

Accessibility

What is the experience of your administration in implementing accessibility in the civil service, especially for older people and people with disabilities?

What measures have been taken to improve the accessibility in the civil service (e.g. legal or organizational)?

In what area (e.g. digital, architectural, communication accessibility)?

What is the main result?

Accessibility

Austria

Belgium

Bulgaria

Croatia

Cyprus

Czechia

Denmark

Estonia

European
Commission

Finland

France

Germany

Greece

Hungary

Latvia

Lithuania

Luxemburg

Malta

Moldova

The Netherlands

Norway

Poland

Portugal

Romania

Serbia

Slovakia

Slovenia

Spain

Sweden

Switzerland

Austria

The Austrian administration has implemented important measures to improve accessibility in the public sector through the Web Accessibility Act (WZG), the Accessibility Act (BaFG).

These laws focus on digital, structural and communicative accessibility. The WZG in particular regulates the barrier-free design of websites and mobile applications of public bodies in order to make them easier to use for people with disabilities. The BaFG strengthens the legal requirements for structural accessibility.

The aim of these measures is the full integration and equality of people with disabilities in the administration. In addition, the Federal Administration Academy (VAB) offers training courses on barrier-free web and app use. These trainings ensure that the digital services of public administration are accessible for all citizens.

Belgium

The Belgian federal public administration is committed to accessibility, both physical and digital.

The Regie der Gebouwen ensures that federal buildings meet accessibility standards, integrating adaptations in construction and renovation projects.

Digital accessibility is a key priority. Federal websites must comply with European standards, and the Web Accessibility Check tool helps assess their compliance. The Belgian Web Accessibility platform (FPS BOSA) supports institutions by conducting audits and offering resources to improve digital accessibility.

To ensure that web content is accessible to everyone, a dedicated training program helps web editors and content managers apply accessibility guidelines effectively. Additionally, the Connectoo training program trains employees at all levels of government in digital inclusion, enabling them to better assist citizens and reduce the digital gap. FPS BOSA also provides guidance on inclusive language, making government texts clearer and more accessible to all citizens, including those with disabilities.

As part of the Federal Action Plan on Disability (2021-2024), 145 measures aim to remove barriers and promote independent living for people with disabilities. By prioritizing accessibility, Belgium ensures that public services are inclusive for everyone.

For more information (available in French and Dutch):

- Regie der Gebouwen: <https://www.regiedergebouwen.be/nl/content/diversiteit-toegankelijkheid>
- Connectoo @ BOSA: <https://bosa.belgium.be/nl/connectoo>
- Belgian Web Accessibility platform: <https://accessibility.belgium.be/nl/tools/bosa-accessibility-check>
- Digital Accessibility of Websites: <https://bosa.belgium.be/nl/trainings/digitale-toegankelijkheid-van-websites-voor-redacteurs>



Bulgaria

The civil service regulations do not lay down specialized accessibility measures for the administration, except that additional working conditions such as teleworking may be laid down for the appointment of people with permanent disabilities. Architecturally, some administrations have special ramps or lifts for people with disabilities. In the area of digital accessibility, administrations' websites have versions for visually impaired people.

Croatia

A candidate with a disability is provided with reasonable accommodation during the recruitment process, including:

- support from another person as a communication intermediary, use of a personal assistant, sign language interpreter/translator)
- extended time for test completion
- marking answers to test questions with the help of another person,
- use of disability-related aids (magnifiers, etc.).

The digital platform for Centralized Recruitment enables low vision adjustment, which results in increased contrast. Adaptation to dyslexia is manifested by changing the font. The font has slightly larger spacing between letters, larger line spacing, and is bolder. There is also the possibility of adjusting the font size.

The Test Centers provide adequate spatial conditions for taking the exam and there are no architectural barriers.

Cyprus

Accessibility in the civil service, especially for the elderly and people with disabilities, is a complex issue involving multiple authorities. While some areas provide better accessibility than others, mandatory implementation tends to lead to better results. In Cyprus, public buildings generally meet accessibility standards (eg. ramps, disabled wc, parking for disabled persons, lifts etc). Some organizations, even provide lower counters and sitting area for people in wheelchairs.

Digitally, new public service websites/mobile applications follow EU directive 2016/2102, but older such services still need to be updated. Some complaints though, have arisen when services fully transition to digital/online mode without offering alternatives for those without digital access or skills, eg. hybrid services. Few services are provided via teleconference to assist people with physical access challenges.

Czechia

The Government Board for Persons with Disabilities, established within the Office of the Government, promotes equal opportunities and has prepared the National Plan for the period 2021-2025, which sets the direction of government policy in this area. The document sets out the protection of rights, non-discrimination and the principle of equality in public administration.

Authorities must ensure that their actions do not lead to direct or indirect discrimination and that strategic materials reflect the needs of disabled people. The emphasis is on comprehensive planning so that solutions are accessible to all.

In 2024, the first comprehensive survey of civil servants' attitudes and opinions was carried out, which revealed, among other things, that about a third of civil servants suffer from health problems that affect their work. Authorities often do not reflect these needs and mental health support is viewed negatively, particularly in large authorities and the Labour Office.

This data has been shared with specific offices for possible further development in this area.

Denmark

As a public authority, the Ministry of Finance is covered by the rules on preferential access for persons with disabilities. It is therefore a point of attention in the entire Ministry of Finance and agencies, that disabled candidates who apply for positions in the group and who have indicated they wish to make use of their preferential access.

If a candidate is covered by preferential access, the hiring authority is obliged to call the candidate in question for an interview. If the candidate does not proceed in the employment process, the group is also obliged to send a report to the job center and, based on this, enter into negotiations with the job center.

The Ministry of Finance and its subordinate agencies naturally follow the above process and often has candidates with preferential access to interview.



Estonia

Estonia's long-term development strategy "Estonia 2035" highlights the increasing share of older people in the population and the rise in the number of people with disabilities. As a result, the need to improve the accessibility of the living environment and find new solutions is emphasized.

Some ministries have updated their job advertisements, inviting all individuals to apply regardless of their gender, cultural and social background, age, religion, beliefs, disabilities, or sexual orientation.

It is implied by the law that the authorities are required to ensure the protection against discrimination of the persons who apply to take up the service and of those who are employed in the service, follow the principle of equal treatment and promote equality in accordance with the Equal Treatment Act and the Gender Equality Act.



European Commission

To foster inclusive working conditions, the Commission provides a Single-Entry Point for staff with disabilities, offering personalised guidance and support. This approach addresses requests for reasonable accommodations, from specialised equipment to adapted workspaces, ensuring compliance with relevant legal frameworks. A dedicated expert group meets regularly to evaluate reasonable accommodation needs and propose solutions on a case-by-case basis.

Additionally, we support colleagues and their families from pre-recruitment onwards. Our measures cover digital, architectural, and communication accessibility. We collaborate with former officials to identify their needs and refine our approach. The new intranet platform includes an accessibility statement and a feedback mechanism to allow colleagues to report accessibility issues.

Overall, staff with disabilities benefit from streamlined procedures that reduce barriers and promote equal participation.

Finland

The Accessibility Act has been implemented at the national level in Finland. Accessibility requirements have been extended to online e-identification and payment, as these are essential elements in realizing the actual accessibility of public sector digital services.

The supervisory authority inspects the accessibility of approximately 280 digital services annually and provides guidance on shortcomings if necessary. This is to ensure services are reasonably accessible as required by the Act. The Finnish Transport and Communications Agency Traficom has taken the role of supervisory authority from the Regional State Administrative Agency for Southern Finland in January 2025. The accessibility authorities were merged because it is hard for users to distinguish whether a problem is caused by a device or the content.

France

Since the law on equal rights and opportunities, participation, and citizenship of people with disabilities (02.11.2005), public service employees with disabilities benefit from the right to compensation, which translates into an obligation for the employer to provide reasonable accommodations.

The Fund for the Integration of People with Disabilities in the Public Service (FIPHFP) – a public tool – finances, through contributions paid by employers who do not reach the 6% employment rate for people with disabilities, the adaptation of the workstations of public employees (e.g. material, technical, human, or organizational aids).

Regarding recruitment, people with disabilities may, upon request, benefit from accommodations during public service entrance exams and can also access the public service through a specific recruitment procedure: by contract, which can lead to permanent employment.

Disability referents are responsible for promoting the integration, job retention, and supporting employees with disabilities throughout their careers.

Germany

The Basic Law of the Federal Republic of Germany stipulates that no one may be discriminated against due to a disability. One of the fundamental tasks of the Federal Ministry of Labour and Social Affairs (BMAS), as the lead ministry on the issue, is to establish equality of opportunity for persons with disabilities and make it possible for them to participate as equals in society and the workplace. Legislation on equal opportunities for persons with disabilities (the BGG), legislation on the principle of equal treatment (the AGG), the Ninth Book of the Social Code (SGB IX) and the United Nations Convention on the Rights of Persons with Disabilities provide the framework for this policy at national and international level.

For persons with disabilities, the ministry focuses on training and employment, rehabilitation, the strengthening of self-determination and equal participation in the life of society as well as the establishment of accessibility in the comprehensive sense. In the context of Germany's eGovernment Strategy in the area of inclusion and participation, the Federal Ministry of Labour and Social Affairs is also responsible for the Einfach-Teilhaben.de internet platform.

Greece 1/2

The Greek public administration has taken significant steps in recent years to improve the accessibility of citizens served by institutions and services who belong to vulnerable social groups, such as people with disabilities. In particular, the 'National Strategy for the Rights of Persons with Disabilities 2024-2030' (<https://amea.gov.gr/strategy/strategy-2024-2030>) is currently being implemented, having a series of pillars, each of which includes specific objectives for universal accessibility and independent living for these social groups in the community.

In order to improve the accessibility of vulnerable social groups to agencies and services of the administrative machinery, in the Greek state more than 2,000 services to citizens have been digitised in the 'one stop shop' web portal 'gov.gr', allowing every citizen, including people from vulnerable social groups, to have direct online access to the service they want, without requiring their physical presence.

In addition, from 2022 onwards, the accessibility and digital service for citizens with disabilities on the 'myKEPlive' online platform has been significantly improved, where they can be served by the relevant public official through the relevant public official:

- a. the use of sign language and remote interpretation
- b. video-calling
- c. communication by written text.

Greece 2/2

Furthermore, the interoperability of the information systems of the Citizen Service Centres (CSCs) with those of other public services and bodies is constantly being enhanced in order to increase the number of accessible physical points of service for citizens with disabilities. To this end, a new co-funded project is being implemented in order to improve, among others, the physical access to CSCs to with disabilities or other special needs. For the same reason, special emphasis is placed on training front office staff to provide a more effective service to citizens with disabilities and to raise their awareness of issues concerning vulnerable groups of the population.

Finally, in order to enhance the participation of citizens with disabilities and other specificities in democratic processes, the possibility to participate in the European elections of 2024 has been established for the first time in Greece through "postal voting", with the intention of consolidating it for national and local elections of the Greek state. At the same time, a recent legislative regulation (Law 5043/2023) provided for the creation of a special reception and support area for voters with disabilities and reduced mobility during parliamentary elections in polling stations and establishments that do not meet the accessibility criteria for people with disabilities.

Hungary

The Hungarian public administration has implemented comprehensive accessibility measures across all the 316 Government Service Centres and 26 Mobile Government Service Centres to ensure inclusivity for people with disabilities and elderly. Key measures include:

Architectural accessibility:

- Ramps, lifts, and reserved parking for mobility-impaired individuals.
- Tactile paving and Braille floor maps in all offices to help the visually impaired.

Digital and communication accessibility:

- Video sign language interpretation available at every office.
- Hearing loops for hearing aid users
- Accessible ticket dispenser machines.
- Step-by-step visual guides for people with autism.
- Staff training: 619 employees completed sign language courses (2022-2023).

The main outcome is full compliance with accessibility standards - 100% of facilities now have accessible infrastructure, and service navigation has been improved through larger digital displays and optimised layouts. These measures benefit both the elderly and people with disabilities through enhanced physical access and clear information systems.

Latvia

In general, a person cannot become a civil servant if he or she has reached the age of retirement. However, in 2019 amendments to State Civil Service Law came into force that allow a person who has reached the retirement age to become a civil servant if the position is vacant for definite period. When announcing the competition, institution has to stipulate whether a person who has reached the retirement age may be a candidate. This amendment was made with consideration that the labour market will face significant shortages in the coming years. We have seen a lot of more institutions use this possibility in the recent time.

Additionally, the public administration has adapted facilities for accessibility and promotes remote working to support people with disabilities.



Lithuania

The statistical Lithuanian civil servant is a 50-year-old woman. The Lithuanian civil service is getting older every year.

According to the Law on the Protection of the Rights of Persons with Disabilities, between 2024 and 2028, state and municipal institutions and state/municipal-owned companies must employ at least 5% employees with disabilities. In the first year, most organisations did not reach this target.

Luxemburg

The Luxembourgish civil service has introduced a number of multi-disciplinary measures to improve access for employees with disabilities. Among the most important ones are the adjustments needed during the competition tests and professional development (adaptation of workstations, material assistance, additional time etc.), and measures offered by the psycho-social service of the ministry of the civil service such as psychological support, social guidance and advice to overcome the professional and personnel challenges associated with disability. Not to be forgotten are the support measures of the medical health department, which offer for instance occupational medicine services to help adapt working conditions and workstations to specific needs.

Since 2022, all public buildings must be accessible to people with disabilities.

Good practices also include support from senior management and human resources experts to facilitate inclusion in the workplace. The public service strives to create an inclusive environment through awareness training for all employees, the implementation of inclusion policies, and the continuous improvement of accessibility in the workplace.

Malta

The Maltese Public Administration has implemented various measures to address accessibility for persons with disability. In the case of recruitment in the Public Service, persons with a disability who are registered with Agenzija Sapport, which is the national agency that offers and provides services, support and guidance to persons with disabilities, are afforded reasonable accommodation in terms of Article 27 of the Second Schedule of the United Nations Convention for the Rights of Persons with Disability Act, even if they do not satisfy in full the requirements for a position in the Public Service, provided that they can carry out, in essence, the duties related to that position.

Moreover, in order to increase opportunities for persons with a disability to work in the Public Administration, prior to resorting to recruitment through the normal channels, departments and entities identify whether vacant positions may be filled by persons with a disability.

Another similar scheme is adopted by the Local Councils, who specifically employ people with disability to carry out various jobs.

The Commission for the Rights of Persons with Disability (CRPD) provides Disability Equality Training to the Public Administration and private sector about issues that people with various disabilities face when in employment and how to address them. The national legislation also provides for persons with disability by imposing a 2% quota on employers to employ persons with disability. When companies fail to abide to such law they are compelled to fork out a monetary contribution up to €10,000. Furthermore, modern work practices, such as remote working, reduced hours and flexi-time, are also beneficial for persons with disability.

Moldova

Moldova has implemented several concrete measures to improve accessibility in the civil service for both people with disabilities and older people.

Key actions include updating the legal framework, such as the Law no. 60/2012 on the social inclusion of people with disabilities, ensuring non-discrimination and equal access to services.

Architecturally, public authorities and institutions have been adapted with ramps, elevators, and ergonomic furniture.

Digital accessibility has been improved through user-friendly government platforms for older people and one-stop-shop services to reduce bureaucracy. Additionally, communication accessibility is addressed by providing dedicated phone lines, social assistance with completing forms and easy-to-read guides for some services.

The main result is a better inclusion, allowing people with disabilities to participate more actively in public administration processes.

However, challenges remain in ensuring full implementation across all public authorities and institutions.

The Netherlands

- There are no specific rules for older civil servants.
- Under the Jobs Agreement (Banenafspraken in Dutch), a specific category is included for a special position on the job market, to find a job more easily. When it comes to physical and digital accessibility, the Dutch government takes steps to adapt buildings and systems, although there are still steps to be taken.
- People with disabilities who fall into the jobs agreement category are legally entitled to workplace facilities and specific guidance. Employers also receive premiums to meet these needs.
- The Dutch central government has works on implementing the United Nations Convention on the Rights of Persons with Disabilities (UN Convention on Disability). This Convention is translated into the national campaign Doe Onbeperkt Mee (Unlimited Participation) of the Ministry of Health, Welfare and Sport. Next to this, awareness is increased amongst civil servants in central government about the UN Convention on Disability and creating accessibility in general. The coming two years, the central government works on the design with the focal point being the establishment of a uniform process for Redelijke Aanpassingen (Reasonable Accommodations).
- In terms of physical accessibility (architecture): the integral accessibility standard (Its in Dutch) applies during renovations and the construction of new buildings. By running a pilot, the Dutch central government is currently preparing for the introduction of the accessibility standard NEN9120, that will also better fulfil the goals of the UN Convention on Disability.

Norway

From 2018 through 2021, the Norwegian government had a goal (National Inclusion Initiative «Inkluderingsdugnaden») that at least five percent of new hires in all government agencies had to be people with disabilities or gaps in their CV.

The goal was never met, as an average across the government, but the number of people recruited in the target groups increased every year from 2018 through 2021. There were no such goals in 2022 and 2023. From 2024 onward there is once again an instruction to increase the number of hires for the same target group. This time the government agencies must create their own goals, together with the union workplace representatives.

The results from 2024 will be summed up in 2025.

Poland

Poland takes various actions to improve the situation of people with disabilities. Accessibility for people with special needs is regulated by several key legal acts and programs.

Apart from improving architectural solutions we enhance communication by ensuring digitally accessible websites and mobile applications, training members of the civil service corps and facilitating access to employment for people with disabilities.

The Act of 19 July 2019 on ensuring accessibility for people with special needs defines obligations and minimum requirements of public entities. It also regulates the role of an accessibility coordinator. Accessibility coordinators are responsible for supporting people with special needs and prepares action plans to improve accessibility in their offices.

The Act of 4 April 2019 on the digital accessibility of public sector websites and mobile applications mandates the digital accessibility of websites and mobile applications, and requires the publication of accessibility statements.

The Accessibility Plus Program (2018-2025) is a comprehensive government program aimed at ensuring free access to goods, services, and the possibility of participating in social and public life. The program covers eight areas: architecture, transport, education, healthcare, digitization, services, competitiveness, and coordination. Since 2019 we have the Accessibility Fund which provides sources for the removal of architectural barriers.

Portugal

Accessibility to public services is ensured for persons with disabilities or reduced mobility through the implementation of measures to remove environmental barriers - by installing ramps, creating parking spaces, lifts installation and adapting facilities.

Another measure was the launch of the Accessibility 360 Application which allows users to navigate to the desired service while identifying accessibility conditions along the way, navigate the facilities showing the most accessible route and the location and availability of parking spaces for people with reduced mobility.

Regarding digital accessibility, in addition to the public sector websites and mobile applications being more accessible to everyone, digital platforms were also created with an interface aimed at the elderly, and public internet was made available to people living in the interior of the country.



Romania

The National Agency of Civil Servants (NACS) introduced a modern recruitment model for civil servants for Romania`s central administration positions, emphasizing competence, transparency, and digitalization. The process involves two stages: recruitment and selection. Recruitment is conducted through a digital platform evaluating candidates' general knowledge of human rights, anti-discrimination, public administration, IT, cognitive skills, and foreign language proficiency (only for certain positions). Successful candidates may participate in job-specific selection within three years.

Persons with disabilities are provided with unrestricted access and accessibility to the national competition. Measures are applicable depending on disability type, individual needs and the competition examination they are about to undertake.

Under request, NACS provides the public institutions with accessibility equipment.

More information here: <https://concurs-national.anfp.gov.ro/>

Republic of Serbia

The state administration in Serbia has taken significant steps to improve accessibility, particularly for elderly individuals and persons with disabilities. Legally*, accessibility standards have been introduced for public institutions and digital services. Architecturally, many state institutions and One-Stop Shops (JUMs) have been adapted with ramps, elevators, and accessible service counters. Digital accessibility has been enhanced through the e-Government system, which complies with WCAG standards, including "Read to Me" icons on official e-Government websites to facilitate content use for visually impaired individuals. While elderly citizens face challenges in using e-services, training sessions and information campaigns have been organized to improve access. Communication measures include training for civil servants on the importance of ensuring public services are available to vulnerable social groups and persons with disabilities. JUMs enable faster administrative procedures. The main result is improved access to public services and greater inclusion of vulnerable groups.

*Accessibility standards in Serbia are regulated by several laws and by-laws, the most important of which include: I did not list them in the text, as e-newsletters usually present a general overview.

Law on Equality of Persons with Disabilities – This law mandates the adaptation of public buildings, services, and transportation for persons with disabilities. It covers accessibility in architectural, informational, and communication aspects.

Law on Civil Servants – Ensures equal employment opportunities for persons with disabilities.

Law on Electronic Commerce and Information Security – This law includes guidelines for digital platform accessibility, including websites and e-Government services, ensuring compliance with WCAG standards.

Rulebook on Conditions and Methods for Ensuring Accessibility for Persons with Disabilities – This rulebook provides detailed technical standards for architectural, informational, and communication accessibility in public institutions and services.

E-Government Development Strategy – This document outlines goals and guidelines for digital accessibility in state administration, including the implementation of WCAG standards on government websites and platforms.

Slovakia

In Slovakia, the prohibition of discrimination in employment on the grounds of disability or age and provisions on the duty of fair treatment have been set out in equal treatment legislation since 2004. This obligation applies to both the recruitment and career development of people with disabilities as well as older people.

The principle of equal treatment is also included in the Act No. 55/2017 Coll. on Civil Service (the Civil Service Act). The service office proceeds in civil-employment relations with civil servants and candidates for civil service according to the principle of equal treatment and respects their privacy, constitutional rights, and legal rights. At present, research focused on employment of people with disabilities as a high priority governmental agenda is provided mainly by the state research bodies (mainly by the Institute for Labour and Family Research). Employers with at least 20 employees are obliged to employ people with disabilities in a number representing at least 3.2% of the total number of its employees if the applicable Labour, Social Affairs and Family Office lists persons with disabilities in the register of jobseekers.

Measures to improve the accessibility in the civil service are taken at the internal level of each service office rather than at central level. However, there are some measures that could affect older people and people with disabilities, including candidates for the civil service:

All selection procedure are accessible via the central information system of the civil service. The selection procedure is announced by service office via the selection register on the central portal. All candidates have the same opportunity to submit an electronic application for a selection procedure.

Civil Service Act provides also extension of the civil-employment relationship of a civil servant who has reached the age of 65, for a maximum period of three consecutive years; within this period, the civil-employment relationship may be extended repeatedly. Civil service act provides also benefit as non - paid sabbatical leave maximum for 3 months after 5 years of continuous civil service.



Slovenia

In the field of accessibility of the built environment, all public buildings are required to be fully accessible by December 2025. In the area of construction, comprehensive regulations have been adopted, mandating all stakeholders to ensure that facilities are designed and built to enable universal accessibility for all users. To support this, relevant professional chambers provide targeted training for professionals in the field.

In 2024, a national advice and information point was established to serve as a central resource for accessibility in the built environment. It offers comprehensive information and materials on accessible design and universally accessible public spaces, assistance and guidance on ensuring accessibility for persons with disabilities, and clarification of legal obligations related to public building accessibility.

Spain

The Spanish Basic Statute for the Public Employee regulates since 2015, in its Article 59 - Persons with disability, that public employment vacancies shall include a quota of no less than 7% of vacancies for persons with disabilities (as defined in the General Law of persons with disability), as long as they pass the selection process and accredit their disability and its compatibility with the performance of their duties until progressively reaching 2% of the total work force in each Public Administration. In that minimum of 7% percent (increased to 10% in 2024) at least 2% are to be filled by persons with intellectual disability.

In addition, each Public administration shall take the necessary measures to reasonably adapt and adjust time and media in the selection process, and, afterwards, adapt the position to the needs of the persons with disability. The Spanish Government is working on new measures to attract more talent from this social collective and improve their professional promotion.

For more info: https://funcionpublica.digital.gob.es/funcion-publica/Acceso-Empleo-Publico/Ofertas-Empleo-Publicas/Oferta_Empleo_Publico_2024/Reserva_plazas_discapacidad.html#:~:text=Reserva%20para%20personas%20con%20discapacidad,acrediten%20cualquier%20tipo%20de%20discapacidad.

Sweden

Sweden has a strong legal framework for accessibility, including the Discrimination Act and the Act on Accessibility to Digital Public Services, both influenced by EU directives such as the Web Accessibility Directive (2016/2102) and the Employment Equality Framework Directive (2000/78/EC). In the civil service, accessibility measures cover digital, architectural, and communicative aspects. Agencies must ensure barrier-free workplaces, accessible digital services, and inclusive communication.

The Agency for Digital Government supports compliance with EU web standards (WCAG) to ensure digital accessibility. The Swedish Agency for Participation promotes accessibility across society, including in public administration. Efforts also promote age-inclusive workplaces, including flexible work arrangements, assistive technologies, and training programs. While progress has been made, Sweden continues to strengthen accessibility to ensure equal participation for all in the civil service.

<https://www.mfd.se/other-languages/english/>

<https://www.digg.se/webbriktlinjer/about-webbriktlinjer>

Switzerland

In order to guarantee access to work for people with disabilities, the working environment must be free of obstacles in terms of construction and technical installations. New buildings and major refurbishments must comply with the SIA 500 standard “Obstacle-free construction”; the Federal Office for Buildings and Logistics is responsible for ensuring this. Disabled access to facilities (office furniture, relaxation areas, cafeterias, etc.) must comply with the regulations. When drawing up emergency plans, it must be ensured that disabled employees and visitors will receive the necessary evacuation assistance.

Here the measures taken to assure e-accessibility: Accessibility in the federal administration
<https://www.bit.admin.ch/en/accessibility-in-the-federal-administration>

Finally, according to our last personnel survey (2023) the employees find the federal administration to be an inclusive employer.



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