



CEN/ISSS WS/WAC N 006Rev

2005-06-24

Replaces WS/WAC N 006

Unité AFNOR Normalisation
DTEC

Secretariat CEN/ISS WS/WAC
Responsable : Tony Hittema

Tel. : +33 1 41 62 83 95

e-mail : Tony.HITTEMA@afnor.org



Association
Française de
Normalisation

11 avenue Francis de Pressensé
93571 Saint-Denis La Plaine Cedex
France

Tél. : +33 (0)1 41 62 80 00

Fax : +33 (0)1 49 17 90 00

<http://www.afnor.fr>

CEN/ISSS Workshop Web Accessibility Certification

TITLE : CEN/ISSS Workshop Web Accessibility Certification
Business Plan

SOURCE : Secretariat

PROJECT : -

STATUS : Business Plan approved at the meeting at AFNOR
St. Denis, France, June 22/23 2005

ACTION : For information

DISTRIBUTION : Members of CEN/ISSS WS/WAC

Association reconnue
d'utilité publique
Comité membre français
du CEN et de l'ISO
Siret 775 724 818 00015
Code NAF 751 E



CEN/ISSS Workshop Business Plan

WS/WAC

(Version 1.3 dated 14 April 2005)

“Specifications for a complete European Web Accessibility certification scheme and a Quality Mark”

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1 Introduction

This CEN/ISSS Workshop is to be established to obtain a first level European agreement on a European certification scheme concerning the delivery of a Quality Mark for Web Accessibility. Such a scheme has previously been investigated by an EC IST project (Support-EAM), part of a cluster of projects which is defining an overall European methodology for assessing web accessibility in conformance with W3C WAI content guidelines.

2 Requirements for a Web Accessibility Quality Mark

The e-Europe programme, “eEurope 2005: an information society for all” calls upon Member States and invites the Commission to tap the Information Society's potential for people with disabilities, and tackle the removal of technical barriers for their effective participation in the Knowledge Economy and Society. It also encourages the adoption of the World Wide Web Consortium (W3C) WAI Content Accessibility Guidelines (WCAG), which are an important tool for ensuring that web sites are surely accessible. Member States have adopted these guidelines for the content of their public sites, but implementation takes time and the need emerges to check compliance.

Making the thousands of applicable Web services (both public and private) accessible within the next few years will require a major effort across Europe, in terms of practical implementation and R&D.

There will be a need for new W3C and other accessibility standards for ‘cutting edge’ technologies, new technical solutions for existing technologies, new access technologies for people with disabilities, new web content authoring tools (which automatically create accessible content) and new tools for accessing web content. However, to achieve the best results, all of this must be prepared in light of a **better understanding of how web accessibility should be implemented and assessed in harmony all over Europe**. This is now more important than ever, as more and more initiatives within different countries are leading to further divergence in people’s understanding of what is considered to be accessible.

In April 2003 twenty three European organisations from twelve countries working in the field of Web Accessibility, together with the W3C/WAI (Web Accessibility Initiative) have signed a Memorandum of Understanding (MoU) for the creation of a [EuroAccessibility entity](http://www.euroaccessibility.org) (<http://www.euroaccessibility.org>), setting out governing principles for their co-operation towards the goal of establishing a harmonised set of support services over Europe, which would include a common evaluation methodology, technical assistance, and a European certification authority for Web accessibility. Since that creation, task forces have been set up and are delivering preliminary results. One of the actions undertaken was to propose a project (Support-EAM – see *below*) to be funded by the EC RTD framework programme.

In the first relevant call of the 6th RTD Framework Programme (end-2003) and in the domain of web accessibility monitoring, the European Commission retained 3 good proposals for funding. They have been grouped together in a cluster called Web Accessibility Benchmarking (WAB) and the Support-EAM specific support action is one of them. Although each project has also its own goals, the cluster as a whole is focusing on delivering a Unified Web Accessibility Evaluation Methodology (UWEM) complementing the WAI WCAG material, to satisfy the European need expressed above. The two other projects, EIAO and BenToWeb, are respectively investigating a prototype of an Web Accessibility observatory and tools for complex accessibility criteria together with test suites for tools verification.

In addition to its cluster participation, the **Support-EAM project** (FP6 IST 004754, www.support-eam.org) aims to create **an e-Accessibility Quality Mark for Web services by the end of 2005**. This will contribute to the goals of the Action Plan “eEurope 2005: An information society for all”. In

fact this clearly refers to the Council Resolution on "e-Accessibility" - improving the access of people with disabilities to the Knowledge Based Society (doc. 5165/03), inviting the Commission and the member states "to consider the provision of an "eAccessibility mark" for goods and services which comply with relevant standards for eAccessibility". This was also later specified in the Crete e-Inclusion Ministerial Declaration, asking for a web accessibility mark.

In a more general context, it is also worth mentioning the European eAccessibility Network of Centres of Excellence in Design for All (EDeAN), launched in the context of eEurope 2002, which has set up several specific interest groups (<http://www.e-accessibility.org/SIGS.html>): Benchmarking, Policy and Legislation, Standardisation, Proactive assessment, and DfA curricula.

3 Initiators of the CEN/ISSS Workshop Proposal

The following organisations have put forward the proposal to launch this CEN Workshop, as relevant partners in the Support-EAM project. More background information about each of these organisations is provided in Appendix A.

- **Association BrailleNet** (www.brailletnet.org, France) - Coordinator. BrailleNet has created the AccessiWeb quality label (www.accessiweb.org) in France and the related Working Group with Web companies. BrailleNet has also experience in certifying organisations for secured access to Hélène, their server of alternative format documents that are provided by publishers in France. BrailleNet is participating in W3C/WAI working (Education and Outreach) and BrailleNet is associated to the WAI-TIES IST project (www.w3.org/WAI/TIES/).

Contacts: Dominique Burger, President (dominique.burger@snv.jussieu.fr) and Pierre Guillou, Web Accessibility Department Officer (pierre.guillou@snv.jussieu.fr)

- **Fundosa Teleservicios** (www.teleservicios.com, Spain). Fundosa Teleservicios is related to the wellknown Spanish National Organisation of the Blind (ONCE) and is considering introducing such a quality label in Spain, where the national standardisation body (AENOR) has published a web accessibility standard. Fundosa Teleservicios is participating in W3C/WAI working groups and in EdeAN, and also in the certification methodology investigated by Euro-Accessibility.

Contacts: Blanca Alcanda, General Manager (balcanda@teleservicios.es) and Alan Chuter, Web Accessibility consultant (achuter@teleservicios.es)

- **Bartimeus Accessibility Foundation** (www.accessibilit.nl, Netherlands). The foundation is working on a national accredited Quality Mark for accessible websites actively involving all stakeholders. They are technical helpdesk and project partner of the Dutch National Accessibility project 'Drempels Weg'. They are Member of the W3C/WAI and active in different working groups. Eric Velleman is leader of the IST WAB cluster and is participating in the eEurope eAccessibility Experts Group.

Contact: Eric Velleman, Director (E.Velleman@bartimeus.nl)

- **The Accessibility Lab of Dublin City University** (www.dcu.ie, Ireland). Dr. Barry McMullin has setup various web accessibility monitoring campaigns in Ireland and over several EU countries and has contacts with the Irish national accessibility body (NDA).

Contact: Barry McMullin, Director (mcmullin@eeng.dcu.ie)

- **The Research Group on Document Architecture of Katholieke Universiteit Leuven** (www.docarch.be, Belgium). Professor Jan Engelen is leading the standardisation SIG of EDeAN and participating in the eEurope eAccessibility Experts Group and the DATSCG.

Contact: Jan Engelen, Director (jan.engelen@esat.kuleuven.ac.be)

- **The Institute of Integrated Studies of Universität Linz** (www.integriert-studieren.jku.at, Austria). The Institute has been involved in the accessibility component of the European Computer Driving Licence (ECDL) as a European accreditation scheme.

Contact: Klaus Miesenberger, Director (Klaus.Miesenberger@jku.at) and Daniela ORTNER (Daniela.Ortner@jku.at).

- **AccessInMind Ltd** (www.accessinmind.com, United Kingdom). For a number of years Accessinmind Limited has specialised in evaluating websites (both Public and Private Sector) for conformance against WAI Guideline – developing related methodologies, techniques and tools.

Contact: Alistair GARRISON, Managing Director (alistair.garrison@accessinmind.com)

4 Workshop Market Overview

Success of this CEN/ISSS Workshop will multiply the impact of the Support-EAM expected outcome, by providing a proper framework for such a quality marking.

IST action line e-Inclusion

Support-EAM contributes to the establishment of an Information Society that guarantees equal access and participation for all in Europe (e-Inclusion objective 1) through its focus on accessibility of the Web, and especially its intention to create the necessary framework for a coherent use of the W3C WAI guidelines on a European scale, by developing a label that certifies the compliance with WCAG.

This project is going to promote a global approach for web site design and verification (fully based on WAI guidelines) so that the accessibility of web services will contribute to permit citizens to play a full role in society (e-Inclusion objective 2).

Socio-economic and policy dimensions

As a specific support action Support-EAM aims to ensure that web site accessibility techniques get a wide exposure on, at least, a European scale and that systematic approaches to evaluating web sites for accessibility and related certification marks are harmonised. It fits exactly in the European IST promotional actions eEurope2002 and eEurope2005, each of them agreed upon in a European Council.

Large-scale approach to accessibility

Since the European Community has stated that eAccessibility is one of its political objectives (Feria European Council 2002, Vitoria meeting of Telecommunications ministers in 2002), Member States have started to implement WAI guidelines in their public web sites. It now has become a large scale challenge as public information alone represents thousands of web sites over Europe. Along with the massive numbers of people who require additional training (web site owners, developers, advisers, consultants, etc...) it is clear that a huge need for systematic approaches, dissemination and certification now exists. Awareness raising among web site commissioners and even Policy makers is also still needed, in particular at regional and local level.

A favourable context for the Web industry

At this moment many web developers with whom the proposers have had contact have taken a waiting position with regard to accessibility. Even if they implementing or willing to implement the W3C/WAI guidelines there is no authority to check their work and to guarantee the results.

e-Europe 2005 action plan

Public procurement, which includes e.g. ordering of accessible web services, is seen as an efficient method to promote accessibility for web sites. A readily accepted certification scheme would also show to the citizens the effort and commitment of public authorities toward accessibility.

Social cohesion

Web site accessibility for all citizens has become an indispensable goal as more and more activities are going to be based on Internet technologies and on-line services. Some clear examples are the e-Government and e-Health actions, also supported by the EU. This is also reflected in the European action plan that resulted from the 2003 European Year for People with disabilities.

New research approaches for 2005-2006

The studies performed in the WAB cluster (particularly for the methodology and the Quality Mark) will provide directions and recommendations for the development of single-site and large scale evaluation/monitoring/benchmarking tools that will be needed to cope with the increasing complexity of services on the web.

Co-operation between research teams

Partners of the Support-EAM are working together with those of the two R&D projects within the WAB cluster. Several of them are connected to research and academic organisations, but these projects have also some links to national entities dealing web accessibility, for example in Germany, UK and Norway.

5 Objectives of the Workshop

The purpose of the Workshop is to reach a CEN Workshop Agreement (CWA) on Specifications for a complete European Web Accessibility certification scheme and a Quality Mark .

Such a European Quality Mark for Web Accessibility makes possible to identify if a Web Site is compliant or not to the existing content guidelines of W3C/WAI. In addition to stimulating the take up of web accessibility, it will also simplify the task of web site owners and corresponding industry across Europe by providing a unique labelling rather than a fragmentation of this process.

This European Quality Mark is designed to use a methodology for assessing Web Accessibility within a European certification scheme. One possible candidate might be the Unified Web Accessibility Evaluation Methodology – UWEM, currently being designed by the Support-EAM and the other WAB cluster projects. The chosen methodology will have to be fully compatible with W3C requirements and specifications.

The CWA includes **specifications for a complete European certification scheme for web content accessibility** (authorization of certification bodies, certification management process, code of practice of the Quality Mark, control mechanisms). They will be based on an analysis of the

existing European marking schemes, and their possible applicability to the specific case of web site accessibility.

The proposed CWA will have four main sections:

1. Specifications for a European authority on Web Accessibility certification:

These concern the attributes which a European authority must have in order to manage a complete European certification scheme and 'authorise' local organisations to provide the Quality Mark on its behalf. The specifications will conform to European and national legislation on such activities, and to relevant standards. They will be based on an analysis of the existing European marking schemes and their possible applicability to the specific case of web site accessibility.

2. Specifications for the organisations that can issue the Web Accessibility Quality Mark:

These cover the requirements to be met by organisations seeking to issue the Web Accessibility Quality Mark and the process under which a European authority would authorize such organisations to act locally for delivery of the European Quality Mark for Web Accessibility. The specifications will conform to European and national legislation on such activities, and to relevant standards.

3. Requirements for the process to be followed by each organisation before issuing the Web Accessibility Quality Mark:

These cover the process to be implemented by any organisation which wants to deliver a Quality Mark for Web Accessibility. The evolution of the assessment methodology used, and of the underlying WAI guidelines, will also be covered. The requirements will conform to European and national legislation on such activities, and to relevant standards. They will be designed for use in all types of certification schemes, including self-declaration.

4. Specifications for other good practices to be followed by organisations issuing the Web Accessibility Quality Mark:

These cover their code of practice as supplier of legal information, security of personal data, evaluation process description, planning of control evaluations, duration, conditions of use... The specifications will conform to European and national legislation on such activities (for example: EN 45011), and to relevant standards.

The Workshop will decide at a later stage on the format of the CWA, i.e. as one document or as a multi-part CWA.

The resulting CEN Workshop Agreement (CWA) will provide visibility and recognition by a European Standardization Organization, to the harmonisation effort accomplished in the Support-EAM project. As results will be public, pilot implementations by interested parties will be possible.

The CWA may be made available for free download on the CEN/ISSS Web site, subject to the agreement between CEN and the European Commission for CWAs produced as part of the eEurope action plan.

6 Workshop Work Programme

The Workshop should be synchronised within the Support-EAM project timing. This project already started in October 2004, and has to be completed in 18 months (March 2006). It is planned to achieve the CEN Workshop Agreement in a framework of 12 months.

Input material from the Support-EAM project is required for the meetings, but other participants are expected to contribute with their own inputs to the deliverables.

The drafts CWA will be presented at Workshop meetings in July and November 2005. Following endorsement in the Workshop meeting, the drafts will be submitted to an external enquiry on the CEN web site for a minimum 60-day period. Comments received from this process and from Workshop participants will be taken into account, and revised documents proposed for Workshop discussion and endorsement.

Between meetings, the Workshop will operate electronically.

Proposed schedule of Workshop meetings:

Date	Place	Meeting	Deliverables
14 April 2005	CEN, Brussels	Kick-off Meeting	Approval of the Business Plan, appointment of officers, etc.
22-23 June 2005	CEN, Brussels	1 st Meeting of the Workshop	1 st draft of CWA
18-19 October 2005	CEN, Brussels	2nd Meeting of the Workshop	2 nd draft of CWA
14-15 March 2006	CEN, Brussels	Publication of CWA	Approval of final CWA for publication

Note: it is not excluded that an additional meeting will take place on 13 and 14 December 2005.

The working language of the workshop will be English. The CWA will be published in English.

Dissemination events, which are not part of the Workshop, would be planned by the initiator project.

7 Workshop Structure and Resource Requirements

Structure:

- **Workshop Secretariat:** This will be provided by a CEN national member. AFNOR (France) has expressed willingness to undertake this duty.
- **Workshop Chairman:** To be appointed by the Kick-Off meeting following an open call.

- **Participants:** It is expected that the Workshop will interest a large number of different market players, and it is hoped to secure representation from the following types of organization, in order to help ensure the CWA reflects a good consensus of expert views:
 - Certification organisations
 - IT companies
 - Quality Assessment companies
 - Legal firms with an interest or specialisation in certification issues
 - Associations for service certification
 - User and consumer associations, including those representing those with special needs
 - National administrations
 - National accreditation authorities.....

Resources: Participants in the Workshop must be registered and a 1000 € registration fee per member for the entire Workshop duration is proposed. Initiators from the Support-EAM project (plus one representative of each of the two other WAB cluster projects) are not required to pay this fee, neither are accredited liaison representative from other standards groups listed in section 8. The European Commission and EFTA may participate as Observers.

8 External Liaisons

It is proposed the Workshop agree liaison arrangements with:

- W3C/WAI
- AENOR (Spain).

9 Contact Points

AFNOR – Association Française de Normalisation

11, Avenue Francis de Pressensé
93571 Saint-Denis La Plaine Cedex - FRANCE

Phone: +33 (0)1 41 62 83 95
Fax: +33 (0)1 49 17 90 00

Contact person: Tony HITTEMA (Technical Officer)
E-mail address: tony.hittema@afnor.org

CEN/ISSS

Rue de Stassart 36
1050 Brussels - BELGIUM

Phone: +32 2 550 08 11
Fax: +32 2 550 08 19

Contact person: Luc Van der Berghe (Workshop Manager)
E-Mail address: luc.vandenberghe@cenorm.be

Appendix A: Initiators background.

A1. Association BrailleNet

The BrailleNet Association (www.brailenet.org) was set up in 1997 to develop the potential of the Internet for visually impaired people, in three main domains: information, education and culture. It has currently around 50 organisation members, spatial associations, schools, industrial companies. BrailleNet has developed activities in the field of Web Accessibility, particularly, campaigning for a better accessible Web for all, writing and disseminating documents such as guidelines targeted toward Web designers, taking an active part in dissemination and outreach actions of WAI in Europe. BrailleNet helps organisations that commit themselves in the improvement of Web sites. BrailleNet has created the AccessiWeb quality label (www.accessiweb.org) and the related Working Group with Web companies in France.

BrailleNet is taking part in the WAI-TIES project (www.w3.org/WAI/TIES/) as subcontractor, involved in the following actions:

- to take part in the dissemination of information on the Web Content Accessibility
- Guidelines (information letters, conferences/meetings, writing of outreach materials,
- to perform Web site evaluations in co-operation with other groups over Europe,
- to exchange good practices on Web site evaluation, development and retrofitting.

Also, BrailleNet has set up an Internet server, H el ene, for the organisations producing books in alternate formats (Braille, large print). Organisations that have been certified get an authorisation for a secured access to source files. H el ene contains both literary and school books in French. The files are provided by publishers who have contracted with BrailleNet (www.serveur-helene.org). BrailleNet explores the potential of structured electronic formats and ways to produce automatically accessible books for visually impaired readers.

A2. Fundosa Teleservicios

Fundosa Teleservicios (www.teleservicios.com) is specialises in integrated e-business and Internet solutions, consultancy on project strategy, management and execution, design of technology solutions, systems integration, hosting and housing, website design and production, documentation, content management and usability and accessibility.

Fundosa Teleservicios is a member of the Fundosa Group, part of the ONCE Foundation. ONCE is the Spanish National Organisation of the Blind, and the ONCE Foundation is a cross-disability non-profit foundation funded by ONCE.

Over 70% of the staff of Fundosa Teleservicios have some kind of disability, giving the company a unique awareness of cross-disability issues in the workplace . Fundosa Teleservicios designs and develops online services that are accessible and easy to use for all, based on the application of the WAI Web Content Accessibility Guidelines and collaboration with the CIDAT (Research Centre for Assistive Technology Applications) of the ONCE. Fundosa Teleservicios participates in Web Accessibility Initiative (WAI) working groups. It also participates actively in the EDeAN network of centres of excellence in Design for All promoted by the European Commission and the evaluation and certification methodology being developed by the EuroAccessibility consortium.

A3. Bartimeus Accessibility Foundation

The Bartimeus Accessibility Foundation is a leading, independent centre of expertise in the accessibility field for companies, government bodies and other social institutions and organisations. The Accessibility Foundation provides advice, research services, training and an

evaluation scheme (www.design4all.org) to policy makers and webdesigners. Currently, the Bartimeus Accessibility Foundation is working on a national accredited Quality Mark for accessible websites actively involving all stakeholders. They are technical helpdesk and project partner of the Dutch National Accessibility project 'Drempels Weg'. Within the Drempels Weg Project, they have done thematic benchmarking of websites and they have also evaluated and advised more than 80 of the Dutch top-100 companies on the accessibility of their web related products and services. Also within this project they provide the training for webdevelopers and policy makers. Accessibility is part of the Dutch National Center of Excellence and member of the eAccessibility Expert Group advising ESDIS.

The Bartimeus Accessibility Foundation is a Member of the W3C and active in different working groups.

A4. *Dublin City University*

Dublin City University is a public university institution established by act of parliament. The student enrolment is approximately 9,500 across undergraduate and postgraduate programmes in scientific, engineering, business and humanities disciplines. The Research Centre for Networks and Communications Engineering (RINCE) is a national research centre, established at DCU in 1999 under the Higher Education Authority's (HEA) Programme for Research in Third Level Institutions.

The eAccessibility lab, is affiliated with both RINCE and the School of Electronic Engineering at DCU. The lab has been responsible for research involving large scale automated web accessibility evaluation. It normally has a human resource complement of 4-6 affiliated researchers, together with lab space, workstation, and server computer facilities.

A5. *Universität Linz*

The institute for integrated studies was established in 1991 at the University of Linz as a model project which offers support services for students with disabilities. The main part of the support activities is related to the preparation of studying materials such as books, lecture notes, slides, exercises, contents of the blackboard and so forth for print disabled students in accessible formats. In 1995, the model project was established as the "Department Computer Science for the Blind". In 2000, an Austria-wide institute was established as a co-operation with five Austrian universities (University of Linz, Vienna University of Technology, University of Vienna, University of Graz, University of Klagenfurt). Because of a new university law, the institute works autonomously again since 2004. Research and teaching is oriented towards ICT for people with disabilities, Assistive Technologies and their application and therefore also toward eInclusion.

Since 1993, "Institut integriert studieren" runs annual International Computer Camps (ICC) for blind and visually handicapped pupils. More than 1000 pupils from more than 35 countries did take part since that.

Since 1996, "Institut integriert studieren" is, in co-operation with the Austrian Computer Society (OCG), responsible for the organisation and the scientific programme of the International Conference on Computers Helping People with Special Needs (ICCHP). In 2002, the conference was located the second time at the University of Linz with 400 participants coming from more than 25 countries.

Since 2002, "Institut integriert studieren" is the National Contact Centre for EdeAN, the European Design for All and e-Accessibility Network.

A6. Katholieke Universiteit Leuven Research & Development

Founded in 1425, the Katholieke Universiteit Leuven (KUL) is the oldest university of the Lower Countries and largest Belgian university. It has over 26,000 students and its Applied Sciences Faculty is actually a Technical University in its own right. KUL has a long track record of research work and its members participate in almost every regional, federal and European research programme.

The Research Group on Document Architectures (DocArch) was formed in 1991, and its knowledge was then based on electronic document conversion research in the 1980s. It is now active in the modelling of information (hypertext and multimedia) in structured documents, and on the applications, such as high-speed document transformations, stemming from this approach.

The DocArch group also is an internationally acknowledged expert in the field of making information accessible for visually impaired persons, and uses this expertise for the production of accessible electronic documents (books, newspapers in Daisy format). KULRD-DocArch was also a founding member of the EuroAccessibility consortium (April 2003).

The Research Group on Document Architectures established its knowledge base through many activities of which only a few can be mentioned:

- Participation in several European projects, both in a managerial and in a technically innovative role. Currently the Research Group is involved in the European MultiReader, Omnipaper, IDCnet and Visual projects.
- Document transformations, mainly based on XSLT, Java and the OmniMark language have been used in several European and national projects. This knowledge is currently applied in the VISUAL project for producing a webpage editor that checks for accessibility according to WCAG1 and is accessible in itself
- The group has a large XML related knowledge base, applied in and improved through several projects including the EU OMNIPAPER, SEDODEL and EULEGIS projects, the national Digikrant and ESVB projects, the PAV-XML course for Professionals and the international XML viewer project.

A7. AccessInMind Ltd

For a number of years Accessinmind Limited has specialised in evaluating websites (both Public and Private Sector) for conformance against WAI Guideline – developing related methodologies, techniques and tools.

Appendix B: Background to European standardization and the role of CEN

The foremost aim of European standardisation is to facilitate the exchange of goods and services through the elimination of technical barriers to trade, but also to handle social considerations of public interest.

The use of standards by industry and the social and economic partners is always voluntary; however, European standards are sometimes related to European legislation (Directives), and conformity to such standards may constitute a presumption of conformity to the legal requirements of the Directives (which must be met by manufacturers before certain products can be traded legally within the Single Market).

European legislation (Directive 98/34) recognises three European Standards organizations (ESOs): CEN (the European Committee for Standardization) is responsible for all sectors excluding electrotechnical, which is the responsibility of CENELEC (the European Committee for Electrotechnical Standardisation), and telecommunications and related areas, which are the responsibility of ETSI (the European Telecommunications Standards Institute).

The three ESOs collaborate in the ICT Standards Board (ICTSB), which contributes to the goals of eEurope and ensures effective co-ordination. The ICTSB also includes specification providers in the ICT arena, typically industry standards consortia.

The ICTSB has created a special group, the Design-for-all and Assistive Technology Standardization Co-ordination Group (DATSCG). This is open to ICTSB members but also includes representatives of associations interested in the subject area. DATSCG operates at a strategic level, neither it, nor the ICTSB itself, are responsible for the production of any standards deliverables, this being the responsibility of the member organizations under their own rules.

CEN is a legal association, the members of which are the National Standards Bodies (NSBs) of 28 European countries, supported by a Central Secretariat (the CEN Management Centre) based in Brussels. There are also nine Affiliate Members from candidate member countries of the EU, and a number of Associate Members including ANEC, an Association for the representation of the consumer interest in European standardization. It is the European counterpart of ISO (International Organisation for Standardization) with which it has a standing protocol (the 'Vienna Agreement') to facilitate technical co-operation.

The principal deliverable of CEN is the European standard (EN), which must be published by each national member as an identical national standard, with any pre-existing national standards in conflict being withdrawn.

A European standard embodies the essential principles of global openness and transparency, consensus, technical coherence and national commitment. These are safeguarded through its development in a CEN Technical Committee (CEN/TC), representative of all interested parties, supported by a public comment phase (the CEN Enquiry). CEN and its Technical Committees are also able to offer the European pre-standard (ENV) and the informative CEN Report (CR) as solutions to market needs.

More recently, CEN has created the CEN Workshop Agreement (CWA) as a deliverable which aims to bridge the gap between the activities of consortia and the formal process of standardisation represented by CEN and its national members. An important distinction is that the CWA is developed by CEN Workshops, comprising only participants with direct interest, and so it is not accorded the status of a European standard.