

## CHAPTER 4

### Accessibility in means of transport

97.4 When a taxi service is offered through telephone bookings, this service has to expand the means of request using new technologies, applications, the internet, text messages, faxes or similar means so that all users, including those who have hearing impairments, can request the service independently.

95.5 When the 'taxi-on-demand' service has a website, it must be accessible, at least at the AA level of the WCAG 2.1 Guidelines.

97.12 The hiring of a taxi that is accessible to people with reduced mobility by telephone, internet or mobile application cannot be subject to any anticipated demand supplement. The disability card serves as proof in case it is requested.

## CHAPTER 5

### Accessibility in products

#### Article 116. Consumer products

116.1 A product is considered accessible when it meets the following conditions:

- a) It has an accessible label appropriate to its characteristics, which allows it to be identified, with its name and most relevant information.
- b) Its design follows universal design criteria, with appropriate conditions of use and safety conditions for any user.
- c) Additional information, instructions or prospectuses may be consulted via the internet, device applications and the use of new technologies, with accessible content meeting the conditions of paragraphs 25 and 26 of Annex 5a.

116.2 Companies that market a product are responsible for ensuring that the access conditions that apply to it are met.

116.3 Pharmaceuticals and dangerous products must incorporate data elements and systems

so that blind or deaf-blind people have access to the following information:

- a) The identification of the product's name on the packaging by means of Braille and iconography.
- b) The expiry date on the packaging by means of Braille and iconography or other alternative resources that provide the same features.
- c) The product's main characteristics, such as its composition and preservation, among others, through audio search via the internet or by other means that permit new technologies with the same effectiveness, upon request of associations for people with visual impairments.

116.4 Supermarket chains and companies with food or mixed establishments, in all locations where they have a premises of more than 250 m<sup>2</sup> of useful area for public use, upon the request of a blind person or a relative of theirs, must guarantee the following conditions:

- a) At least one of the establishments in the locality carry out the labelling of the names and expiry dates, in Braille, on perishable products or products that may cause confusion, by means of printers or systems allowing such labelling in Braille, in the establishment itself.
- b) That products sold online and delivered to homes are also labelled in Braille as previously indicated in the point above.
- c) The commercial dissemination carried out via the Internet or by other means provides information, in an accessible format, on which premises are the ones that offer the possibility of labelling products in Braille.

116.5 In municipalities with more than 50 000 inhabitants, each neighbourhood is considered to be a different territorial area and is assimilated to a locality for the purposes of applying the previous paragraph.

116.6 The Administration of the Generalitat has to progressively develop technical instructions that incorporate new technological advances, and determine the specifications, deadlines, characteristics and criteria of accessible labelling, and the universal design guidelines applicable to the products in the various commercial sectors.

116.7 Consumers with visual impairment and deafblindness have the right to access the same product information that all consumers and users have in labelling these

independently, normally, easily, immediately and under equal conditions. For this purpose, accessible labelling must comply with the following conditions:

- a) It must provide as much information as possible, providing disabled consumers with equal conditions to other consumers.
- b) It must allow information to be obtained independently, quickly, conveniently, directly and in a standardised manner, without requiring great technical knowledge or the development of technological means.
- c) It cannot pose an additional cost to disabled consumers.
- d) It does not have to generate unaffordable costs for companies.
- e) The obligated companies that offer electronic sales services must include, in the respective website, the option for products purchased in this way to be delivered with the accessible labelling.

116.8 The consumer arbitration system and its procedures and processes must be accessible to people with disabilities.

116.9 Public and private consumer service offices have to take measures to facilitate accessibility of communication, for deaf people who communicate in sign language and orally, with sufficient means of support. In addition, they must have a hearing loop installed in 20 % of the public service desks, and their staff must be prepared to provide information to people with disabilities of any kind, within a maximum period of 3 years from the entry into force of this Code.

## CHAPTER 6

### Accessibility in services

119.7 Public services that have websites open to the public have to provide information on the accessibility of these services, and that of their dependencies, facilities and procedures.

119.8 The websites, applications for mobile devices and other information and communication technology products and services offered by public services must comply with the conditions set out in Annex 5a of this Code and with standard UNE-EN 301549:2022 or the one replacing it, in accordance with Directive (EU) 2016/2102 of the European Parliament and of the Council and the transposition performed by Royal Decree 112/2018 of 7 September 2018 on the accessibility of websites and applications for mobile devices in the public sector, without prejudice to the regulation made by the competent body on this matter in Catalonia.

126.5 The websites and mobile applications of supermarket chains and food or mixed establishments with a useful area for public use greater than 500 m<sup>2</sup>, offering the possibility to purchase online and receive products through home delivery, must be accessible, in accordance with the conditions of paragraphs 25 and 26 of Annex 5a, and achieve at least the double A (AA) accessibility compliance level in accordance with the WCAG 2.1 guidelines, in the following situations:

- a) When it comes to newly created pages or applications.
- b) When the existing pages or applications are modified.
- c) Where the deadlines set out in paragraph 4 of Annex 6b are met by adapting the existing pages and applications.

127.4 Web pages and applications for mobile devices, which allow banking, contracting or any other type of management or consultation regarding products contracted in a physical office, must be accessible, in accordance with the conditions of paragraphs 25 and 26 of Annex 5a, and achieve at least the double A (AA) accessibility compliance level in accordance with the WCAG 2.1 guidelines, in the following situations:

- a) When it comes to newly created pages or applications.
- b) When the existing pages or applications are modified.
- c) Where the deadlines set out in paragraph 5 of Annex 6b are met by adapting the existing pages and applications.

130.3 The websites and mobile applications of hotel chains and establishments with a capacity of more than 100 places, which allow the contracting of accommodation and online services, must be accessible, in accordance with the conditions of paragraphs 25 and 26 of Annex 5a, and achieve at least the double A (AA) accessibility compliance level in accordance with the WCAG 2.1 guidelines, in the following situations:

- a) When it comes to newly created pages or applications.
- b) When the existing pages or applications are modified.
- c) When the deadlines set out in paragraph 7 of Annex 6b to adapt existing pages and applications are met.

133.15 The websites and mobile applications of establishments or establishment associations must be accessible in accordance with the conditions set out in paragraphs 25 and 26 of Annex 5a; achieving at least the double A (AA) accessibility compliance level in accordance with the WCAG 2.1 guidelines, and provide the information indicated in the preceding paragraphs, in the following situations:

- a) When it comes to newly created pages or applications.
- b) When the existing pages or applications are modified.
- c) When the deadlines set out in paragraph 3 of Annex 6b to adapt existing pages and applications are met.

134.4 The websites and mobile applications of sports establishments and clubs that offer ticket sales for shows in their venue must be accessible and provide the necessary information under the same conditions as set out in Article 133 for services related to performing arts.

135.3 The websites and mobile applications of educational establishments providing formal education must be accessible, in accordance with the conditions of paragraphs 25 and 26 of Annex 5a, and achieve at least the double A (AA) accessibility compliance level in accordance with the WCAG 2.1 guidelines, in the following situations:

- a) When it comes to newly created pages or applications.
- b) When the existing pages or applications are modified.
- c) Where the deadlines set out in paragraph 8 of Annex 6b are met for adapting the existing pages and applications.

Article 138. Essential services, services of general interest or publicly funded services

138.1 The websites of the Catalan public sector and public law corporations, as well as all those that are launched with funding from the public administration and those from entities or companies that provide public services by concession or on a contractual basis with the public administration, must comply with the requirements of paragraph 25 of Annex 5a and achieve the double A (AA) accessibility compliance level in accordance with the WCAG 2.1 guidelines, without prejudice to the regulation made by the competent body on this matter in Catalonia in accordance with Royal Decree 1112/2018 of 7 September 2018 on the accessibility of websites and applications for mobile devices in the public sector.

138.2 Websites of private entities providing essential services or services of general interest, including electricity, water or gas and telecommunications, as well as healthcare, postal and banking services, must also comply with the requirements of paragraph 25 of Annex 5a and the double A (AA) accessibility compliance level in accordance with the WCAG 2.1 guidelines.

138.3 The applications of mobile devices in the public sector and the entities mentioned in paragraphs 138.1 and 138.2 above, must comply with the accessibility requirements of paragraph 26 of Annex 5a, without prejudice to the regulation made by the competent body in this matter in Catalonia.

138.4 The accessibility requirements of websites and mobile applications set out in this Article shall apply provided that they do not place a disproportionate burden on the entity that has to apply them, in accordance with the following circumstances:

- a) The dimensions, resources and nature of the particular entity.
- b) The costs and benefit on the part of the entity and the estimated benefits for the users, taking into account the frequency and duration of the use of that website or application.
- c) The discriminatory effects on people with disabilities if the website or application is not accessible in the event that there are on the market, websites or alternative applications that offer the same functionality and conditions.

138.5 The public sector or entity making use of the exemption provided for in paragraph 138.4 above has to explain which accessibility requirements could not be met in the accessibility declaration of the website or application, and has to offer accessible alternatives within the possibilities.

138.6 Web pages and mobile applications must comply with the accessibility conditions set out in the previous paragraphs before the final deadlines set out in paragraph 2 of Annex 6b.

138.7 Service providers and manufacturers supplying IT equipment and software to the Catalan public sector and the entities referred to in paragraph 138.1 must include the

additional accessibility elements and features necessary to allow access to digital content for people with disabilities.

138.8 Public and private television networks in Catalonia have to develop plans for the accessibility of their content, both linear services and services on demand, to progressively make the programming accessible, for people with sensory and intellectual disabilities. These plans must meet the conditions laid down in State regulations on accessibility, and must allow achieving, within a maximum term of 3 years from the entry into force of this Code, the percentages of subtitled programming and the additional weekly hours of content with audio description and sign language in Catalan to be determined by the Audiovisual Council of Catalonia. The plans must be renewed on a regular basis, in order to incorporate the conditions laid down by the competent bodies.

138.9 Catalan sign language programming must include news programmes and children's programmes available in the offer of pre-recorded viewing when this service is available. This programming has to cover every day of the week and the schedules with greater audience.

138.10 Companies distributing cinematographic and audiovisual works must incorporate subtitling, audio-description and audio-navigation systems, preferably in foreign and domestic films that have better box office rates or have received national or international awards, to make them available through DVD support or similar systems with these features.

## CHAPTER 11

### Accessibility Quality Badge

197.3 Public consultation of establishments, buildings and public entities that have the quality badge must be possible, at least, via the internet, without prejudice to other means that may be considered appropriate.

## Annex 5a

### Product Accessibility Standards

#### **25. Accessible Web Pages**

The guidelines to be followed in the design and creation of a website and the conditions for it to be accessible are the following:

- a) Configure the content so that it can be adapted to different software, devices and support products without losing information or structure.
- b) Provide textual alternatives or descriptive identification for non-textual content (images, graphics, multimedia content).
- c) Include subtitles and audio description for multimedia content when required for proper comprehension of the message.
- d) Provide mechanisms that make it possible to mute and regulate the volume of the audio.
- e) Do not use colour as the only means to convey information, indicate an action or distinguish an element.
- f) The text and images have to have a sufficient contrast with the background and a size that allows them to be read comfortably.
- g) The size of the text must be able to be adjusted from the page itself without the help of supporting products and without losing content or functionality.
- h) Provide access to all the functionalities of the page by keyboard, with a solution that does not conflict with screen readers and magnifiers.
- i) Allow the user to control the information or objects that are automatically moved or updated, being able to stop them, hide them or control their frequency.
- j) Facilitate page navigation by structuring the contents in a coherent order and providing clear navigation mechanisms.
- k) Include guidance information to help users understand complex elements, and provide mechanisms to detect and prevent errors in data entry by users.
- l) Identify the language used in each paragraph or document of the website so that screen readers and voice synthesisers can automatically detect and change the language.
- m) Use clear and understandable language to make the content easily understandable, and include the definition of the most unusual words and the meaning of acronyms and abbreviations.
- n) Maximise compatibility with applications, software, and devices users may have, including support products.
- o) Ensure that documents published on the web are also accessible and readable to screen readers.

- p) Provide accessible channels of communication other than telephone via e-mail, SMS or forms, with a handling time that is not discriminatory compared to that of a telephone call.
- q) Meet the criteria in accordance with the WCAG 2.1 guidelines at one of its levels, with the conditions set by standard UNE 139803:2012 or the one that replaces it, except for those situations in which this Code requires a higher level.

## **26. Accessible applications**

Mobile-accessible applications must comply with the conditions set out in standard UNE 139803:2012 or the one that replaces it, and follow these general criteria:

- a) All messages, help systems and texts must be written in clear and simple language.
- b) The text has to be intelligible, with a size and a font that facilitates reading them.
- c) The colour contrast of the elements with the background must be sufficient.
- d) Controls, objects, icons and images must be identifiable, easy to use and have associated alternative text indicating their function or meaning.
- e) Warnings sounds must have visual or vibrational alternatives.
- f) The process of accessing the service must be smooth and quick.
- g) The application must be compatible with support products such as screen readers, magnifiers and voice commands.
- h) The application must be compatible with the operating system's accessibility tools.

Annex 6b

Deadlines for Adapting Existing Services to the Set Conditions

### **1. Compatibility with other required conditions**

The conditions of this Annex 6b are without prejudice to the obligation of compliance before the indicated deadlines of the required accessibility conditions in case of modification of existing elements or resources.

### **2. Catalan Public Sector, Public Law Corporations and Public Service Provider Entities**

The following final deadlines are set for the websites and mobile applications of the Catalan public sector, public law corporations and entities or companies that provide public services by concession or on a contractual basis with the public Administration to be accessible and meet the conditions indicated in Article 138:

- a) 1 year from the entry into force of this Code:
  - a1. Catalan public sector and public law corporations' websites.
  - b) 2 years from the entry into force of this Code:
    - b1. Applications for mobile devices in the Catalan public sector and public law corporations.
- c) 3 years from the entry into force of this Code:
  - c1. Websites and applications for mobile devices of entities or companies that provide public services by concession or on a contractual basis with the public administration.

The deadlines indicated are set without prejudice to the compliance of those most demanding that are required by the characteristics of the service in accordance with the rest of the paragraphs of this Annex or by other regulations that regulate it.

### **3. Services related to Performing Arts, Cinemas and Sporting Events**

The following final deadlines are set so that the establishment's websites and electronic ticket sales channels may be accessible and meet the conditions set out in Article 133:

- a) 2 years from the entry into force of this Code:
  - a1. Websites and mobile applications of establishments that have a capacity equal to or greater than 2 000 seats in the whole area.
  - a2. Websites and mobile applications of online ticketing platforms that manage more than one establishment with a combined capacity equal to or greater than 2 000 seats.
- b) 3 years from the entry into force of this Code:
  - b1. Websites and mobile applications of online ticketing platforms that manage more than one establishment with a combined capacity of less than 2 000 seats.
- c) 4 years from the entry into force of this Code:
  - c1. Websites and mobile applications of establishments with a capacity of less than 2 000 seats in the whole area.

#### **4. Commercial Services**

The following final deadlines are set so that websites and mobile applications offering the possibility of online shopping and those of supermarket chains as well as companies with food or mixed establishments, may be accessible and meet the conditions set out in Article 126:

a) 2 years from the entry into force of this Code:

a1. Websites and applications, for mobile devices, of supermarket chains that have 10 or more establishments and premises of more than 500 m<sup>2</sup> of useful space for public use.

b) 3 years from the entry into force of this Code:

b1. Websites and applications, for mobile devices, of supermarket chains that have between 5 and 9 establishments and premises of more than 500 m<sup>2</sup> of useful space for public use.

c) 4 years from the entry into force of this Code:

c1. Websites and applications, for mobile devices, of supermarket chains and food or mixed establishments that have premises of more than 500 m<sup>2</sup> of useful area for public use.

#### **5. Financial and Insurance Services**

The following final deadlines are set so that the websites and applications, for mobile devices, that allow the carrying out of banking operations, contracting, consulting medical boards or any other type of management or consultation regarding the products contracted with the entity may be accessible and meet the conditions indicated in Article 127:

a) 1 year from the entry into force of this Code:

a1. Websites

b) 2 years from the entry into force of this Code:

b1. Applications for mobile devices.

#### **6. Services related to private transport**

The following final deadlines are set so that companies offering a self-driving car rental service, with a fleet of more than 100 vehicles, and those offering a chauffeur-driven car rental service, with a fleet of more than 50 vehicles, may comply with the conditions set out in Article 128:

a) 1 year from the entry into force of this Code:

a1. They must have a supply of vehicles capable of transporting non-drivers in wheelchairs that is equal to or greater than 1 % of the fleet they manage.

a2. They must have a supply of adapted vehicles, for drivers with reduced mobility, equal to or greater than 0.5 % of the fleet they manage.

a3. The supply indicated in the previous points can be provided by means of their own vehicles or through

agreements with other operators that guarantee sufficient availability.

b) 3 years from the entry into force of this Code:

b1. At least 0.5 % of vehicles in their own fleet must have the ability to carry non-drivers in wheelchairs.

c) 6 years from the entry into force of this Code:

c1. At least 2% of vehicles in their own fleet must have the ability to carry non-drivers in wheelchairs.

c2. At least 0.5 % of vehicles in their own fleet must be adapted for drivers with reduced mobility.

#### **7. Services related to Tourist Accommodation**

The following final deadlines are set so that the websites and mobile applications of hotel chains and establishments with a capacity of more than 100 rooms, which allow the booking of accommodation and online services, may be accessible and meet the conditions indicated in Article 130:

a) 2 years from the entry into force of this Code:

a1. Websites and mobile applications of hotel chains that have 5 or more establishments and a joint supply of more than 500 rooms.

b) 3 years from the entry into force of this Code:

b1. Websites and mobile applications of hotel chains that have up to 4 establishments and a joint supply of more than 500 rooms.

b2. Websites and mobile applications of establishments with 500 or more rooms.

c) 4 years from the entry into force of this Code:

c1. Websites and mobile applications of hotel chains that have a joint supply of between 100 and 500 rooms.

c2. Websites and applications for mobile devices of establishments that have between 50 and 500 rooms.

## **8. Educational Services**

The following final deadlines are set so that the websites and mobile applications of educational establishments providing formal education may be accessible and meet the conditions set out in Article 135:

a) 2 years from the entry into force of this Code:

a1. Web pages and applications for mobile devices that allow the search for the academic records, invoice management or other online processes.

b) 3 years from the entry into force of this Code:

b1. Websites and applications for mobile devices that provide information about the school, the facilities and the educational offerings.

## **9. Health Services**

Health centres with a number of beds equal to or greater than 50 must comply with the following deadlines and conditions:

a) 3 years from the entry into force of this Code:

Have infrastructure, mobile devices and protocols to serve deaf people through Catalan sign language by means of remote interpretation technology, with a capacity of no less than 2 % of beds.