



# SLOVENSKI STANDARD SIST-TP CEN/TR 17622:2021

01-september-2021

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## Dostopnost in uporabnost grajenega okolja - Ugotavljanje skladnosti

Accessibility and usability of the built environment - Conformity assessment

Zugänglichkeit und Nutzbarkeit gebauter Umgebung ; Konformitätsbewertung

Accessibilité et utilisabilité de l'environnement bâti - Évaluation de la conformité

Ta slovenski standard je istoveten z: CEN/TR 17622:2021

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TECHNICAL REPORT  
RAPPORT TECHNIQUE  
TECHNISCHER BERICHT

**CEN/TR 17622**

June 2021

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English version

**Accessibility and usability of the built environment -  
Conformity assessment**

Accessibilité et utilisabilité de l'environnement bâti -  
Évaluation de la conformité

Zugänglichkeit und Nutzbarkeit gebauter Umgebung -  
Konformitätsbewertung

This Technical Report was approved by CEN on 23 May 2021. It has been drawn up by the Technical Committee CEN/CLC/JTC 11.

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## European foreword

This document (CEN/TR 17622:2021) has been prepared by the Joint Technical Committee CEN-CENELEC/ JTC 11 “Accessibility in the built environment”, the secretariat of which is held by UNE.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN and CENELEC shall not be held responsible for identifying any or all such patent rights.

This document has been prepared under Mandate M/420 given to CEN, CENELEC and ETSI by the European Commission and the European Free Trade Association in support of European accessibility requirements for public procurement in the built environment.

Any feedback and questions on this document should be directed to the users’ national standards body/national committee. A complete listing of these bodies can be found on the CEN and CENELEC websites.

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**CEN/TR 17622:2021 (E)****Introduction**

Conformity assessment, also known as compliance assessment, is any activity to determine, directly or indirectly, that a process, product, or service meets relevant technical standards and fulfils relevant requirements. Conformity assessment activities may include testing, surveillance, inspection, auditing, certification, registration, etc.

In the built environment, accessibility conformity assessment refers to the suitability of accessibility in buildings (complete or part of them), or in urban public spaces or elements or areas thereof. These spaces may be in the project, construction or post occupancy phase.

This accessibility conformity assessment in the built environment also has a particularity that characterizes it even more: it is carried out on functional requirements, unlike other assessments that are made directly on parametric considerations. Thus, the same functional requirement can be assessed differently in one country and in another, both being valid, depending on the requirements of each country and how that specific functional requirement is interpreted. The functional requirement is defined in the text of EN 17210, whereas the specific parameters (taken from CEN/TR 17621 or a national standard / regulation) are tools to specify the evidence, when a numerical value is necessary.

This document assesses the compliance or conformity with the functional requirements in EN 17210 *Accessibility and usability of the built environment – Functional requirements*. For this, it will be necessary to use EN 17210 to introduce the necessary requirements in the tables, according to the specific scope of the assessment that is going to be carried out.

The technical performance criteria and specifications to be applied to measure the level of conformity with the functional requirements in EN 17210 are provided in CEN/TR 17621 as examples of a way or ways in which the functional requirements in EN 17210 could be fulfilled or, alternatively, National Standards or Regulations may be used.

In accessibility conformity assessment, the training and experience of the auditor (who may rely on experts if necessary) and the participation of users in all stages of assessment (especially the most impacted groups, such as persons with visible and non-visible impairments) are essential.

## 1 Scope

This document provides criteria to assess conformity of the built environment with the functional requirements and recommendations described in EN 17210, *Accessibility and usability of the built environment – Functional requirements*, regardless of whether self-declaration, second-party attestation or third-party certification is requested.

This document provides guidance on how and when accessibility and usability of the built environment have to be considered throughout all stages of the building process, including feasibility, design, construction, completion and post occupancy. It is also applicable for refurbishment or adaptation of existing buildings.

CEN/TR 17621 *Accessibility and usability of the built environment - Technical performance criteria and specifications*, provides examples of a way or ways in which the functional requirements in EN 17210 could be fulfilled. Alternatively, National Standards or Regulations can determine the technical performance criteria and specifications to fulfil the functional requirements in EN 17210.

NOTE 1 Design for All, Inclusive Design and Universal Design share a similar inclusive design philosophy. "Universal Design" means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. "Universal Design" does not exclude assistive options or devices for particular groups of persons with disabilities where this is needed.

NOTE 2 Terms such as "design for all", "inclusive Design", "universal design", "accessible design", "barrier-free design", "inclusive design" and "transgenerational design" are often used interchangeably with the same meaning.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 17210, *Accessibility and usability of the built environment - Functional requirements*

EN ISO/IEC 17000, *Conformity assessment - Vocabulary and general principles (ISO/IEC 17000)*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 17210 apply. For the specific terminology of conformity assessment, the terms and definitions given in EN ISO/IEC 17000 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

## 4 Accessibility in European public procurement

The inclusion of the requirement "accessibility" in European Union public procurement procedures aims to improve accessibility for a wide range of users including people with disabilities by using a harmonised European approach in the domain of built environment (Mandate 420), which is relevant for this Technical Report. Such a European approach will help the development of a single market for the design and construction of an accessible built environment without affecting national regulations and standards of European Member States. It will also help all users of the built environment because accessibility requirements of persons with disabilities and other users with accessibility requirements are very similar across Europe.

## 5 Methodology: Conformity assessment in the built environment

### 5.1 Key issues to consider in conformity assessment

In order to carry out this assessment of compliance, key elements are considered, which will be further developed in greater detail. These four key issues are:

- 1) **Who assesses?** Depending on different goals, conformity assessment may be performed by different parties. So, we can have an assessment by a first-party (e.g.: self-assessment of the property) by a second-party (e.g.: assessment of user) or by a third-party (e.g.: assessment by a certification company). This is developed next in Clause 6 Who assesses? – Different players for different goals.
- 2) **What to assess?** As already indicated, this is an assessment of the accessibility conformance of Functional Requirements of EN 17210. Therefore, for every built environment select which functional, general and specific requirements are applicable. This is developed next in Clause 7 What to assess? – Clauses and functional requirements to be assessed.
- 3) **When to assess?** The conformity assessment reflects accessibility at a given time. Accessibility can vary, improve or worsen in the different stages considered: Inception / feasibility phase, planning / design phase, construction phase and completion / post occupancy phase. It is important that assessment is undertaken from the earliest opportunity and at every stage. Decisions taken at the inception / feasibility phase will influence later stages; while in the planning / design phase the greatest number of decisions are taken that will ultimately affect the accessibility of the project, and changes are much easier to make, more efficient and less costly than in any later phase. This is developed next in Clause 8 When to assess? – Specifics of conformity assessment in different phases.
- 4) **How to assess?** It is necessary to specify how the evaluation is carried out, since the use of various tools determines the degree of error, the precision or confidence level. This is developed next in Clause 9 How to assess? – Different tools for conformity assessment.

### 5.2 Working process

#### 5.2.1 General

Evidence that the functional requirements and recommendations are met can be achieved by providing:

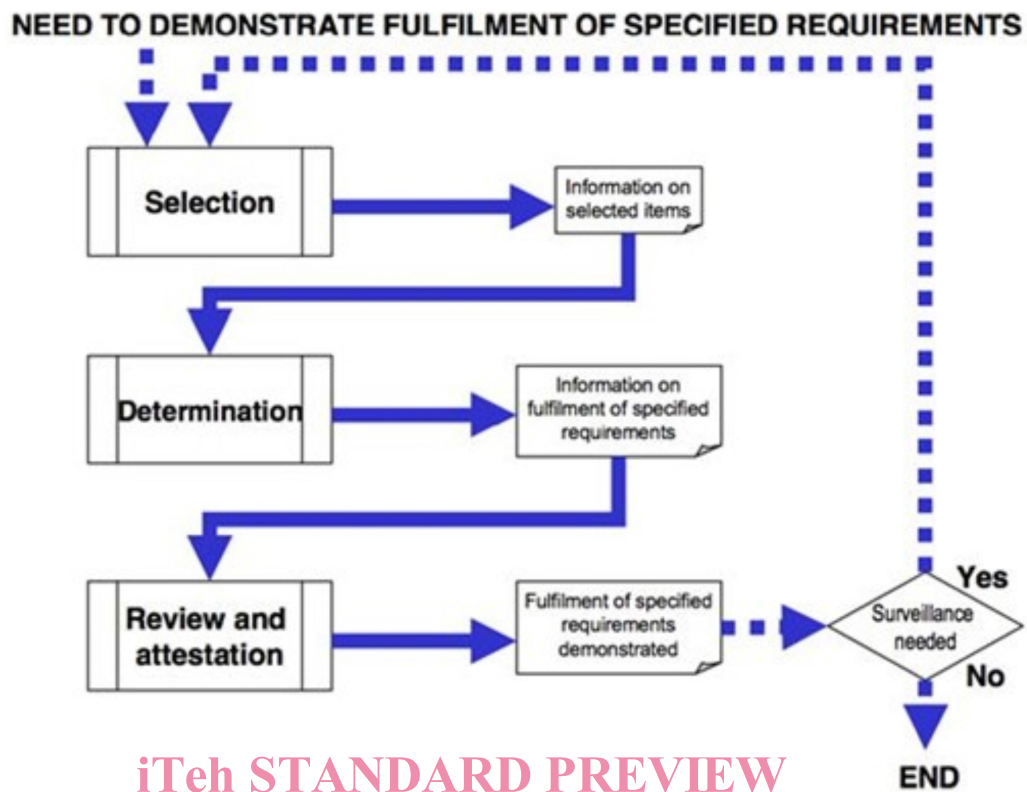
The specific evaluation scheme for the accessibility conformity assessment in built environment is specified in a table that includes all the relevant data of the assessment. See a Conformity Assessment Template in Annex A.

It is important to clarify that this does not substitute the assessment report, but it can be integrated, being a relevant part of it. According to the type of assessment (self-assessment, certification, etc.) the report must have the structure determined by the corresponding standards.

The evaluation process in this methodology is presented in three tasks, illustrated in Figure 1:

- 1<sup>st</sup> Selection
- 2<sup>nd</sup> Determination
- 3<sup>rd</sup> Attestation





**Figure 1 — A functional approach to conformity assessment (see EN ISO/IEC 17025:2005)**

The contents of the table for each section are explained below, as an explanatory key. There is a correspondence of the numbers between the descriptions and the table.

### 5.2.2 Selection: Specification of scope and parameters

In this first step, a preliminary analysis of the assessment environment must be carried out, in order to identify the different references needed later for the development of the assessment, see Table 1:

- 1) **Type of evaluation:** Depending on who makes it, indicating if it is a first-party, second-party or third-party evaluation.
- 2) **Identification of the element:** Building, part of the building, urban space etc. That will serve to know which EN requirements should be considered.

EXAMPLE 1 "Pedestrian accessible routes in Freedom Square -Wolgan Valley".

- 3) **Stage of the assessment:** Specify in which phase of the existence of that building, element or environment the assessment is made: Inception / Feasibility, Planning / Design, Construction, Completion or Post occupancy.

- 4) **Location:** Will serve to differentiate this element in the case that there are several ones.

EXAMPLE 2 "North stairs in Freedom Square -Wolgan Valley".

- 5) **Evaluator:** This data complements the first one that referred to the type of evaluation, specifying more about the person who performs the assessment of compliance.

EXAMPLE 3 "Henry Johnson, senior auditor of ACME Corporation".

- 6) **Date:** This information can be especially useful when the same assessment has to be repeated at different times (such as different stages of construction).

**Table 1 — Part of the assessment table indicating the different references of the first selection task**

References				
[1] Who?	First-party		[2] Element	
	Second-party			
	Third-party			
[3] When?	I. - Inception/Feasibility		[4] Location	
	II. - Planning/Design			
	III. - Construction		[5] Evaluator	[6] Date
	IV. - Completion / Post occupancy			

**5.2.3 Determination: Filling of tables**

Once the type of assessment, scope, and time of the evaluation have been defined, proceed to the main part of the conformity assessment. As in the previous task, the model Table 2 can be used to facilitate the work. Thus, continuing with the numbering of the descriptions of the table, consider:

- Requirements:** Specify exactly which clauses or subclauses (refer to EN numbering) are to be analysed, as well as a brief summary of each of the functional requirements.
- Assessment tools:** Indicate how this validation is carried out (type of tool or method): Visual inspection, measurement test etc.
- Evidence:** Specify the evidence for this item. Evidence can be a note, a parameter etc.
- Assessment:** In this last column summarize its validity (✓), not validity (x), or not applicable in this specific case (-), or pending verification.

**Table 2 — Part of the assessment table with the individual validation of the functional requirements, the tools used and the evidence**

Validation							
[7] What?		[8] How?	[9] Evidence	[10] Assessment			
EN Ref.	Summary of the requirement	Assessment tools	Notes, parameters etc.	valid	not valid	not applicable	Pending verification

## 5.2.4 Attestation: Assessment conclusion

To finalize the assessment, the evaluator may provide a general assessment of the environment or include the observations that are considered to be of interest for the recipients of the conformity assessment.

[11] **Conclusion:** In this last cell of the table (see Table 3), it is possible to include main findings, observations, notes to consider and, of course, a final decision must also be included on the adequacy of the accessibility of this environment in the detailed situation and conditions.

**Table 3 — Part of the assessment table with the final conclusion and observations**

[11] Conclusion

## 6 Who assesses? – Different players for different goals

### 6.1 Different types of conformity assessment

#### 6.1.1 General

Depending on different goals, conformity assessment may be performed by different parties, as described in the following:

#### 6.1.2 First-party assessment (self-assessment of property or internal audits)

This type of audit is carried out by the same organization (self-assessment), usually with the purpose of reviewing if all the requirements of the standard have been correctly implemented and, in this way, knowing if the accessibility system is adequate to achieve the proposed goals.

**NOTE** If an activity is performed by an external body acting on behalf of and controlled by a person or organization that provides or is the object, the activity is still called a first-party conformity assessment activity (e.g. internal audits performed by a consultant who is not part of the organization).

#### 6.1.3 Second-party assessment (user assessment or stakeholder audits)

These types of audits are carried out when the organization has an interest in involving a second-party, in this case it is usually the users. The usual objective of this type of audits is to determine if the existing accessibility of the assessed environments are adequate to achieve the proposed goals.

#### 6.1.4 Third-party assessment (inspection or certification assessment)

EN ISO/IEC 17000 defines “third-party conformity assessment activity” as “performed by a person or body that is independent of the person or organization that provides the object and of user interests in that object”. The third-party conformity assessments are certification and inspection. The key concepts of a third-party assessment in the standards are “independent” and “impartial”. Relevant standards are EN ISO/IEC 17065 specifying general requirements for bodies operating product certification systems and EN ISO/IEC 17020 specifying general criteria for bodies performing inspection. The difference between inspection and certification is explained below. Third-party assessment is commonly used by a manufacturer or service supplier to provide maximum confidence in its products/processes.