 June 2025 deadline:



Accessibility audit: Identify which of your products or services are in-scope and understand the relevant requirements, including relevant national laws, and conducting a gap analysis.



Identify your role: Identify your role in the consumer-supply chain (e.g. as manufacturer, importer or distributor or service provider), and whether you are directly or indirectly dealing with consumers (e.g. through white-labelling or resale of your products or services).



Updating policies, procedures and contracts: Update internal policies and procedures as well as customer contracts and terms with consumers to incorporate the accessibility requirements and Act's obligations.



Documentation and reporting: Maintain up-to-date and complete records of compliance efforts including implementation of accessibility requirements, records of staff training and reliance on any derogations, which may be requested by regulators.

Enforcement and Sanctions

All providers with more than 10 employees of in-scope services and all manufacturers of in-scope products must ensure their products and services comply with the Act's requirements.

Derogations can apply if the requirements alter the fundamental nature of the product or service, or impose a disproportionate burden on the business. These are limited in scope and must be documented carefully and provided to regulators on request.

The risk of non-compliance with the Act now faces the following consequences:



Regulatory enforcement: National regulators in each product and service sector will have new powers to monitor compliance and take enforcement action, including penalties and fines for breaches



Consumer litigation: Consumers can take legal proceedings against businesses that fail to comply with their obligations



Reputational damage: Reputational damage and negative publicity from litigation can be as costly to any business as the proceedings



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