



# CREATING A WORLD FOR EVERYONE

## TECHNICAL BRIEF ON APPLYING ACCESSIBILITY AND UNIVERSAL DESIGN

APRIL 2025



DESIGN



SCREEN READER



DIRECT ACCESS



HEARING LOOP



WEBSITE



TACTILE SURFACE



WHEELCHAIR



INTERNET



USER INTERFACE



TELECOMMUNICATIONS



PARKING SPACE



DEVICES



FUNCTIONALITY



ELEVATOR



AUTOMATIC DOOR



DISABILITY SERVICES



BRAILLE



SOCIETY



RAMP



TECHNOLOGY

# TABLE OF CONTENT

<b>1. Introduction</b>	<b>1</b>
<b>2. Why accessibility and universal design matter</b>	<b>2</b>
2.1. Defining the concepts	3
<b>3. Design infrastructure and services for everyone</b>	<b>4</b>
3.1. Understanding the context: designing accessible infrastructure	5
3.2. Designing for all: embedding accessibility throughout	6
3.3. Accessibility as a PRAG Requirement	9
<b>4. Defining indicators and measuring progress</b>	<b>9</b>
<b>Annex 1: Indicators to measure progress and outcome</b>	<b>11</b>
<b>Annex 2: Further reading</b>	<b>14</b>

# Introduction

Welcome to this guidance note which outlines a vision for a world where infrastructure, services, and products are accessible to everyone, regardless of who they are or where they live. This vision aligns with the European Union's (EU's) commitment to promoting inclusivity and accessibility in its external actions, particularly through initiatives like the Global Gateway. By investing in accessible digital, transport, and energy sectors, while strengthening health, education, and research, the EU can create a more equitable world that upholds human rights, gender equality, and social inclusion.

Since adopting the UN [Convention on the Rights of Persons with Disabilities](#) (CRPD) in 2011, the EU has taken concrete steps to ensure that persons with disabilities are fully included in and benefit from external actions. The EU [Strategy for the Rights of Persons with Disabilities 2021-2030](#) reinforces this commitment by placing universal design and accessibility at the core of its vision, translating these commitments into investments and programmes worldwide. This approach aligns with the principles of Articles 9 (accessibility) and 32 (international cooperation) of the CRPD, emphasising the importance of mainstreaming universal design to achieve greater accessibility.

The 2030 Agenda for Sustainable Development and other global commitments call for accessible, resilient, and inclusive infrastructure to ensure that no one is left behind. For example:

- [SDG 9.1](#) calls for the development of sustainable infrastructure that is both accessible and affordable for all.
- [SDG 11](#) focuses on making inclusive and accessible cities and human settlements, particularly through targets 11.1-3 and 11.7, which address housing, transport, and public spaces.
- The [New Urban Agenda](#) envisions universal access to safe, inclusive, and accessible green and public spaces by 2030.

The Global Gateway offers a unique opportunity to invest in sustainable, resilient, and inclusive infrastructure and services, ensuring equal access for all, regardless of location, social status, disability, gender, or other diversity factors. In parallel, programming in the context of EU enlargement should support candidate countries and potential candidates in aligning with the EU Acquis and relevant international standards, including on accessibility, reinforcing these principles in infrastructure and service development.

This technical brief provides guidance on enhancing accessibility in EU-funded programmes and investments. It introduces the concept of accessibility and universal design, offering key considerations for planning, designing, and monitoring sustainable infrastructure programmes.

While the primary focus is on ensuring accessibility within the built environment, this guide also highlights the importance of addressing other dimensions of accessibility, including social, communication, and information systems integrated within these environments, as well as accessibility in goods and services.

## EXAMPLE 1: THE EU'S COMMITMENTS TO ACCESSIBILITY AND UNIVERSAL DESIGN



The EU and its Member States have adopted the EU [Accessibility Act \(2019/882\)](#), a directive that requires key products and services – including telephones, computers, self-service kiosks, banking, e-commerce, eBooks, and transport – to comply with accessibility standards. Public authorities are also required to procure accessible products and services for public use and consider accessibility when allocating certain EU funds.



The EU is committed to applying the European standard [EN 301549](#) for Information and Communication technology (ICT) accessibility across its websites. As of June 2025, essential products and services must comply with the accessibility requirements outlined in [Annex 1 of the Accessibility Act \(2019/882\)](#). Member States are also required to establish market surveillance and compliance authorities to ensure enforcement. The directive grants consumers and representative organisations the right to pursue legal or administrative action to ensure compliance.

## Why accessibility and universal design matter

With 1 in 6 people - over 1.3 billion globally - having a disability, and an ageing population that will increasingly face functional limitations, the design of policies and infrastructure is critical<sup>1</sup>. CRPD defines disability as a dynamic concept, shaped by the interaction between an individual's impairment and attitudinal, discriminatory, and environmental barriers. This highlights the essential role of infrastructure and services in either enabling or restricting the full participation of persons with disabilities and older people in their communities and society.

Access to essential social and economic services – such as education, healthcare, jobs and financial institutions – depends on the availability of accessible infrastructure, including public transportation systems, urban and rural development, and public spaces. For instance, the challenge of reaching quality healthcare services, coupled with the absence of accessible transportation routes, poses significant barriers for persons with disabilities, even when healthcare facilities themselves are accessible. Similarly, poorly lit, uneven, or lengthy paths to schools can deter children, especially those with disabilities, from safely attending school.

<sup>1</sup> WHO (2022). [Global report on health equity for persons with disabilities](#). Geneva.

These examples highlight the critical need to integrate accessibility considerations – guided by a universal design approach – into all stages of infrastructure development. Addressing accessibility from the outset in planning, design, implementation, and construction ensures that systems are inclusive and cost-effective, fostering equal opportunities and full participation for everyone.

## EXAMPLE 2: EXAMPLE OF COMMITMENTS TO ACCESSIBILITY AND UNIVERSAL DESIGN



The **Australian Department of Foreign Affairs and Trade (DFAT)** developed a comprehensive [Accessibility Design Guide](#) to support its disability inclusion strategy for 2009-2014, which was maintained and further reinforced under its [second strategy for 2015-2021](#). DFAT recently introduced new commitments in its [International Disability Equity and Rights Strategy](#), reinforcing accessibility as a prerequisite for the inclusion of persons with disabilities.



**The World Bank**, meanwhile, has established a [Disability Inclusion and Accountability Framework](#), last updated in 2022, which focuses on promoting universal access and accessibility. This framework offers practical guidance to help embed these principles across various initiatives. One key resource is the [World Bank Guidebook for Accessible GovTech](#), which provides a clear roadmap for integrating accessibility into ICT strategies and digital services rolled out by partner governments. This reflects the World Bank's strong commitment to fostering inclusive digital transformation. In addition, the 2022 [Technical Note on Accessibility](#) offers valuable insights for incorporating accessibility into development projects. It identifies common barriers and proposes strategies to address them, while also recognising that accessibility is a broader issue that impacts diverse groups, such as children, older persons, and caregivers.

## 2.1. Defining the concepts

What is meant by accessibility and universal design? While related, these concepts are distinct:

**Accessibility** is a requirement under international commitments. It involves preventing, identifying, and removing barriers that hinder persons with disabilities from fully participating in society and benefiting equally from interventions<sup>2</sup>.

<sup>2</sup> Accessibility is a general principle of the CRPD (Article 3) and a key focus of [Article 9 and its General Comment](#), highlighting its importance across the physical environment, transport, information, communication, and services. States that ratify the CRPD must ensure all goods, products, and services—public or private—are accessible across society.

Accessibility applies to various domains, including the built environment, transportation, information and communication technology (ICT), and digital platforms across both urban and rural settings.

**Universal design** is an approach to planning and developing environments, infrastructure, products, and services that are accessible to everyone, including persons with disabilities, to the greatest extent possible. While accessible design is often perceived as primarily benefiting persons with disabilities, designing for diverse needs results in more flexible, inclusive, and user-friendly solutions that benefit everyone as well as society as a whole. At some point, anyone may experience temporary limitations or impairments, making universal design solutions advantageous to a wider population. For example, well-designed public spaces improve navigation not only for persons with disabilities but also for families with strollers, people carrying shopping bags, or tourists with luggage.

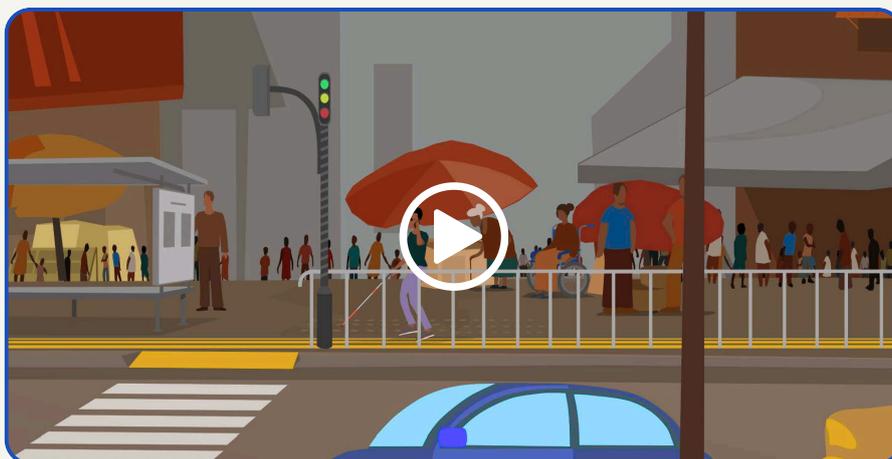
By making public spaces, infrastructure, services, and products accessible to as many people as possible, through a universal design approach everyone can better enjoy their rights.

### 3

## Design infrastructure and services for everyone

Sustainable infrastructure and public services are about more than just physical construction – they are about creating lasting, positive change in people's lives. Designing infrastructure to be accessible from the outset can have a transformative impact on large segments of the population. The earlier accessibility and universal design principles are integrated into planning and design, the greater the social and economic benefits.

To promote inclusive development, most infrastructure investments and support for socio-economic services should apply **disability marker score 1**. This ensures that accessibility requirements are systematically considered during the design phase, preventing the exclusion of potential users. Have a look at [this video](#) to see how the Disability marker score 1 can be applied in the transportation sector.



## BOX 1: OECD/DAC POLICY MARKER ON THE INCLUSION AND EMPOWERMENT OF PERSONS WITH DISABILITIES

The OECD/DAC disability marker monitors how official development assistance supports the rights of persons with disabilities. It helps development organisations and donors identify, monitor, and report funding for disability-inclusive investments in infrastructure, services, and products.

The marker tracks investments in disability inclusion by scoring programmes based on their focus on the rights of persons with disabilities: 2 (principal) when disability inclusion is the main objective, 1 (significant) when it is an important but secondary objective, and 0 (not targeted) when it is not considered.

Applying this marker to infrastructure, services, and products improves transparency, ensures that accessibility and universal design are integrated as obligations, and promotes inclusive, sustainable design, all while aligning with the CRPD and contributing to the SDGs, particularly the aim of leaving no one behind.



### 3.1. Understanding the context: designing accessible infrastructure

Designing infrastructure and services that genuinely meet the needs of all users begins with a strong foundation in context and problem analysis. This should inform both the design approach and overall intervention strategy. By examining the elements below, infrastructure and public services projects can be better positioned to support accessibility and universal design, creating inclusive spaces that welcome and serve everyone:



#### **Legal and regulatory framework:**

- **International commitments:** Check if the country has ratified the CRPD and whether national legislation reflects the rights of persons with disabilities. In EU enlargement countries, also verify alignment with the EU Acquis and relevant EU and international standards.
- **Regulations and standards:** Review existing accessibility standards and guidelines – do they incorporate universal design? Are they embedded in building codes and enforceable at regional and local levels? If gaps exist, consider referencing international or EU accessibility standards in national development efforts.

- **Benchmarking best practices:** Identify case studies or models from other donors or financial institutions that could inform and strengthen your programme.
- **Local expertise and resources:** Explore the availability of national or regional accessibility experts, including within organisations of persons with disabilities.
- **Addressing challenges:** Anticipate potential barriers such as limited technical capacity, low awareness, or insufficient funding. Identify proactive strategies to overcome these constraints.

2

**Civil society engagement:** Meaningful problem analysis requires consultation with a diversity of stakeholders, including persons with disabilities. Their insights are essential to identifying and understanding real-world barriers and practical solutions. Inclusive engagement also aligns with the core element of participation of the disability marker, helping ensure that services respond to community needs.

3

**Coordination and collaboration:** Infrastructure projects typically involve multiple stakeholders, including government ministries, implementing partners, and Team Europe members. Establishing advisory boards or working groups that bring together these partners – along with representatives from civil society – helps ensure that accessibility is integrated throughout programme design, implementation, and monitoring, following a universal design approach.

4

**Involvement of accessibility experts:** Engaging specialists such as architects, urban planners, engineers, and digital accessibility professionals from the outset strengthens the application of universal design principles. Their expertise ensures that accessibility commitments are upheld, solutions are adapted to the local context, and cost-efficiency is maintained throughout the project lifecycle.

### 3.2. Designing for all: embedding accessibility throughout

Accessibility, the universal design approach, and the participation of stakeholders and end users must be integrated across every stage of the project and in every level of the result chain, from impact and outcomes to outputs and activities. The table below offers illustrative examples of how accessibility and universal design can be applied. While not exhaustive, it highlights opportunities for inclusion throughout the project chain. Many countries have national accessibility legislation and building codes, which can be complemented by comprehensive European and international standards (see [Annex 2](#)) when designing programmes. In EU enlargement countries, programmes should support alignment with the EU Acquis and relevant international standards.

**TABLE 1: EXAMPLES OF ACCESSIBILITY REQUIREMENTS IN INFRASTRUCTURE AND SERVICES**

SECTOR	KEY ACCESSIBILITY FEATURES
 <p><b>Transport (urban/rural)</b></p>	<p>Design new public transport lines with multiple accessible stops. Features may include audio and visual announcements<sup>3</sup>, tactile signage, accessible ticketing booths, step-free entrances, reserved seating, and space for wheelchair users, families with children, and older persons.</p> <p>Consult affected communities, especially when transport routes cross indigenous areas, including engaging with women, youth, and persons with disabilities.</p> <p>Develop and enforce accessibility legislation through clear governance mechanisms.</p>
 <p><b>Healthcare infrastructure and equipment</b></p>	<p>Locate and design facilities to be accessible by public transport and pedestrian routes.</p> <p>Integrate accessible ICT solutions (e.g., video interpretation<sup>4</sup>, audio alerts in lifts<sup>5</sup>, tactile and clear signage for orientation). Procure medical equipment with accessibility features (e.g., adjustable examination tables, transfer support for mammography machines or X-rays, audio-enabled glucose monitors and insulin pumps, health information material in various formats).</p> <p>Train maintenance staff on equipment and ensure emergency exits are accessible and evacuation protocols are inclusive.</p>
 <p><b>Education facilities</b></p>	<p>Ensure school buildings are accessible via safe, barrier-free routes (e.g., even pavements, wide and non-slip paths<sup>6</sup>). Engage inclusive education experts and organisations of persons with disabilities.</p> <p>Choose locally appropriate, easy-to-maintain equipment and furniture (e.g., adjustable desks, accessible latrines and handwashing stations, height-adjustable blackboards).</p>

<sup>3</sup> EN 310549. Accessibility requirements for ICT products and services (V.3.2.1-2021).

<sup>4</sup> EN 310549. Accessibility requirements for ICT products and services (V.3.2.1-2021).

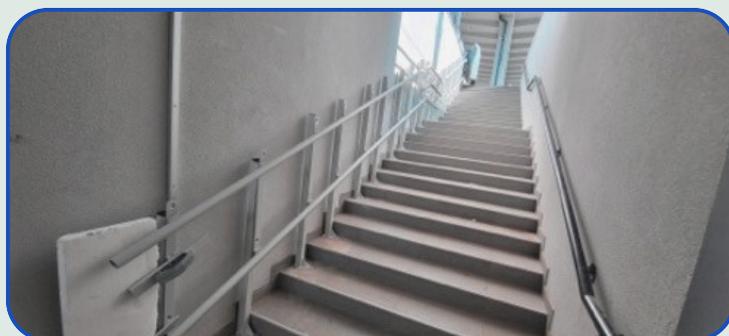
<sup>5</sup> ISO 21542:2021. Building construction - Accessibility and usability of the built environment.

<sup>6</sup> EN 17210:2021. Accessibility and usability of the built environment - Functional requirements.

SECTOR	KEY ACCESSIBILITY FEATURES
 <p><b>Rural roads and infrastructure</b></p>	<p>Involve local communities, including persons with disabilities, in the planning and tariff design processes.</p> <p>Ensure inclusive employment opportunities within infrastructure projects.</p>
 <p><b>Water, sanitation and hygiene services (WASH)</b></p>	<p>Design WASH facilities according to accessibility standards.</p> <p>Consult women and girls, including those with disabilities, to ensure appropriate adaptations (e.g., gender-separate accessible toilets, water access near homes, nearby water collection points, inclusive WASH campaigns, and diverse representation in local WASH committees).</p>
 <p><b>Climate adaptation and energy access</b></p>	<p>Consult persons with disabilities on the specific impact of indoor pollution and needs for improved cooking facilities and heating.</p> <p>Consider socio-economic barriers to energy access, particularly for persons with disabilities who are often disproportionately affected.</p>

### EXAMPLE 3: ACCESSIBLE RAILWAY STATION

The EU Delegation in Montenegro partnered with the government to adapt and rebuild the Bijelo Polje railway station as part of a broader EU-funded project to rehabilitate the Montenegro-Serbia railway line and promote greener transport.



Montenegro’s building code includes standards and accessibility requirements for public infrastructure, which were applied in this renovation. The original station was not accessible to persons with disabilities, but despite various challenges, practical solutions were implemented. These included a universally designed entrance, tactile flooring, a stairlift access to both platforms from the underpass, and accessible toilets.

### 3.3. Accessibility as a PRAG Requirement

The Practical Guide on Contract Procedures for European Union External Action (**PRAG**) requires the integration of accessibility and universal design in the procurement of works, services, and goods. Calls for proposals must also include requirements to ensure accessibility for persons with disabilities. To promote genuinely inclusive infrastructure, accessibility and universal design must be considered from the outset – beginning with the technical specifications and terms of reference for related technical assistance.

- Ensure that accessibility is explicitly stated in the technical specifications of tender files and contracts. This encourages implementing partners and contractors to adopt best practices and apply accessibility as a standard practice.
- Maintain open dialogue with implementing partners involved in EU-funded investments to ensure they understand accessibility obligations and apply a universal design approach as a standard part of their planning and design processes.

#### BOX 2: ACCESSIBILITY AND UNIVERSAL DESIGN IN PRAG

The **Practical Guide on Contract Procedures for European Union External Action** states: “...accessibility for disabled people [...] be taken into account by tenderers, candidates and applicants in the context of procurement and calls for proposals”.

Furthermore, the PRAG requires that the terms of reference and technical specifications define “minimum requirements whose non-compliance entails the rejection of the tender”. For procurements intended for use by natural persons, the specifications must include “design for all users requirements (accessibility for disabled people, environmental issues, etc., in accordance with the latest developments), excepted in duly justified cases”.

## 4

### Defining indicators and measuring progress

Collecting and analysing data on accessibility - and how different population groups use public infrastructure - is essential for tracking progress and guiding improvements. The following points can help inform indicator selection and monitoring plans:

- 1 **Disaggregated data:** Collect data disaggregated by sex, age, and disability to identify intersectional discrimination and gender inequalities. This is essential for designing truly inclusive programmes.
- 2 **EU Global Results Framework:** This [framework](#) provides guidance on SDG 9 and SDG 11 indicators. While it does not include specific indicators for transport use, it highlights the importance of ensuring access for all.

- 3 **OHCHR indicators:** These indicators align SDG targets with the CRPD and cover areas such as transport and urban development, with a focus on accessibility.
- 4 **Tracking investments with gender and disability markers:** Use these markers to monitor and report on the EU's investments in disability- and gender-inclusive development, improving transparency and accountability.
- 5 **Inclusive monitoring and evaluations:** Ensure evaluations involve professionals with knowledge of disability inclusion, accessibility, universal design, and gender. This helps assess the actual impact of infrastructure investments on equality and poverty reduction.
- 6 **Compliance and standards:** Identify applicable accessibility standards and ensure systematic compliance checks. Aim to assess technical compliance objectively, avoiding reliance on subjective opinions.

[Annex 1](#) suggests indicators to monitor and measure accessibility and universal design.

#### EXAMPLE 4: NEW METRO MAKES LIFE MORE INCLUSIVE IN QUITO

With support from the European Investment Bank, the EU contributed to the expansion of the metro system in Quito. Metro Line One began operations in 2024 and is now set for further extension. From the earliest design stages, the Quito Metro integrated accessibility features to ensure inclusive access for all users. These include clear signage, elevators and ramps, audio systems, braille signage, tactile paving, larger doors with automatic opening buttons for priority users, ischial supports for resting while standing, designated priority seating, and dedicated wheelchair spaces in every carriage.

Discover how this metro, built with universal design principles, is helping to create a more inclusive city: [The metro makes Quito more inclusive!](#)



# Annex 1: Indicators to measure progress and outcome

## EU Results and indicators for development

The EU's guidance on thematic results and indicators outlines strategic approaches across external cooperation sectors to improve the quality of interventions through better design and more effective monitoring. It encourages the use of harmonised and standardised indicators across EU-funded programmes in partner countries. Several key indicators at impact, outcome, and output levels should be included to track and promote accessibility in infrastructure investments and service delivery.

TABLE 2: SAMPLE INDICATORS FOR EDUCATION SYSTEM SUPPORT<sup>7</sup>

RESULT LEVEL	INDICATOR
<b>Impact:</b> All individuals develop to their full potential and contribute to prosperous, inclusive, greener, safer, and sustainable societies.	GERF and SDG 4.6.2 Youth literacy rate (disaggregated by urban/rural, sex, and disability).
<b>Outcome:</b> Improved equitable and inclusive access to all levels of education, including in terms of gender and disability.	Number of students enrolled in education with EU support: in (a) primary education, (b) secondary education, (c) tertiary education, (disaggregated by sex, and disability).
<b>Output:</b> Increased availability of healthy, safe, resource-efficient schools and training centres, including in conflict-affected areas, accessible for disadvantaged groups.	Number of mainstream schools made more accessible for students with disabilities with support of the EU-funded intervention (disaggregated by geographical location - region, urban/rural, and by level of education).
<b>Outcome:</b> Improved teaching and learning environment with use of gender responsive, and learner-centred pedagogies, well-equipped classrooms, remote/digital learning, and safe facilities.	Proportion of schools offering basic services by type of service [basic drinking water, basic (single sex) sanitation, or toilets, and basic handwashing facilities; computers; electricity; Internet used for pedagogical purpose; access to adapted infrastructure and materials for students with disabilities] (SDG 4.a.1).

<sup>7</sup> European Commission. DG INTPA. [Results and Indicators for Development. Education](#). 2022.

**TABLE 3: SAMPLE OF INDICATORS TO MEASURE SUSTAINABLE CITIES<sup>8</sup>**

RESULT LEVEL	INDICATOR
<p><b>Output:</b> Opportunities provided for dialogue and cooperation between city authorities, civil society and private sector on urban management.</p>	<p>Number of participants in the consultations on urban policies supported by EU-funded intervention, disaggregated by sex, sector, age, disability status, population group.</p>
<p><b>Outcome:</b> Improved access to decent and affordable housing.</p>	<p>Number of people living in social housing provided by city authorities, disaggregated by age, sex [and disability / % housing being accessible].</p> <p>Number of people benefitting from improved housing conditions in urban areas, disaggregated by sex [and disability / % of accessible housing improved/built].</p>
<p><b>Output:</b> Improved capacities and facilities for the application of smart city solutions.</p>	<p>Number of people with access to e-governance systems and services established and/or improved with EU support, disaggregated by sex [and disability] (OPSYS core indicator).</p>
<p><b>Output:</b> Improved capacities and facilities for sustainable urban mobility.</p>	<p>Extent to which urban mobility facilities designed/built with EU support are accessible to persons with disabilities.</p> <p>Number and proportion of engineers, urban planners, and transportation staff trained in universal design and accessibility standards, in connection with mobility devices and the rights of users of mobility devices, disaggregated by sex.</p>
<p><b>Output:</b> Opportunities provided for dialogue and cooperation between city authorities, civil society and private sector on urban management.</p>	<p>Number of participants in the consultations on urban policies supported by EU-funded intervention, disaggregated by sex, sector, age, disability status, population group.</p>

<sup>8</sup> European Commission. DG INTPA. [Results Indicators for Development. Sustainable cities](#). 2021.

**TABLE 4: SAMPLE INDICATORS TO MEASURE INCLUSIVE WATER ACCESS<sup>9</sup>**

RESULT LEVEL	INDICATOR
<b>Outcome:</b> People, public and private entities use the new/improved water-sanitation-hygiene facilities provided with EU support.	Number of people with access to improved drinking water source and/or sanitation facility with EU support, disaggregated by sex and disability and other status where feasible (GERF 2.38, EFDS+).
<b>Output:</b> Greater opportunities for participation of women and marginalised and vulnerable groups in water governance.	<p>Number of water governance participative committees including women and people in vulnerable situations (e.g., persons with disabilities, ethnic minorities, indigenous peoples) with support of the EU-funded intervention.</p> <p>Number of women participating in water governance committees with support of the EU-funded intervention.</p>

## OHCHR SDG – CRPD monitoring indicators

With EU support, the Office of the High Commissioner of Human Rights (OHCHR) developed a set of indicators aligned with both the SDG targets and the CRPD. These indicators can be used to monitor progress on accessibility and inclusion. Below are sample process indicators - more information can be found in the [SDG-CRPD resource package](#):

### Sample process indicators:

- **9.8** Number and proportion of transportation service units that are accessible to persons with disabilities, disaggregated by type of transport (e.g., bus, train, tram, metro, taxi) and by type of service (public/private service).
- **9.11** Number and proportion of newly constructed buildings that comply with accessibility standards.
- **9.18** Number and proportion of professionals, (e.g., particularly, engineers, architects, urban planners, transport operators, web designers, providers of public services, media operators, public procurement officers, and others) trained on universal design and accessibility standards.
- **9.20** Consultation processes undertaken to ensure the active involvement of persons with disabilities, including through their representative organisations, in the design, implementation and monitoring of laws, regulations, policies and programs, related to accessibility of the built environment, transportation, information and communication.

<sup>9</sup> European Commission. DG INTPA. [Results and Indicators for Development. Water Indicator Guidance](#). 2023.

## Annex 2: Further reading

<p><b>Understanding accessibility and universal design</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Universal Design Hub</a> - <b>Universal design for beginners</b> A resource hub that shares knowledge on universal design, its connection to the SDGs, and how it promotes a more inclusive understanding of human diversity.</li> <li>• <a href="#">University of Cambridge</a> - <b>Inclusive Design Toolkit</b> Offers practical tools and guidance on universal design, including the <a href="#">Inclusive Design Wheel</a>, with applications such as accessible transport services.</li> </ul>
<p><b>EU and international guidelines, standards and legislation on accessibility and universal design</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">European Accessibility Act</a> A directive establishing common accessibility requirements for certain products and services across the EU.</li> <li>• <a href="#">European Union</a> - <b>The European Disability Strategy 2021-2030</b></li> <li>• <a href="#">European Standard EN 17210:2021</a> - <b>Accessibility and usability of the built environment – Functional requirements</b> Relevant for the design, construction, refurbishment, adaptation, and maintenance of built environments, including outdoor pedestrian and urban areas.</li> <li>• <a href="#">European Standard EN 301549 (V.3.2.1-2021)</a> - <b>Accessibility requirements for ICT products and services</b> Defines the accessibility requirements for ICT products and services to ensure usability by persons with disabilities.</li> <li>• <a href="#">ISO 21542:2021</a> - <b>Building construction - Accessibility and usability of the built environment.</b></li> <li>• <a href="#">Web content accessibility guidelines (WAI/W3C)</a></li> <li>• <a href="#">AccessibleEU</a> An EU-supported resource centre promoting accessibility in the built environment, transport, and ICT, ensuring equal participation of persons with disabilities.</li> </ul>
<p><b>Applying universal design in international development cooperation</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">DFAT (2014)</a> - <b>Accessibility Design Guide</b> Universal design principles for Australia’s aid programme Offers practical guidance for reducing physical barriers in aid projects, enabling persons with disabilities to participate more fully in social and economic life.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>World Bank (2021) - <a href="#">World Bank Guidebook for Accessible GovTech</a></b> Provides actionable guidance to ensure that digital government platforms – GovTech solutions – are accessible to persons with disabilities, with country examples and practical steps.</li> <li>• <b>World Bank (2022) - <a href="#">Technical Note on Accessibility. The Narrative.</a></b> This note provides insights on integrating accessibility into development projects, focusing on persons with disabilities.</li> <li>• <b>UNICEF - <a href="#">Toolkit on Accessibility</a></b> Guides the integration of universal design principles in programming and facilities, relevant beyond UNICEF to broader development and infrastructure planning.</li> </ul>
<p><b>Practical examples and case studies</b></p>	<ul style="list-style-type: none"> <li>• <b>Inclusive Infrastructure in Medellín, Colombia</b> A short <a href="#">video</a> from the AT2030 programme showcasing inclusive design in practice.</li> <li>• <b><a href="#">Guide to Accessible Built Environments in Addis Ababa, Ethiopia</a></b> Developed by the Finnish Association of People with Physical Disabilities and the Disability Development Initiative in Ethiopia.</li> <li>• <b>UNDESA (2016) - <a href="#">Good practices of Accessible Urban Development</a></b> A compendium of global case studies on accessible urban development from high-, middle-, and low-income countries.</li> </ul>