

(English version)

Question for written answer E-000358/26
to the Commission
Biljana Borzan (S&D)
(28 January 2026)

Subject: EU-wide accessibility mark for social establishments

Establishments such as restaurants, bars and cafés are part of the social environment that all people are free to enjoy. However, across the EU, people with disabilities are still socially excluded due not only to a lack of infrastructure but also to a lack of information and transparency.

A voluntary system (e.g. a traffic light model to show the level of accessibility for people with different types of disabilities, e.g. mobility, visual, auditory, etc.) would not require the establishments to change in any way except by making the ‘sticker’ visible, in a similar way to ‘no smoking’ stickers, in order to help inform the public about their accessibility. Such a scheme could help consumers make informed choices while encouraging businesses to improve accessibility standards even beyond legal requirements, promoting inclusion and supporting the goals of the European Disability Strategy 2021-2030.

1. Would the Commission consider introducing a voluntary EU-wide ‘accessibility sticker’ for social establishments?
2. Would the Commission consider integrating this potential labelling system into the frameworks like the Digital Services Act to make accessibility information visible online and comparable across Member States?

Submitted: 28.1.2026

Answer given by Ms Lahbib on behalf of the European Commission
(19 March 2026)

The Commission has requested the European Standardisation organisations⁽¹⁾ to develop standards to support the implementation of accessibility legislation, in particular the European Accessibility Act⁽²⁾ (EAA).

It includes EN 17210 on accessibility and usability of the built environment and EN 301549 on accessibility requirements for information and communication technologies products and services.

Establishments such as restaurants, bars and cafés are free to self-declare their compliance with these voluntary standards, should they choose to apply them.

However, at this stage, the Commission does not plan to introduce an ‘accessibility sticker’ in these establishments.

Regarding the online visibility of information on accessibility, it is useful to recall that a range of EU instruments address accessibility concerns.

The Digital Services Act⁽³⁾ (DSA) aims to contribute to the proper functioning of the internal market for providers of intermediary services by setting out rules for a safe, predictable and trustworthy online environment in which fundamental rights, including the principle of consumer protection, are effectively protected.

The DSA requires the Commission to facilitate and encourage the development of codes of conduct to facilitate accessibility and address the particular needs of persons with disabilities.

In particular, the DSA refers back to the EAA regarding the definition of persons with disabilities (see Article 3(v) of DSA).

⁽¹⁾ Standardisation request M/587, https://ec.europa.eu/growth/tools-databases/enorm/mandate/587_en.

⁽²⁾ Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services, OJ L 151, 7.6.2019, pp. 70-115.

⁽³⁾ Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act), OJ L 277, 27.10.2022, pp. 1-102.