

Executive Fact Sheet

# Belgium's Digital Accessibility Laws



# Introduction

Belgium has introduced comprehensive regulations mandating digital accessibility for both private- and public-sector organizations.

The primary legislation affecting private businesses in Belgium is the European Accessibility Act (EAA). To ensure seamless integration of the Act's provisions into Belgium's domestic legal framework, several laws were enacted, amended, and reorganized. These laws collectively form the full transposition of the EAA into Belgian legislation. (In the EU, a transposition integrates a higher-level EU directive into a Member State's national laws.)

Public-sector organizations in Belgium must also meet specific web accessibility standards as part of the country's implementation of the EU Web Accessibility Directive (WAD).

Notably, Belgium embeds accessibility standards within its unique multilingual legal framework. With Dutch, French, and German as official languages, Belgium has adapted both the EAA and EU WAD for its three main regions: Flanders, Wallonia, and the Brussels-Capital Region.

Navigating the intricacies of Belgium's digital accessibility regulations can be complex. This resource is designed to help senior executives understand the essence of these laws and what is required for compliance.



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# Overview of Belgium's digital accessibility laws

Law	Description	Sectors impacted	Compliance standard
Loi du 13 juin 2005 relative aux communications électroniques (Law of June 13, 2005 on electronic communications)	A law transposing the EU WAD, and setting accessibility requirements for electronic communications	Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)	EN 301 549
Loi du 17 juin 2016 relative aux marchés publics (Law of June 17, 2016 on public procurement)	Part of Belgium's transposition of the EU WAD, focusing on public procurement	Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)	EN 301 549
Loi du 19 juillet 2018 relative à l'accessibilité des sites internet et des applications mobiles des organismes du secteur public (Law of July 19, 2018 on the accessibility of websites and mobile applications of public-sector bodies)	Part of Belgium's transposition of the EU WAD, setting accessibility requirements for public-sector websites and mobile applications	Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)	EN 301 549
Ordonnance du 4 octobre 2018 relative à l'accessibilité des sites internet et des applications mobiles des organismes publics régionaux et des communes  (Ordinance of October 4, 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities)	Part of Belgium's transposition of the EU WAD, establishing accessibility requirements for public bodies and municipalities in the Brussels-Capital region	Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)	EN 301 549

# Overview of Belgium's digital accessibility laws (continued)

Law	Description	Sectors impacted	Compliance standard
<p>Décret du 09 mai 2019 - Décret relatif à l'accessibilité des sites internet et des applications mobiles des institutions publiques de la Commission communautaire française</p> <p>(Decree of May 9, 2019 on the accessibility of websites and mobile applications of public institutions by the French Community Commission)</p>	<p>Part of Belgium's transposition of the EU WAD, mandating the accessibility of websites and mobile applications provided by the French Community Commission</p>	<p>Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)</p>	<p>EN 301 549</p>
<p>Arrêté Royal du 05 septembre 2019 - Arrêté royal portant désignation de l'organisme qui contrôle l'accessibilité des sites internet et des applications mobiles des organismes du secteur public, et fixant la méthode de contrôle</p> <p>(Royal Decree of September 5, 2019 designating the authority responsible for controlling the accessibility of websites and mobile applications of public sector bodies, and establishing the control method)</p>	<p>A decree establishing responsible authorities and enforcement mechanisms for Belgium's transposition of the EU WAD</p>	<p>Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)</p>	<p>EN 301 549</p>
<p>Ministerium der Deutschsprachigen Gemeinschaft 15. Oktober 2018 - Dekret über die individuelle und öffentliche elektronische Kommunikation der Behörden des deutschen Sprachgebiets</p> <p>(Ministry of the German-Speaking Community 15. October 2018 - Decree on individual and public electronic communication of the authorities of the German-speaking area)</p>	<p>Part of Belgium's transposition of the EU WAD, mandating the accessibility of electronic communication for public authorities in German-speaking communities</p>	<p>Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)</p>	<p>EN 301 549</p>

# Overview of Belgium's digital accessibility laws (continued)

Law	Description	Sectors impacted	Compliance standard
<p>Ministère de la Communauté française — Décret relatif aux services de médias audiovisuels et aux services de partage de vidéos</p> <p>(Ministry of the French Community - Decree on audiovisual media services and video-sharing services)</p>	<p>Part of Belgium's transposition of the EU WAD, mandating the accessibility of public-sector audiovisual media services and video-sharing services in French-speaking regions</p>	<p>Public organizations (directly impacted), private businesses that sell to the public sector (indirectly impacted)</p>	<p>EN 301 549</p>
<p>Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie, ter gedeeltelijke omzetting van Richtlijn (EU) 2019/882 van het Europees Parlement en de Raad van 17 april 2019 betreffende de toegankelijkheidsvoorschriften voor producten en diensten</p> <p>(Act amending the Act of 13 June 2005 on electronic communications, partially transposing Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on accessibility requirements for products and services)</p>	<p>A law amending pre-existing accessibility legislation on electronic communications to align with the EAA requirements</p>	<p>Private businesses</p>	<p>EN 301 549</p>
<p>Koninklijk besluit tot vaststelling van de voorschriften en nadere bepalingen inzake toegankelijkheid voor personen met een visuele of auditieve handicap tot de audiovisuele mediadiensten in het tweetalig gebied Brussel-Hoofdstad</p> <p>(Royal Decree laying down the rules and detailed provisions on accessibility for persons with a visual or hearing disability (...))</p>	<p>Part of Belgium's EAA transposition, setting additional accessibility requirements for audiovisual media services in the Brussels-Capital region</p>	<p>Private businesses</p>	<p>EN 301 549</p>

# Overview of Belgium's digital accessibility laws (continued)

Law	Description	Sectors impacted	Compliance standard
to audiovisual media services in the bilingual region of Brussels Capital)			
<p>Koninklijk besluit tot vaststelling van de voorschriften en nadere bepalingen inzake toegankelijkheid voor personen met een handicap tot elektronische communicatiediensten</p> <p>(Royal Decree laying down the rules and detailed provisions on accessibility for persons with disabilities to electronic communications services)</p>	Part of Belgium's EAA transposition, setting additional accessibility requirements for electronic communications	Private businesses	EN 301 549
<p>Koninklijk besluit houdende wijziging van het koninklijk besluit van 25 maart 2016 betreffende het op de markt aanbieden van radioapparatuur</p> <p>(Royal Decree amending the Royal Decree of March 25, 2016 on making radio equipment available to the market)</p>	Part of Belgium's EAA transposition, setting additional accessibility requirements for radio equipment	Private businesses	EN 301 549

# Overview of Belgium's digital accessibility laws

Law	Description	Sectors impacted	Compliance standard
<p>2 September 2022 - Besluit van de Vlaamse Regering tot bepaling van de modaliteiten voor het organiseren van het openbaar personenvervoer over water</p> <p>(2 September 2022 – Decree of the Flemish Government laying down detailed rules for the organization of public waterborne passenger transport services)</p>	<p>Part of Belgium's EAA transposition, establishing requirements for the organization of public waterborne passenger transport services</p>	<p>Private businesses</p>	<p>EN 301 549</p>
<p>Service de Wallonie 16 Fevrier 2023 - Décret relatif aux exigences d'accessibilité applicables aux terminaux en libre-service interactifs des transports urbains, suburbains et régionaux</p> <p>(Public Service of Wallonia, February 16, 2023 - Decree on accessibility requirements for interactive self-service terminals in urban, suburban, and regional transport)</p>	<p>Part of Belgium's EAA transposition, setting accessibility requirements for self-service terminals used in transport in the Walloon region</p>	<p>Private businesses</p>	<p>EN 301 549</p>
<p>Wet houdende wijziging van de wet van 5 mei 2017 betreffende de audiovisuele mediadiensten in het tweetalig gebied Brussel-Hoofdstad, ter gedeeltelijke omzetting van Richtlijn (EU) 2019/882 van het Europees Parlement en de Raad van 17 april 2019 betreffende de toegankelijkheidsvoorschriften voor producten en diensten</p> <p>(Act amending the Act of 5 May 2017 on audiovisual media services in the bilingual region of Brussels Capital)</p>	<p>Part of Belgium's EAA transposition, specifically covering audiovisual media services in the Brussels-Capital region</p>	<p>Private businesses</p>	<p>EN 301 549</p>



# Overview of Belgium's digital accessibility laws (continued)

Law	Description	Sectors impacted	Compliance standard
<p>Région de Bruxelles-Capitale : 30 Mars 2023 - Ordonnance relative à l'accessibilité des terminaux en libre-service interactifs des transports urbains et régionaux</p> <p>(Brussels-Capital Region: 30 March 2023. — Ordinance on the accessibility of interactive self-service terminals in urban and regional transport)</p> <p>Région de Bruxelles-Capitale : 8 Juin 2023</p> <p>Arrêté du Gouvernement de la Région de Bruxelles-Capitale portant exécution de l'ordonnance du 30 mars 2023 relative à l'accessibilité des terminaux en libre-service interactifs des transports urbains et régionaux</p> <p>(Brussels-Capital Region: 8 June 2023. — Decree of the Government of the Brussels-Capital Region implementing the Ordinance of 30 March 2023 on the accessibility of interactive self-service terminals in urban and regional transport)</p>	<p>Part of Belgium's EAA transposition, expanding requirements for accessible self-service terminals in the Brussels-Capital region</p>	<p>Private businesses</p>	<p>EN 301 549</p>

# Unpacking digital accessibility laws in Belgium

The following sections of this resource provide more information about the specific digital accessibility laws impacting organizations operating in Belgium, including the entities they apply to, the requirements for compliance, and how they're enforced.

# Laws impacting public-sector and business-to-government (B2G) organizations

## Loi du 13 Juin 2005 relative aux communications électroniques

### Summary:

Loi du 13 Juin 2005 relative aux communications électroniques (Law of June 13, 2005 on electronic communications) originally covered various aspects of electronic communications in Belgium. It was later amended as part of Belgium's EAA transposition to incorporate EU WAD provisions mandating the accessibility of digital products and services provided by public-sector organizations and certain private businesses.

### Requirements:

To meet the requirements of this law, organizations should ensure their digital products and services conform with EN 301 549. In practice, that means ensuring digital content is perceivable, operable, understandable, and robust (POUR) for all users.

Organizations must also take additional actions, including:

- Adopting, whenever possible, measures to increase accessibility, bearing in mind the minimum level of accessibility that must be met at all times.
- Offering users a communication mechanism that allows any person to submit suggestions and complaints.
- Providing an accessibility statement (a detailed, comprehensive, and clear declaration of compliance with the law) on websites and applications.

### Enforcement:

If organizations are found in violation of Loi du 13 Juin 2005, they may incur fines ranging from €500 EUR to €50,000 EUR.

## Loi du 17 juin 2016 relative aux marchés publics

### Summary:

Loi du 17 juin 2016 relative aux marchés publics ((Law of June 17, 2016, on Public Procurement) is a Belgian procurement law that was updated as part of the country's transposition of the EU WAD. This update introduced specific requirements aimed at ensuring that public-sector organizations procure accessible technology.

### Requirements:

In line with the WAD, the law's accessibility provisions mandate that Belgian public entities only

purchase digital products and services that meet accessibility standards. As a result, private companies supplying technology to these organizations must ensure their products comply with the WAD's accessibility requirements to remain eligible for public-sector contracts.

### Enforcement:

Loi du 17 juin 2016 relative aux marchés publics is enforced through the sanctions and penalties outlined in [Loi du 13 Juin 2005 relative aux communications électroniques](#).

## Loi du 19 juillet 2018 relative à l'accessibilité des sites internet et des applications mobiles des organismes du secteur public

### Summary:

Loi du 19 juillet 2018 relative à l'accessibilité des sites internet et des applications mobiles des organismes du secteur public (Law of July 19, 2018 on the accessibility of websites and mobile applications of public sector bodies) is part of Belgium's transposition of the EU WAD, mandating the accessibility of public-sector websites and mobile applications.

### Requirements:

To comply with this law, public-sector organizations must ensure their websites and mobile applications are perceivable, operable, understandable, and robust (POUR) for all users.

As a best practice to avoid regulatory action, public-sector organizations should aim to conform with the latest version of EN 301 549, (the harmonized European standard for web accessibility). They should also align with the general requirements of the EU WAD, including taking ongoing measures to improve accessibility, providing a mechanism for users to submit accessibility feedback, and publishing an accessibility statement.

### Enforcement:

This law is enforced through the sanctions and penalties outlined in [Loi du 13 Juin 2005 relative aux communications électroniques](#).

## Ordonnance du 4 octobre 2018 relative à l'accessibilité des sites internet et des applications mobiles des organismes publics régionaux et des communes

### Summary:

Ordonnance du 4 octobre 2018 relative à l'accessibilité des sites internet et des applications mobiles des organismes publics régionaux et des communes (Ordinance of October 4, 2018 on the accessibility of websites and mobile applications of regional public bodies and municipalities) is part of Belgium's transposition of the EU WAD. Enacted specifically for the Brussels-Capital region, the law aims to ensure that digital services provided by regional public authorities are accessible to all users, particularly individuals with disabilities.

### Requirements:

In accordance with the EU WAD, this law requires that public bodies and municipalities in Belgium's

Brussels-Capital region bring their websites and mobile applications into conformance with EN 301 549. They must also align with the general requirements of the EU WAD, outlined in [Loi du 13 Juin 2005 relative aux communications électroniques](#).

### Enforcement:

This law is enforced through the sanctions and penalties outlined in [Loi du 13 Juin 2005 relative aux communications électroniques](#).

## Décret du 09 mai 2019 - Décret relatif à l'accessibilité des sites internet et des applications mobiles des institutions publiques de la Commission communautaire française

### Summary:

Part of Belgium's transposition of the EU WAD, Décret du 09 mai 2019 - Décret relatif à l'accessibilité des sites internet et des applications mobiles des institutions publiques de la Commission communautaire française (Decree of May 09, 2019 on the accessibility of websites and mobile applications of public institutions by the French Community Commission) specifically mandates that the digital assets provided by Belgium's French Community Commission meet accessibility standards.

### Requirements:

While no new requirements are introduced, this law directs Belgium's French Community Commission to ensure that their websites and mobile apps conform with EN 301 549, consistent with the accessibility standards set by Belgium's other EU WAD transposition laws.

### Enforcement:

This law is enforced through the sanctions and penalties outlined in [Loi du 13 Juin 2005 relative aux communications électroniques](#).

## Arrêté Royal du 05 septembre 2019 - Arrêté royal portant désignation de l'organisme qui contrôle l'accessibilité des sites internet et des applications mobiles des organismes du secteur public, et fixant la méthode de contrôle

### Summary:

Arrêté Royal du 05 septembre 2019 - Arrêté royal portant désignation de l'organisme qui contrôle l'accessibilité des sites internet et des applications mobiles des organismes du secteur public, et fixant la méthode de contrôle (Royal Decree of September 5, 2019 - Royal Decree designating the authority responsible for controlling the accessibility of websites and mobile applications of public-sector bodies, and establishing the control method) clarifies how Belgium's other EU WAD transposition laws will be enforced.

This decree designates the authorities responsible for verifying the accessibility of public-sector websites and mobile applications and establishes the methods these authorities can use to hold organizations accountable for adhering to accessibility requirements.

### Requirements:

Because this decree is focused on the enforcement of existing accessibility laws, it does not introduce any new requirements for organizations.

### Enforcement:

This decree itself is not enforced but rather establishes the enforcement mechanisms for Belgium's other WAD transposition laws (such as Loi du 13 Juin 2005 relative aux communications électroniques) and the authorities responsible for that enforcement.

## Ministerium der Deutschsprachigen Gemeinschaft 15. Oktober 2018 Dekret über die individuelle und öffentliche elektronische Kommunikation der Behörden des deutschen Sprachgebiets

### Summary:

Ministerium der Deutschsprachigen Gemeinschaft 15. Oktober 2018 Dekret über die individuelle und öffentliche elektronische Kommunikation der Behörden des deutschen Sprachgebiets (Ministry of the German-Speaking Community 15. October 2018 - Decree on individual and public electronic communication of the authorities of the German-speaking area) establishes requirements for how public authorities in Belgium's German-speaking community communicate electronically, both on an individual level and with the public. It is part of Belgium's transposition of the EU WAD and sets standards to ensure that digital communication is accessible for all users.

### Requirements:

The law does not introduce new accessibility requirements but directs public organizations within Belgium's German-speaking community to ensure their websites and mobile applications conform with EN 301 549, consistent with the requirements of Belgium's other EU WAD transposition laws.

### Enforcement:

This law is enforced through the sanctions and penalties outlined in Loi du 13 Juin 2005 relative aux communications électroniques.

## Ministère de la Communauté française — Décret relatif aux services de médias audiovisuels et aux services de partage de vidéos

### Summary:

Ministère de la Communauté française — Décret relatif aux services de médias audiovisuels et aux services de partage de vidéos (Ministry of the French Community - Decree on audiovisual media services and video-sharing services) sets out the regulatory framework for audiovisual media services and video-sharing platforms within Belgium's French-speaking community. As part of Belgium's transposition of the EU WAD, it establishes clear obligations for service providers in a range of areas, including accessibility as well as content quality and consumer protection.

### Requirements:

To fulfill their accessibility obligations under this law, audiovisual media services and video-sharing platforms in the French Community must ensure that their products and services meet the accessibility requirements of the WAD by conforming to EN 301 549. This means that digital content must be fully accessible and usable for everyone.

### Enforcement:

The requirements of this law are enforced through the sanctions and penalties outlined in [Loi du 13 Juin 2005 relative aux communications électroniques](#).

## Laws impacting private businesses

Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie, ter gedeeltelijke omzetting van Richtlijn (EU) 2019/882 van het Europees Parlement en de Raad van 17 april 2019 betreffende de toegankelijkheidsvoorschriften voor producten en diensten

### Summary:

Part of Belgium's EAA transposition, Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie, ter gedeeltelijke omzetting van Richtlijn (EU) 2019/882 van het Europees Parlement en de Raad van 17 april 2019 betreffende de toegankelijkheidsvoorschriften voor producten en diensten (Act amending the Act of 13 June 2005 on electronic communications, partially transposing Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on accessibility requirements for products and services) updates [Loi du 13 juin 2005 relative aux communications électroniques](#) to align with the EAA.

It expands the scope of the 2005 law, setting new accessibility requirements for a range of consumer products and services, including e-commerce websites and ATMs. Notably, these requirements apply not only to businesses based in Belgium, but also to providers of covered products and services based outside the nation that serve Belgian consumers. Enforcement will begin in June 2025.

### Requirements:

The requirements for compliance with this law align with the general requirements for EAA compliance. To meet these, organizations covered by the law should ensure they adhere to the technical specifications outlined in the law and conform to EN 301 549. Conformance with EN 301 549 involves adhering to digital accessibility best practices including:

- Ensuring compatibility with assistive technologies like screen readers.
- Offering flexible input methods.
- Providing alternatives for visual and auditory content.

The EAA also mandates that software and hardware associated with covered products and services are accessible to people with disabilities.

### Enforcement:

Organizations that fail to comply with Belgium's EAA transposition laws may face sanctions and fines ranging from €500 EUR to €50,000 EUR.



## Koninklijk besluit tot vaststelling van de voorschriften en nadere bepalingen inzake toegankelijkheid voor personen met een visuele of auditieve handicap tot de audiovisuele mediadiensten in het tweetalig gebied Brussel-Hoofdstad

### Summary:

Koninklijk besluit tot vaststelling van de voorschriften en nadere bepalingen inzake toegankelijkheid voor personen met een visuele of auditieve handicap tot de audiovisuele mediadiensten in het tweetalig gebied Brussel-Hoofdstad (Royal Decree laying down the rules and detailed provisions on accessibility for persons with a visual or hearing disability to audiovisual media services in the bilingual region of Brussels Capital) is part of Belgium's transposition of the EAA, applicable to private businesses.

The law sets requirements aimed at improving access to audiovisual media services for people with visual and / or hearing disabilities. Enacted specifically for the bilingual community in Brussels, it requires broadcasters to provide subtitles, audio descriptions, and sign language interpretation where needed to ensure audiovisual media services are accessible.

### Requirements:

To comply with this law, organizations that provide audiovisual media services should ensure these services conform with EN 301 549.

### Enforcement:

If an organization's audiovisual services are non-compliant, they may be subject to fines and penalties outlined in Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie.

## Koninklijk besluit tot vaststelling van de voorschriften en nadere bepalingen inzake toegankelijkheid voor personen met een handicap tot elektronische communicatiediensten

### Summary:

Part of Belgium's EAA transposition, Koninklijk besluit tot vaststelling van de voorschriften en nadere bepalingen inzake toegankelijkheid voor personen met een handicap tot elektronische communicatiediensten (Royal Decree laying down the rules and detailed provisions on accessibility for persons with disabilities to electronic communications services) establishes specific implementation rules and technical requirements to ensure electronic communication services are accessible to people with disabilities.

### Requirements:

This requirements for this law align with the requirements outlined in Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie.

### Enforcement:

While this law itself does not specify direct enforcement measures, organizations that fail to comply with the EAA requirements may face penalties outlined in Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie.

## Koninklijk besluit houdende wijziging van het koninklijk besluit van 25 maart 2016 betreffende het op de markt aanbieden van radioapparatuur

### Summary:

Koninklijk besluit houdende wijziging van het koninklijk besluit van 25 maart 2016 betreffende het op de markt aanbieden van radioapparatuur (Royal Decree amending the Royal Decree of March 25, 2016 on making radio equipment available to the market) is part of Belgium's transposition of the EAA, applicable to private businesses.

This law sets technical requirements for the accessibility of radio equipment.

### Requirements:

To comply with this law, providers of radio equipment must ensure this equipment is perceivable,

operable, understandable, and robust (POUR) for users with disabilities. They must also meet the general requirements of the EAA, outlined in [Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie](#).

### Enforcement:

If a radio equipment provider is found to be non-compliant, they may be subject to fines and penalties outlined in [Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie](#).

## 2 September 2022 - Besluit van de Vlaamse Regering tot bepaling van de modaliteiten voor het organiseren van het openbaar personenvervoer over water

### Summary:

Besluit van de Vlaamse Regering tot bepaling van de modaliteiten voor het organiseren van het openbaar personenvervoer over water (2 September 2022 - Decree of the Flemish Government laying down detailed rules for the organization of public waterborne passenger transport services) establishes rules for organizing public waterborne passenger transport in Flanders. It defines accessibility requirements, as well as operational conditions and service standards, to ensure efficient and reliable transport over water for all consumers, including people with disabilities.

### Requirements:

This law's digital accessibility requirements align with those outlined in the [Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie](#).

### Enforcement:

This law is enforced through the sanctions and penalties outlined in [Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie](#).

## Service de Wallonie 16 Fevrier 2023 - Décret relatif aux exigences d'accessibilité applicables aux terminaux en libre-service interactifs des transports urbains, suburbains et régionaux

### Summary:

Service de Wallonie 16 Fevrier 2023 - Décret relatif aux exigences d'accessibilité applicables aux terminaux en libre-service interactifs des transports urbains, suburbains et régionaux (Public Service of Wallonia, February 16, 2023 - Decree on accessibility requirements for interactive self-service terminals in urban, suburban, and regional transport) sets accessibility requirements for interactive self-service terminals used in urban, suburban, and regional transport. It mandates that ticket machines, information kiosks, and other self-service terminals be usable by people with disabilities and is part of Belgium's transposition of the EAA.

### Requirements:

Organizations must ensure that self-service terminals meet the functional accessibility requirements set by the EAA, which can be achieved through conformance with EN 301 549. They must also continuously enhance accessibility, incorporating features like screen readability and audio support.

### Enforcement:

This law is enforced through the sanctions and penalties outlined in [Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie](#).

## Wet houdende wijziging van de wet van 5 mei 2017 betreffende de audiovisuele mediadiensten in het tweetalig gebied Brussel-Hoofdstad, ter gedeeltelijke omzetting van Richtlijn (EU) 2019/882 van het Europees Parlement en de Raad van 17 april 2019 betreffende de toegankelijkheidsvoorschriften voor producten en diensten

### Summary:

Part of Belgium's EAA transposition, Wet houdende wijziging van de wet van 5 mei 2017 betreffende de audiovisuele mediadiensten in het tweetalig gebied Brussel-Hoofdstad, ter gedeeltelijke omzetting van Richtlijn (Act amending the Act of 5 May 2017 on audiovisual media services in the bilingual region of Brussels Capital, partially transposing Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services) is an amendment to the 2017 law on audiovisual media services in Brussels-Capital. This law introduces new accessibility obligations for private-sector broadcasters and media providers, in alignment with the EAA requirements.

### Requirements:

This law mandates that broadcasters and media providers ensure audiovisual media content is accessible to people with disabilities by taking actions such as providing closed captions, audio descriptions, and sign language interpretation. Service providers must also meet the general requirements of the EAA, which can be achieved through conformance to EN 301 549.

### Enforcement:

This law is enforced through the sanctions and penalties outlined in [Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie](#).

## Région de Bruxelles-Capitale : 30 Mars 2023. - Ordonnance relative à l'accessibilité des terminaux en libre-service interactifs des transports urbains et régionaux and Région de Bruxelles-Capitale : 8 Juin 2023. - Arrêté du Gouvernement de la Région de Bruxelles-Capitale portant exécution de l'ordonnance du 30 mars 2023 relative à l'accessibilité des terminaux en libre-service interactifs des transports urbains et régionaux

### Summary:

These two laws transpose the EAA's accessibility requirements related to transport services and were enacted specifically for Belgium's Brussels-Capital Region.

Région de Bruxelles-Capitale : 30 Mars 2023. - Ordonnance relative à l'accessibilité des terminaux en libre-service interactifs des transports urbains et régionaux (Brussels-Capital Region: 30 March 2023. — Ordinance on the accessibility of interactive self-service terminals in urban and regional transport) establishes accessibility requirements for interactive self-service terminals used in urban and regional transport.

This ordinance is implemented through Région de Bruxelles-Capitale : 8 Juin 2023. - Arrêté du Gouvernement de la Région de Bruxelles-Capitale portant exécution de l'ordonnance du 30 mars 2023 relative à l'accessibilité des terminaux en libre-service interactifs des transports urbains et régionaux (Brussels-Capital Region: 8 June 2023. — Decree of the Government of the Brussels-Capital Region implementing the Ordinance of 30 March 2023 on the accessibility of interactive self-service terminals in urban and regional transport).

### Requirements:




To comply with these laws, providers of transport services within the Brussels-Capital Region must ensure that ticket machines, information kiosks, and other self-service terminals are accessible to people with disabilities. As a best practice, providers should bring these terminals into conformance with EN 301 549.

### Enforcement:

These laws are enforced through the sanctions and penalties outlined in Wet houdende wijziging van de wet van 13 juni 2005 betreffende de elektronische communicatie.

# Start your journey to compliance


To comply with current Belgium's digital accessibility laws and stay ahead of the 2025 EAA enforcement deadline, we recommend that your organization start by taking the following actions:

-  Audit your digital assets for conformance with EN 301 549.
-  Swiftly address existing accessibility issues in your digital assets.
-  Publish a detailed accessibility statement and regularly update this document.

Third-party digital accessibility solution providers, like Level Access, can help you understand your legal obligations and equip you with advanced technology, expert support services, and training to ensure all assets in your portfolio are accessible and compliant.

### Summary

Accessibility score



85

Legend

- Weak: 0-49
- Average: 50-79
- Strong: 80-100

Pages   User flows   Components

Search  
For multiple keywords, separate by comma

<input type="checkbox"/> Name	Monitored	Manual evaluation	Severity
<input checked="" type="checkbox"/> Page 1	<span style="color: green;">●</span> Monitoring	<span style="color: green;">●</span> Tested	Serious
		<span style="color: orange;">●</span> Requested	Moderate
		<span style="color: gray;">●</span> No	Mild

82%

372 issues fixed

## Let's get started

Engage our team to make accessibility a priority now. An investment in digital accessibility today is an investment in the sustainability and success of your company tomorrow.

[Info@levelaccess.com](mailto:Info@levelaccess.com)

[LevelAccess.com](https://LevelAccess.com)

