



**Human Factors (HF);
ETSI Accessibility Strategy;
ETSI Guide for Accessible Meetings**

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Foreword

This final draft ETSI Guide (EG) has been produced by ETSI Technical Committee Human Factors (HF), and is now submitted for the ETSI Membership Approval Procedure.

It is a contribution to the implementation of ETSI's Accessibility Strategy as endorsed by ETSI's General Assembly #81. The Accessibility Strategy calls for four projects to be carried out with the aim of making ETSI's products, environment, and meetings accessible to users and participants with a wide range of characteristics.

The objectives of these projects are to:

- 1) Review the accessibility of ETSI infrastructure (buildings, facilities); Define baseline requirements and guidelines.
- 2) Make ETSI published deliverables accessible, including improvement of their development process.
- 3) Make ETSI meetings accessible on demand, including online and hybrid meetings.
- 4) Make IT processes and tools accessible, possibly starting with an audit and recommendations for the future.

The present document reports the results of the third of the four projects, providing solutions that enable ETSI to make meetings accessible on demand, including online and hybrid meetings.

The work carried out for the creation of the present document has been conducted in an open collaboration with ETSI members, user and accessibility representatives, and other relevant stakeholders. The present document is based upon desk research (documents and online sources), best practices, expert knowledge, as well as stakeholder (DPOs) and ETSI member consultation.

Intended readers of the present document include, but are not limited to:

- ETSI Technical Committee chairs.

- External meeting hosts (ETSI members hosting committee meetings in their premises).
- ETSI staff that support meeting planning and/or are in charge of ETSI infrastructures.

Modal verbs terminology

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Executive summary

The present document gives guidelines for hosting accessible ETSI meetings on ETSI premises, those of ETSI members or in public environments (e.g. conference centres). It proposes changes to the meeting registration procedure on the ETSI portal allowing participants to indicate their accessibility requirements during the registration process.

It provides a resource collection that links to the most pertinent existing sign language interpreter databases and additionally includes a collection of recommended tools for speech-to-text tools and services, to help make meetings accessible for deaf and hard-of-hearing participants.

It further includes a comparison of accessibility features of available meeting tools, recommendations for tool selection, an evaluation of the accessibility of joint editing and presentation tools and related recommendations for meeting hosts.

The present document is accompanied by a number of annexes, including:

- the detailed specification for the modification of the ETSI meeting registration tool;
- a first version of an informal accessibility guide document for meeting hosts;
- a proposal for the ETSI accessibility statement (applicable to content published on the domain: <https://www.etsi.org/>); and
- the results of the detailed analysis of videoconferencing tools, joint editing tools, and presentation tools.

Introduction

Currently, hosts of ETSI meetings on ETSI premises or those of ETSI members cannot ensure that the meeting will meet the accessibility requirements of potential participants. So far, there is no mechanism for allowing participants to register individual accessibility-related requirements and informing the host thereof. In addition, hosts need guidance on how to address those requirements.

The present document proposes measures that aim at improving the accessibility of ETSI meetings by:

- adapting the registration process to ETSI meetings so that participants can indicate individual access needs;
- providing an online resource collection for speech-to-text tools & services (captioning) and sign language interpreters;
- analysing online meeting tools and providing guidance on the accessibility of these tools;
- providing guidance on accessible online collaboration tools, particularly important for joint editing of documents in hybrid meetings; and
- providing recommendations on improving the necessary ICT equipment in ETSI meeting rooms.