

ACCESSIBLE EUROPE 2019 – CONTRIBUTION

Office of Electronic Communications (UKE)



UKE's website: digital accessibility

ACTIVITY COVERAGE

- Regional cooperation and stakeholder engagement: the activity strengthens and supports regional cooperation and the engagement of all relevant stakeholders, in line with the European Accessibility act, in the development and implementation of ICT accessibility policies and solutions in the European region.
- ICT accessibility policies: raising awareness and/or promoting relevant guidelines on public policies, including exchanging knowledge and sharing best practices on ICT accessibility. This may include the development of standards.
- Public procurement with accessibility features: promoting regional and in-country deliver of public procurement as a tool to improve the inclusion of persons with disabilities and specific needs.
- Web Accessibility: developing regional and in country capacity through web accessibility features and/or training to ensure that websites and related services are available and accessible to all citizens.
- Media Services Accessibility: raising awareness about accessibility possibilities of TV and video streaming on digital platforms, and promoting the implementation of appropriate solutions.
- Innovation and Accessibility: promoting the development of regional and in-country capacity building on programming for all, including persons with disabilities and specific needs. This may include embedding “accessible by design” in the product’s innovation/development process.



1



DESCRIPTION OF CURRENT/RECENT ACTIVITIES

UKE's website as an example of digital accessibility for all:

Access to the internet should be unlimited for all citizens, including people with disabilities. Freedom in using the services provided by telecommunications and postal operators may have a significant impact on activity in both social and professional life. Therefore, the accessibility of the operators' websites should comply with the requirements of the international WCAG 2.0 standard (Web Content Accessibility Guidelines). The lack of access to information published on websites is a limitation for people with special needs. This infringes their basic right to access information and can lead not only to digital, but also social and professional exclusion.

The Office of Electronic Communications (UKE) implements a program aimed at ensuring accessibility and digital competences for everyone. The main information and communication channel with our clients is the UKE website and social media (YouTube, Facebook, Twitter) as well as helpline and written correspondence. At the end of 2017, a new UKE website was implemented. One of the UKE's priorities was to ensure compliance with WCAG 2.0 at the AA level as well as the availability and usefulness of the published information.

On the UKE website (under the Access tab), the most important information for customers with disabilities are published:

- Translation of articles in PSL – information on the translation of selected articles into Polish Sign Language from the UKE website;
- Availability in the Office's buildings;
- PSL and Signed Polish translator – instructions for using the PJM/SJM interpreter;
- Principles of publication – information addressed to UKE partners (supplying the Office's website with content) on how to prepare an accessible PDF document.
- Website – a declaration on the accessibility of the UKE website.

The website uke.gov.pl in 2018 won the first place in the competition "Website without Barriers in the category 'public webpages up to 100 pages'". This competition promotes creating websites based on the idea of counteracting digital exclusion and discrimination in access to information. The competition is open to public entities, non-governmental organizations, companies and individuals. The webpages submitted to the competition are evaluated by a team of experts who verify the website's compliance with the international WCAG standard. Disabled people also participate in the evaluation of the parties, they check the availability and ease of finding information, forms and multimedia. This is not the



2



only success of the Office of Electronic Communications. In the Accessibility Report 2018, prepared by the Widzialni Foundation, the Office’s website received a very good grade.

Activity running in:

- 2016 or before 2017 2018 2019 2020 2021 2022 2023

CALL FOR COLLABORATION/COMMITMENT TO FUTURE ACTIVITIES

From the perspective of NRAs it is important to create effective policies, which motivate the providers of telecommunication services to adjust the usage of the solutions granted to the person with disabilities both on Internet sites and in mobile applications (digital accessibility) and in points of sales and customer service (architectural accessibility). Such a policy implemented in Poland by UKE assumes a recurrent monitoring of websites, mobile applications and points of service but also promotion of best practices and educational activities directed not only at the operators themselves but also the end users. In addition to have developed UKE’s website, the Office of Electronic Communications has been analyzing the availability of telecommunications companies’ websites for years. So far, over 340 websites have been tested in total. Since 2018, besides the websites of telecommunications entrepreneurs, the websites of postal operators have been included in the study.

ORGANISATION INFORMATION

Organisation Name: Office of Electronic Communications Country: Poland

Organisation/Activity URL: <http://www.uke.gov.pl/en>

Social Media Account (Twitter, Linkedin, etc):

<https://www.facebook.com/UrzedKomunikacjiElektronicznej>

<https://twitter.com/UKE2UKE/>

<https://www.linkedin.com/company/urząd-komunikacji-elektronicznej/>

<https://www.youtube.com/user/UKeregulator>

CONTACT INFORMATION





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