

Inter-Sector Coordination Group (ISCG) on issues of mutual interest

Geneva, 1 September 2021



Document ISCG/21-2/04-2-E
English only

DOCUMENT

Source: ITU/SPM/SPD

Title: Report on Accessibility

Purpose: Admin () / Information (X) / Discussion () / Proposal ()

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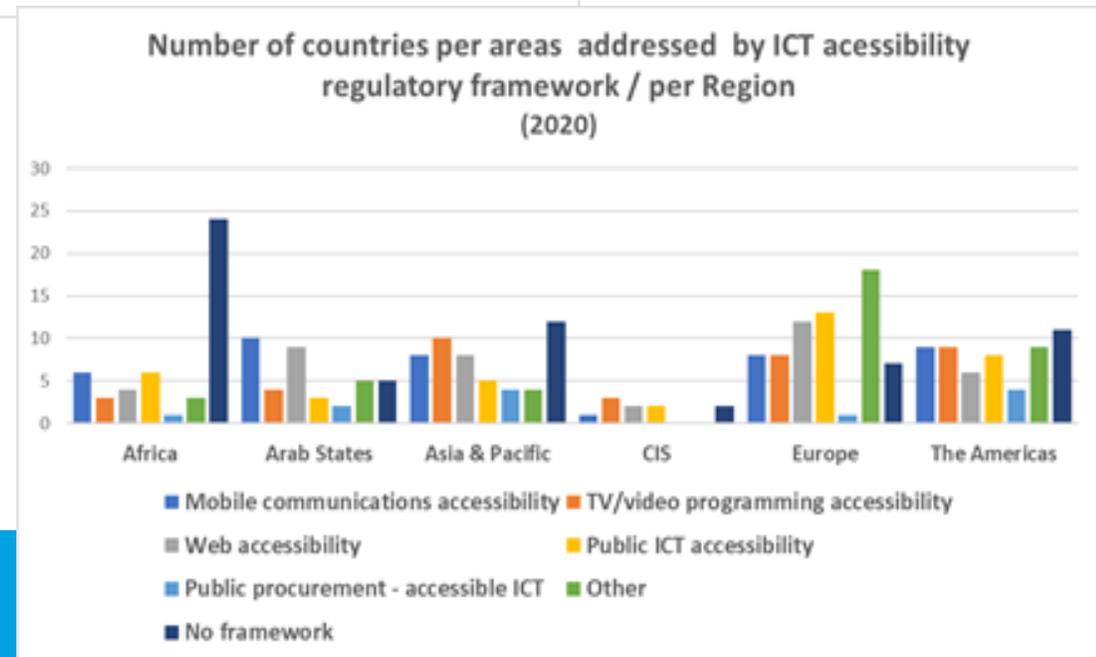
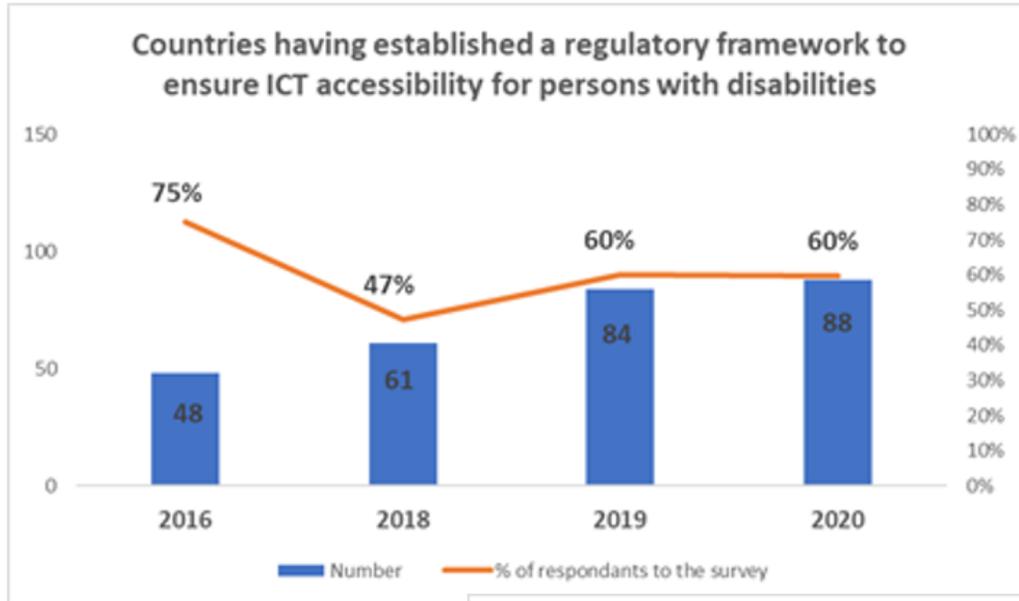
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Update on Accessibility

*2nd meeting 2021 of the Inter-Sector Coordination Group (ISCG) on
issues of mutual interest – September 2021*

Accessibility in the ITU SP 2020-23

- **Strategic Goal 2**
(Inclusiveness: Bridge the digital divide and provide broadband access for all) and its corresponding **Strategic Target 2.9** (“By 2023, enabling environments ensuring accessible telecommunications/ICTs for persons with disabilities should be established in all countries”).



Accessibility in other texts from GBs or from UN common system

2006: A mandate to enhance accessibility in the UN system was first received with the adoption of the Convention on the Rights of Persons with Disabilities ([CRPD](#)) in 2006, which has a dedicated section on accessibility (article 9).

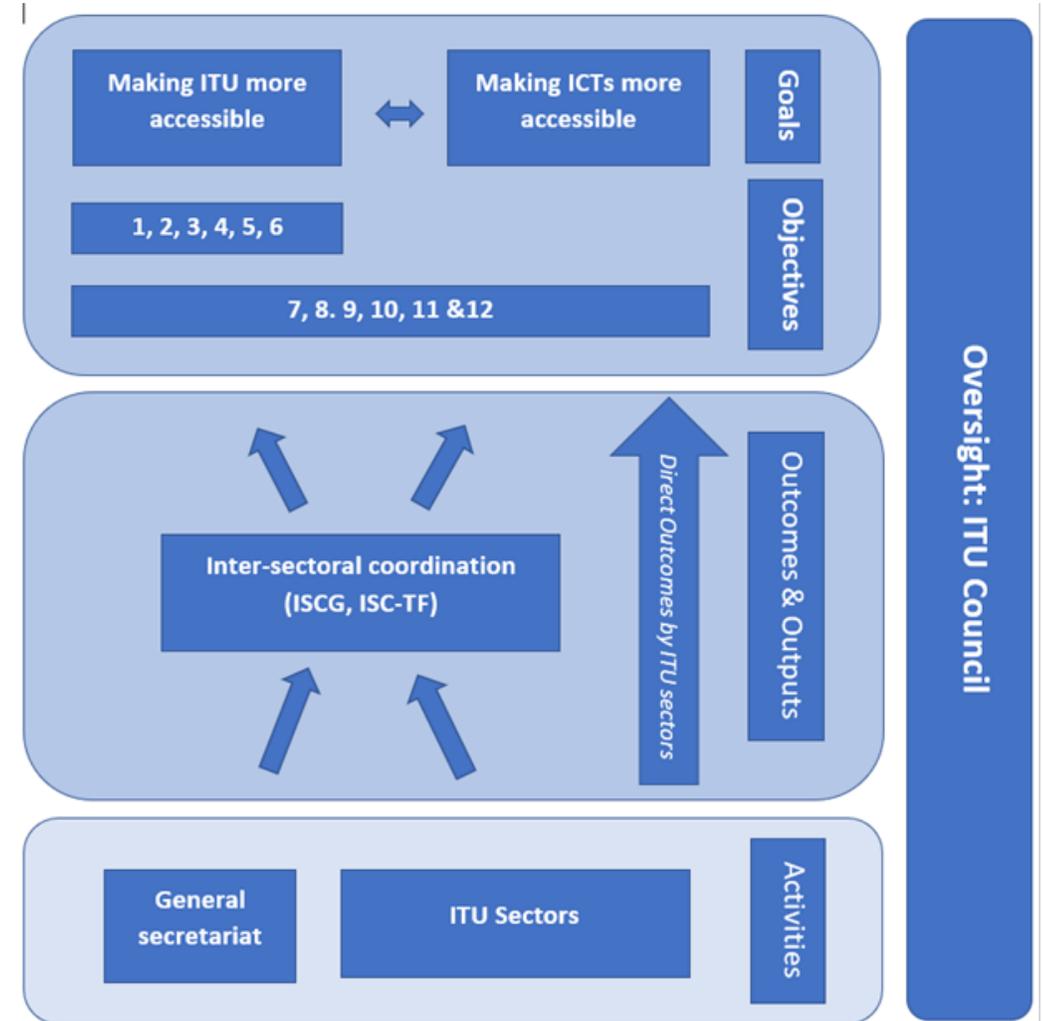
2010: PP-10 adopted [Resolution 175](#) (Rev. Dubai, 2018) (“Telecommunication/information and communication technology accessibility for persons with disabilities and persons with specific needs”). The JIU Report [2018/6](#) “Enhancing accessibility for persons with disabilities to conferences and meetings of the United Nations system” points out that **among the UN specialized agencies, only the ITU has a specific mandate on accessibility from its legislative body.**

[WTDC Resolution 58](#) (Rev. Buenos Aires, 2017), [WTSA Resolution 70](#) (Rev. Hammamet, 2016) and [RA Resolution 67](#) (2019), give a clear mandate to ITU to work on this subject

The ITU accessibility policy for persons with disabilities

- **Endorsed by VCC21** (doc VCC21/72).
- **2 Goals** covering both dimensions: **inwards** (making ITU accessible) and **outwards** (making ICTs accessible worldwide).
- **12 Objectives** (1 to 6 to make ITU more accessible; 7 to 12 for both Goals).
- **Implementation:** Via an **ITU-wide Accessibility Strategy** aiming to achieve the objectives, with regular monitoring, evaluation, and reporting on the achievements and related implementation.
- **Reporting:** Detailed report to **C22**, and regular updates should be presented to further Council sessions.
- **Resources:**
 - **UMA requested** (100kCHF/year 2021-2027)
 - **ITU Accessibility Fund:** MS invited to re-plenish the fund

The ITU Accessibility Framework



Goal 1: to set up the **framework and processes** to make **ITU** an **accessible organization for persons with disabilities and persons with specific needs**, including age-related disabilities, by achieving their full participation in all ITU activities, either as staff members and other collaborators (consultants/experts, interns, etc.), delegates/meeting participants, or general public; and

Goal 2: to build-up on the accessibility-related activities, outputs, and outcomes performed by the ITU Sectors, finding out synergies **to better promote and enable worldwide ICT accessibility and access to ICTs for Persons with Disabilities and Persons with Specific Needs.**

The Objectives

1. To **make ITU facilities accessible**, as per recognized international standards and best practices.
2. To **enhance staff and management awareness and knowledge on accessibility-related issues**.
3. To **raise awareness between delegates on accessibility-related matters**.
4. To undertake the necessary measures in **order to provide accessible accommodations for ITU events**. These measures include, but are not limited to:
 - a) Providing, when and if required, accessibility facilities (such as real-time captioning and/or remote sign language interpretation).
 - b) Expanding the fellowship programme to enable delegates with disabilities and ITU member's representatives, in particular those coming from LDCs and low-income countries, to participate in the work of ITU.
5. To **ensure that structure and contents of ITU websites, videos, publications, and whatever digital documents and digital information are digitally accessible and in line with the accessibility requirements and standards in force**; including ensuring that web developers, web masters, and communication officers as well as all relevant staff receive appropriate training for this purpose.
6. To **enhance procurement policies in order to ensure that relevant goods and services acquired are accessible or do not create new barriers**, as well as ensuring that the procurement process is accessible.

The **Objectives** (cont.)

7. To **ensure that accessibility is mainstreamed in processes such as recruitment** in line with UNDIS.
8. To **enhance intersectoral collaboration on accessibility-related issues**, leveraging internal knowledge and expertise.
9. To **ensure that accessibility is reflected in ITU Strategic Plans and sector specific plans** and that relevant data is gathered to assess and monitor performance advance towards ITU accessibility and digital accessibility-related Strategic Target(s).
10. To **mainstream accessibility for persons with disabilities in the programmatic activities of the three Sectors and the General Secretariat**, by ensuring appropriate resources to support corresponding activities' implementation, monitoring, and evaluation.
11. To strengthen collaboration on accessibility-related matters within the UN Common System and with relevant **organizations representing persons with disabilities**, to facilitate related disability inclusion work of ITU and with ITU Membership.
12. To **secure a budget line to ensure that the objectives above can be achieved on an ITU-wide basis**.

Examples of activities undertaken from January to June 2021

Accessible publications:

- ITU is working to approve its Accessible (xml) workflow as the official standard production method for its publications. This would mean that, in addition to the existing publications, **all future work (incl. Recs. – pending technical validation) would become fully accessible.**
- In parallel, ITU has contracted Benetech with the view to certify its accessible workflow and **became the first IO with a Global Certified Accessible (GCA) certification on its publications in the six languages.**

Standards work:

Recent achievements include *inter alia*:

- Some ITU standards on accessibility are listed as references of the UNCRPD indicators, for Article 9 "accessibility".
- Completed Technical Paper: ITU-T HSTP.ACC-UC “**Use cases for inclusive media access services**”.
- **Accessible telehealth**: WHO requested ITU to develop a new standard on the accessibility of telehealth services, an issue that has received heightened attention during the COVID-19 pandemic response. A workshop on Accessible Telehealth was organised 23 June 2021. Completion is expected by 1st quarter 2022.
- **Safe listening**: the collaboration with WHO continues with a conformance testing specification approved for ITU-T H.870 v1 and work initiated for its v2.
- **ITU Workshop** on “The Future of TV for Asia & Pacific” on 23 April 2021 had 320 participants and highlighted **audiovisual accessibility** in its Session 2.

In the Regions:

- Accessible Europe – ICT for All; Online, 23-25 March 2021 (1540 participants from 40 countries)
- Five regional workshops delivered to 175 ITU members and PwD organisations in April 2021.
- Towards building inclusive digital societies - The ITU Toolkit and Self-Assessment for ICT Accessibility Implementation (available in PDF, Kindle and other e-pub formats).
- Interactive Self-Assessment in ICT Accessibility
- Report of the ITU-D Q7/1 work on relevant to ICT accessibility for persons with disabilities and other persons with specific needs

WSIS:

- The **special track on ICTs and Accessibility for Persons with Disabilities and Specific Needs** continued during the WSIS Forum 2021 with a series of virtual workshops to showcase the role of ICTs in the development of inclusive society.