

Question for written answer E-002317/2025

to the Commission

Rule 144

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Subject: Paper-based communication options

The 2025 Commission Work Programme signals a continued shift toward fully digital systems, which may inadvertently stigmatise or marginalise traditional, inclusive formats such as printed materials. These remain essential for many sectors and population groups, including older citizens, digitally underserved communities, persons with disabilities, individuals with limited digital access and those concerned about privacy.

The phasing out of the requirement for paper-based options in EU communication strategies raises concerns about accessibility, environmental impact and individuals' right to choose their preferred communication method. While digital innovation is welcome, it remains unclear whether this shift adequately considers the diverse needs of European citizens and organisations.

1. What is the Commission's rationale for reducing or removing paper-based communication options in the 2025 Work Programme, and how will it avoid contributing to the stigmatisation of non-digital formats or the risk of digital exclusion?
2. Has the Commission conducted or commissioned assessments on the impact of these changes on accessibility and inclusion/exclusion, particularly for digitally marginalised communities?
3. Does the Commission intend to establish balanced communication policies that allow citizens and stakeholders to choose between digital and paper-based formats without disadvantage?

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