



NSAI

ANNUAL REPORT 2025

**NSAI TECHNICAL COMMITTEE
(NSAI/TC 23)
UNIVERSAL DESIGN**

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1 Introduction

The major benefits expected of the standards developed by NSAI/TC 23 and the participation by NSAI experts on regional (European- CEN, CENELEC and ETSI) and international (ISO and IEC) committee work are in the short term and long term for :

- improved quality of life for the widest range of users;
- criteria for manufacturers against which to design products, services, ICT and the built environment for the widest range of users;
- safe, reliable and functional products produced for consumers - purchasers and users;
- improved cost effectiveness for purchasers, both private and public;
- enhanced compatibility and interoperability between products;
- standards in new emerging areas to facilitate the changing demographics of our society
- greater opportunities due to the availability of technology for independent living
- equity as well as equality for the widest range of users of products, services, ICT and the built environment
- increased market share for manufacturers of products and services.



(<https://www.youtube.com/watch?v=A88E4DH2asQ>)

The goal of NSAI/TC 23 is to represent the diversity of the human population and continue to grow the members of the committee ensuring a broad expertise. This ensures the widest range of users are represented in the work at both national, regional and internationally.

The long term goal is to have standards for mainstream product & services and the built environment that take account of the diversity of the users, applying the Universal Design principles and Design for All approaches.

In 2025 NSAI/TC 23 continued drafting the national standard for Universal Design dwellings and participated in the new European Accessibility Act (EAA) standardization projects (M/587).

The European Accessibility Act is formally known as [Directive \(EU\) 2019/882](#) on the Accessibility Requirements of Products and Services. In Ireland, the European Accessibility Act was transposed into Irish Law through [Statutory Instrument No. 636 of 2023](#). The EAA commenced on 28 June 2025.

A main aim of the European Accessibility Act is to increase the availability of accessible products and services across the European Union (EU) by enforcing accessibility requirements. To ensure that accessibility requirements are consistently applied to the manufacturing and sale of certain products and services across the EU, a set of six harmonised European Standards are being created (or updated) for companies to use to comply with the EAA. Organisations will be able to use the requirements in the harmonised European Standards to comply with the accessibility requirements in the European Accessibility Act.

NSAI are responsible for facilitating Irish stakeholders in the development of European Standards with accessibility requirements harmonised to the EAA under the EU Standardization Request, namely Mandate 587.

The list of existing standards being revised include:

- [I.S. EN 301549:2021](#), Accessibility Requirements for ICT products and services.
- [I.S. EN 17161:2019](#), Design for All – Accessibility following a Design for All approach in products, goods, and services – Extending the range of users.
- [I.S. EN 17210:2021](#), Accessibility and usability of the built environment – Functional requirements.
- [S.R. CEN/CLC/ETSI/TR 101551:2026](#), Guidelines for public procurement of ICT products and services in the European Union: accessibility award criteria and conformity assessment

The list of new standards being drafted include:

- [prEN 18339](#), New Standard, *Accessibility of non-digital information related to products and services*.
Harmonised standard(s) setting up requirements on the accessibility of non-digital information related to products.
- [prEN 18340](#), New Standard, *Accessibility of support services for products and services*.
Harmonised standard for the accessibility of support services related to products and services (help desks, call centres, technical support, relay services and training services)
- [prEN 303 919](#), Harmonised standard (TS 103 919:2024 upgraded) for the accessibility and interoperability of emergency communications and for the answering of emergency communications by the public safety answering point (PSAPs) (Including to the single European Emergency number 112)

2 Scope of TC

The role of NSAI/TC 23 and its members is to:

- produce National deliverables /standards on products, services, systems and the built environment for the widest range of users including persons with disability and older persons, including follow-up activities and revisions to support Government and EU legislation and policy in the absence of European standards;
- monitor and participate in the development of regional (European – [CEN](#), [CENELEC](#) and [ETSI](#)) and international Standards (ISO and IEC);
- advise NSAI on how the needs of the widest range of users should be taken into account so that they can participate effectively and efficiently in society are addressed in standards.

NSAI/TC 23 presently participates in standards work in the area of:

- the built environment
- ICT (user interface accessibility)
- products and services (Design for All)
- mobility & wheelchairs
- ageing societies

3 Sustainable Development Goals and standardisation

NSAI/TC 23 committee contributes to the following Sustainable Development Goals:



(<https://sdgs.un.org/goals>)

NSAI/TC 23 supports NSAI's commitment to the ISO Declaration on Gender Responsive Standards and acknowledges that applying a gender lens to the work of standardisation can bring us closer to achieving the UN Sustainable Development Goals.

4 Committee structure

Technical Committee number 23 (NSAI/TC 23) is a collection of standards committees involved in the development of Irish, European and International with an emphasis on Universal Design and Accessibility. The Consultative Committee oversees the activities of the Standards Committee and advises NSAI.

With the Consultative Committee (TC) there are 6 subcommittees (SC). Where required the subcommittees can accommodate working groups (WG). Figure 1 shows the structure of the Consultative Committee and its subcommittees.

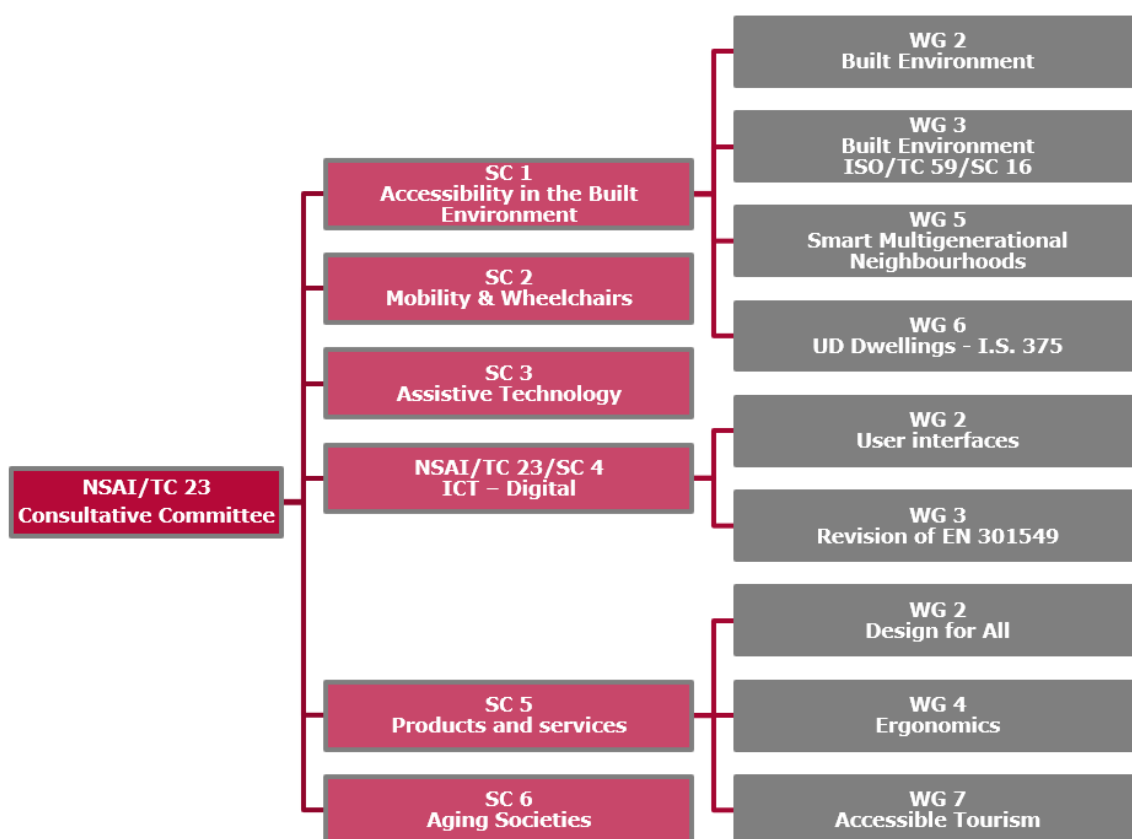


FIGURE 1 – COMMITTEE STRUCTURE OF NSAI/TC 23

The membership of the Consultative Committee includes the chairpersons from the subcommittees and representatives from key stakeholders including the National Disability Authority.

5 Subcommittee activities

5.1 NSAI/TC 23/SC 1 - Accessibility in the Built Environment

The Scope of SC 1 is to monitor, participate and develop the International, European and National Standards for Universal Design, Design for All and Accessibility in the Built Environment.

The Built Environment is considered as the collection of man-made or induced physical objects located in a particular area or region. When treated as a whole, the built environment typically is taken to include buildings, external works (landscaped areas), infrastructure and other construction works within the area under consideration.

There are four active working groups within the subcommittee. WG2 participates in the European Standards. WG3 monitors the International Standards. WG5 monitors the International Standards specific to Smart Multigenerational Neighbourhoods. WG6 is producing a National Standard.

In 2025 there were 8 plenary meetings of the national committee and 8 European meetings were attended.

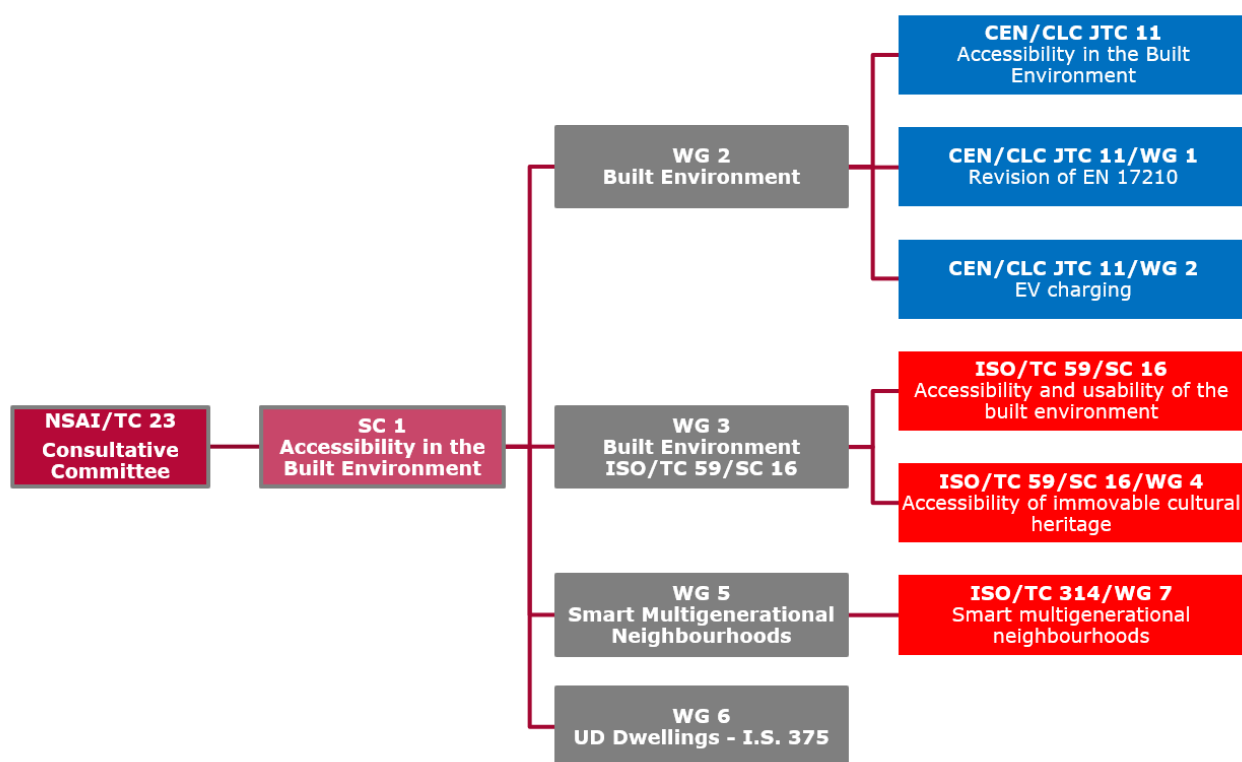


FIGURE 2 - COMMITTEE STRUCTURE AND MAPPING OF SC 1

The Standards projects that are active at present include:

[prEN 17210 rev](#) - *Accessibility and usability of the built environment - Requirements and recommendations*

European Standard in WG2

Revision to harmonise EN 17210:2021 to the EAA under mandate M/587. This entailed the introduction of a new Annex A with measurable quantities that can be demonstrated.

[prEN 18324](#) - *Accessibility requirements and recommendations for charging stations for electric road vehicles*

European Standard in WG2

New Standard not linked to a mandate and not a candidate for harmonisation. 6 national members participating. Initiated in September the committee draft was issued to CEN in December.

I.S. 375 – *Universal Design dwellings*

National Standard in WG6

Following a review of the 3rd committee draft, the committee addressed each of the technical issues raised. This included aligning the outdoor aspects with national guidelines such as DMURS (Design Manual for Urban Roads and Streets)

5.2 NSAI/TC 23/SC 2 – Mobility & Wheelchairs

This small eCommittee is following the international standards working on wheelchairs, as shown in Figure 3. The [ISO/TC 173/SC 1](#) standards committee has published 48 international standards specific to wheelchairs.

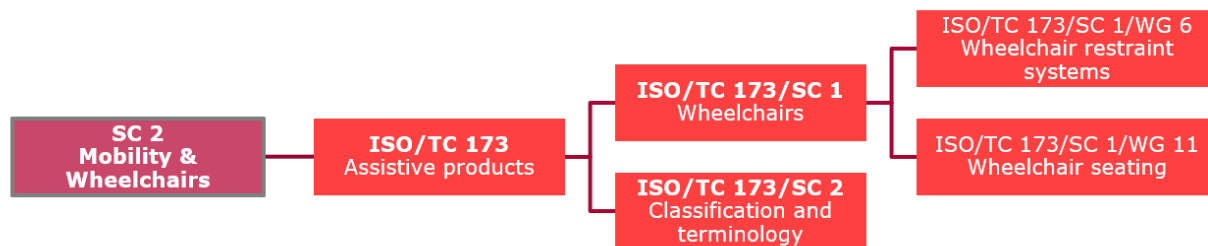


FIGURE 3 - COMMITTEE STRUCTURE AND MAPPING OF SC 2

5.3 NSAI/TC 23/SC 3 – Assistive Technology

This small eCommittee is following the European standards working on assistive products within [CEN/TC 293](#), as shown in Figure 4.



FIGURE 4 - COMMITTEE STRUCTURE AND MAPPING OF SC 3

5.4 NSAI/TC 23/SC 4 – ICT - Digital

This subcommittee is focussed on digital and ICT standardization. ICT Telecommunication European standards are developed by the [ETSI](#) (European Telecommunication Standards Institute), recognised by the EU as a European Standardization Organisation. ICT standards without the telecommunications element are primarily developed by a joint committee of both ISO and IEC, namely [ISO/IEC/JTC 1](#). The structure and mapping of SC4 is shown in Figure 5.

The priority work area has been the revision of the 5th edition of EN 301 549 and its alignment with the European Accessibility Act to become harmonised. Work was also completed on the second edition of TR 101551:2026. This work is being managed by an ETSI led collaboration of the 3 European Standards Organisations, [CEN/CLC/ETSI/JWG eAcc](#).

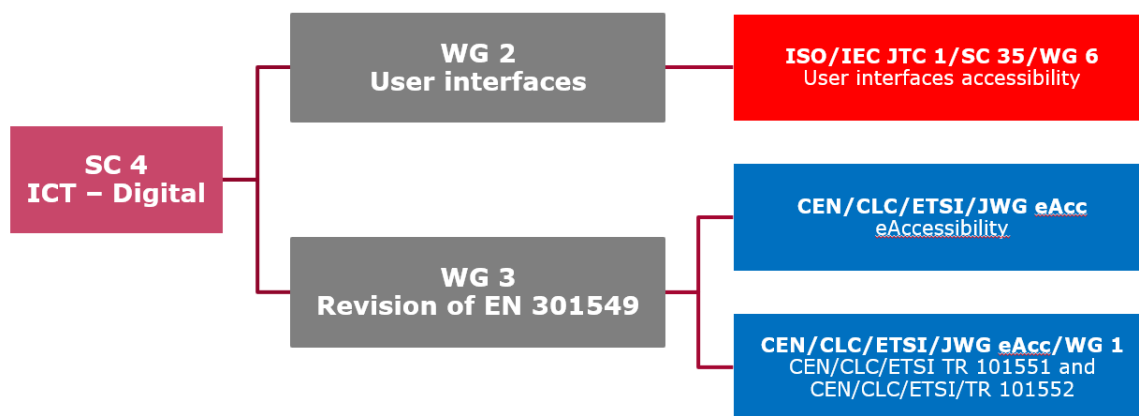


FIGURE 5 - COMMITTEE STRUCTURE AND MAPPING OF SC4

The Standards projects that are active at present include:

[CEN/CLC/ETSI/TR 101551:2026](#), *Guidelines for public procurement of ICT products and services in the European Union: accessibility award criteria and conformity assessment*

The revision of the Technical Report to incorporate both TR 101551:2014 and TR 101552:2014 into a single document.

[prEN 301549](#), *Accessibility requirements for ICT products and services*

This 6th edition has been revised both technically and also harmonised to the EAA. It had already been harmonised to the WAD. The revision required cooperation with the prEN 17210 where there was potential crossover of scope between ICT hardware and the built environment. NSAI submitted comments at each iteration of this fast-moving (ETSI lead) revision ensuring that the Standard adequately addressed the essential requirements of the EAA.

5.5 NSAI/TC 23/SC 5 – Products and Services

The committees within SC5 monitor and participate in the development of European and International standards within the general scope of products and services. There are 3 active Working Groups. The committee structure and mapping can be seen in Figure 6.

5.5.1 WG2 – Design for All

This national standards committee monitors and participates in the development of Design for All European Standards produced by the Joint CEN and Cenelec Standards Committee, CEN/CLC/JTC 12.

[CEN/CLC/JTC 12](#) – Design for All is responsible for 3 European Standards supporting the European Accessibility Act. NSAI committee members are involved in leadership roles at the European level, investing significant resources in the standards activities. The national committee reviewed and commented on each stage of the working drafts throughout the projects.

The Standards projects that are active at present include:

[prEN 17161 rev](#) - *Design for All approach - Managing accessibility of products and services (candidate for harmonization)*

Revision to harmonise EN 17161:2019 to the EAA under mandate M/587. This entailed a full revision on the Standard. NSAI will draft a National Foreword making “Universal Design” and “Design for All” interchangeable in the Standard.

[prEN 18339](#) - *Accessibility of non-digital information related to products and services (candidate for harmonization)*

Project lead was from the NDA, who drafted the initial architecture of the Standard. NSAI members attended each meeting, providing review and feedback at every stage. Drafting was completed in December 2025 and Public Comment commencing in April 2026.

[prEN 18340](#) - *Accessibility of support services for products and services (candidate for harmonization)*

Project lead is Irish. NSAI members attended each of the meetings and provided input at each stage of development. Drafting was completed in December 2025 and Public Comment commencing in April 2026.

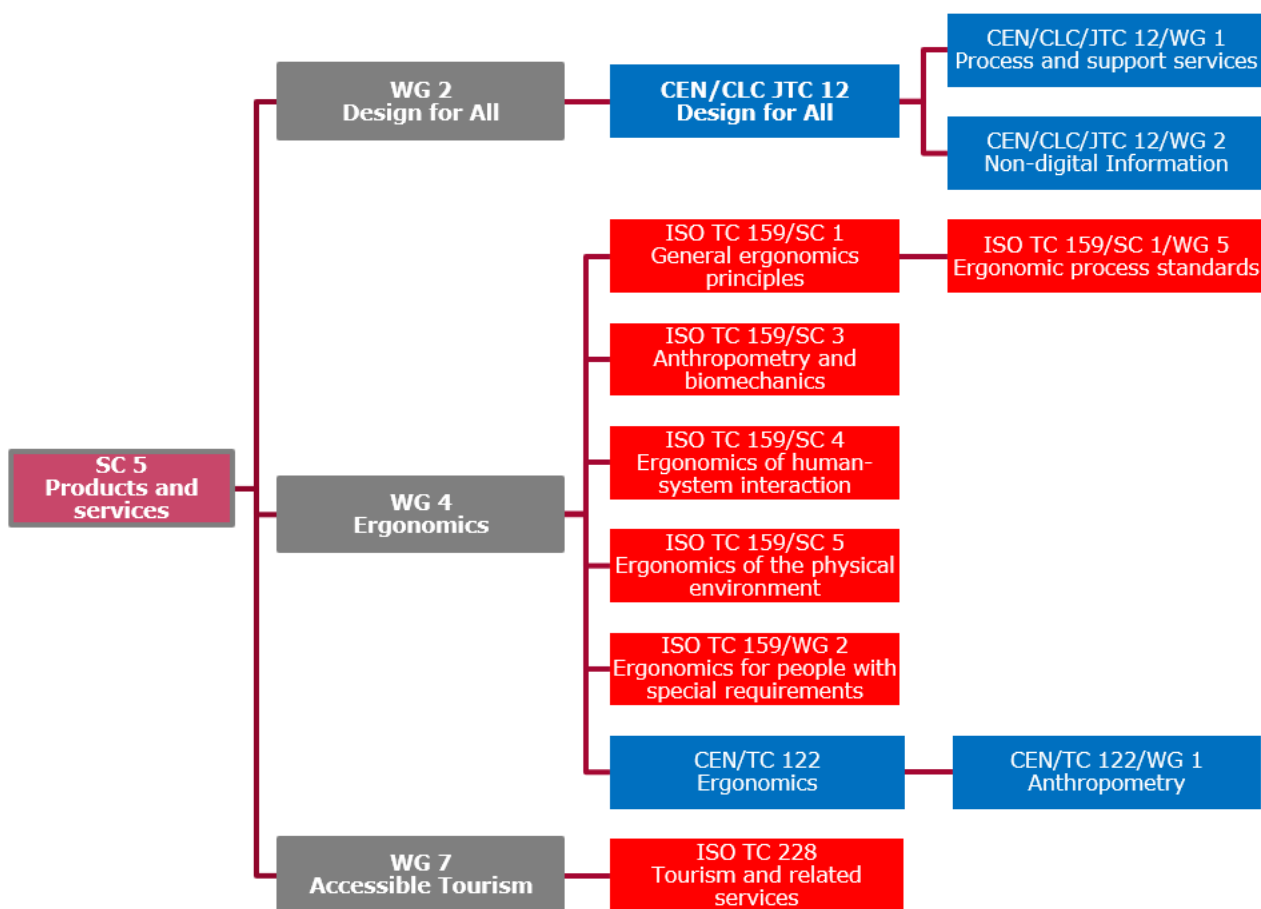


FIGURE 6 - COMMITTEE STRUCTURE AND MAPPING FOR SC5

5.5.2 WG4 - Ergonomics

The area of ergonomics is vast. Irish committee members are project leads on a few of the many Standards projects. They represent third level education and research institutions. International and European Standards Committees are followed by the ergonomics experts.

5.5.3 WG7 – Accessible Tourism

In the area of Tourism, the international standards developed by the Standards Technical Committee [ISO/TC 228](#) are reviewed by the national committee from the aspect of accessibility. During the development phase of the international the committee comments and proposes the introduction of accessible into the applicable standards. The general aspects of Tourism are followed at a national level by the national standards committee NSAI/TC 35 Tourism Services.

[ISO/DIS 18981](#), *Tourism and related services — Restaurants – Guidelines for buffet design and services*

Accessibility aspects were introduced to the standard during its early development.

[ISO/FDIS 18980](#), *Tourism and related services — Camping tourism — Requirements and recommendations for campsite facilities and services*

Accessibility aspects were introduced to the standard during its early development.

5.6 NSAI/TC 23/SC 6 – Aging Societies

THIS NATIONAL STANDARDS COMMITTEE MONITORS AND PARTICIPATES IN THE DEVELOPMENT OF **AGING SOCIETY INTERNATIONAL** STANDARDS DEVELOPED BY THE **ISO STANDARDS COMMITTEE, ISO/TC 314**. THE COMMITTEE STRUCTURE AND MAPPING CAN BE

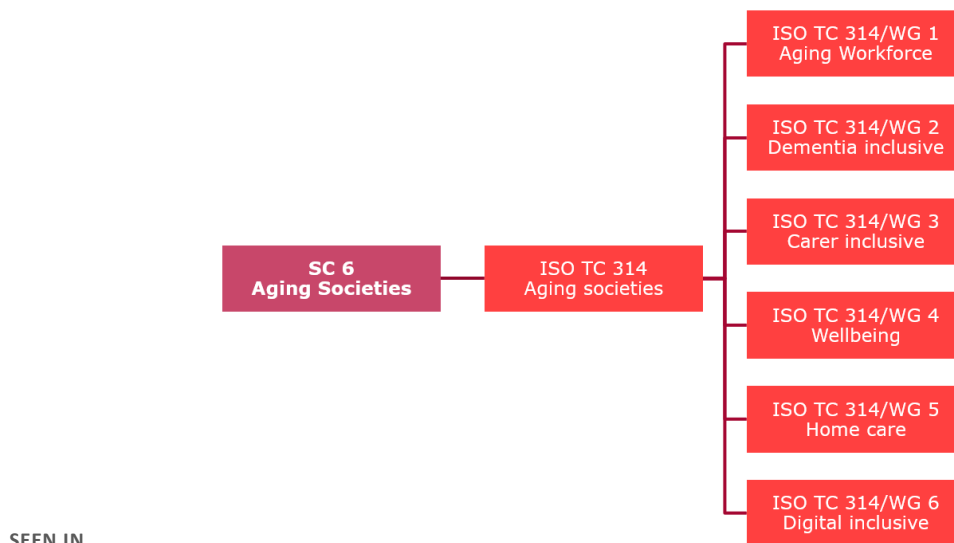


Figure 7.

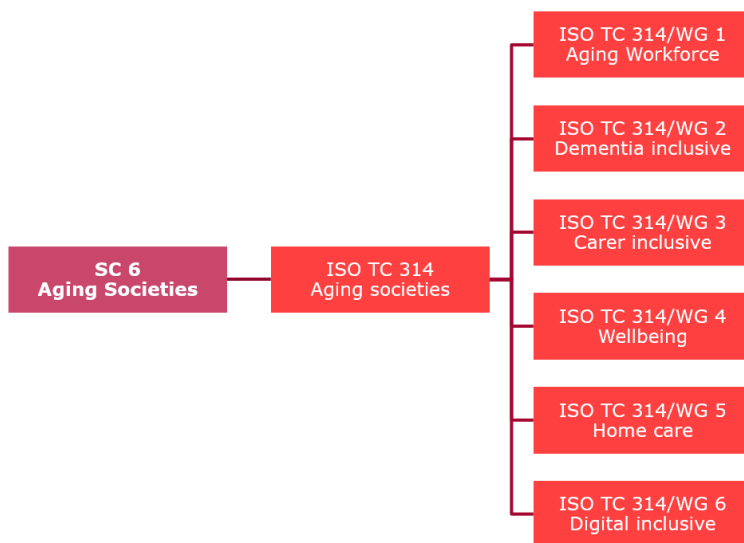


FIGURE 7 - COMMITTEE STRUCTURE AND MAPPING FOR SC6

6 European and International Committees

NSAI/TC 23 committee members through the various sub-committees (SC) mirrors and engages with the following regional and international committees:

CEN SAGA	Strategic Advisory Group on Accessibility
CEN/CLC/JTC 12	Design for All
CEN/CLC/JTC11	Accessibility in the built environment
CEN/CLC/ETSI/JWG eAcc	eAccessibility
CEN/TC122 & ISO/TC 159	Ergonomics

CEN/TC 10/WG 7	Accessibility to lifts for persons including persons with disability
ISO TC59/SC16	Accessibility in the built environment
CEN/TC 293 & ISO/TC 173	Assistive Products
ISO TC 228	Accessible Tourism
ISO/IEC/JTC 1/SC 35	Human Interfaces

Committee Name	Committee Title
NSAI/TC 23	Strategic Advisory Group on Accessibility/ Universal Design
NSAI/TC 23/SC 1 Built Environment	CEN/CLC/JTC 11 - Accessibility in the built environment ISO/TC 59/SC 16 CEN/TC 10/WG 7 - Accessibility to lifts for persons including persons with disability
NSAI/TC 23 /SC 2 Mobility & Wheelchairs	CEN/TC 293/WG 9 - Wheelchairs - Revision of EN 12183 and EN 12184 ISO/TC 173/SC 1
NSAI/TC 23 /SC3 Assistance products	CEN/TC 293 - Assistive products and accessibility ISO/TC 173 - Assistive products CEN/TC 293/WG 5 - Prostheses and orthoses
NSAI/TC 23/SC 4 ICT	CEN/CLC/ETSI/JWG eAcc - eAccessibility ISO/IEC JTC 1/SC 35 – Human Interfaces
NSAI/TC 23 /SC 5 Products & Services	CEN/CLC/JTC 12 – Design for All ISO/TC 228 – Tourism Services CEN/TC 122 - Ergonomics ISO/TC 159 - Ergonomics
NSAI/TC 23 /SC 6 Ageing societies	ISO/TC 314 – Aging Societies

7 Membership

The list below informs the diverse stakeholders that are engaged in the work activities of NSAI/TC 23 during 2025:

Organisation	Role
NDA/CEUD	Chair & Committee members
Trinity Haus- TCD	Chair of NSAI/TC 23/SC 1
NDA/CEUD	Chair of NSAI/TC 23/SC 2
NDA/CEUD	Chair of NSAI/TC 23/SC 4
NDA/CEUD	Chair of NSAI/TC 23/SC 5
UX Design Expert	Chair of NSAI/TC 23/SC 6
Access Earth	Committee member
Hawkins/Brown Architects	Committee member
IA Labs	Committee member
Inclusion by Design	Committee member
InterAccess	Committee member
Interior Snoop	Committee member
Rogerson Architects	Committee member
Studio Aula	Committee member
Studio Red Architects	Committee member
Universal Access	Committee member

Aquired Brain Injury Ireland	Committee member
Enable Ireland	Committee member
FND Ireland	Committee member
Irish Wheelchair Association	Committee member
St Michaels's House	Committee member
The Wayfinding Centre	Committee member
Vision Ireland	Committee member
Voice of Vision Ireland	Committee member
ComReg	Committee member
DHLGD (Housing)	Committee member
Fáilte Ireland	Committee member
Kildare CoCo	Committee member
Land Development Authority	Committee member
Meath CoCo	Committee member
NDA/CEUD	Committee member
St James	Committee member
TII	Committee member
Wexford CoCo	Committee member
Munster Technical University	Committee member
National College of Art and Design	Committee member
Royal College of Surgeons Ireland	Committee member
South East Technology University	Committee member
Technical University Dublin	Committee member
Trinity College Dublin	Committee member
University College Cork	Committee member
University Limerick	Committee member
University of Galway	Committee member

8 Publications

NSAI/TC 23 did not publish any national deliverables in 2025.

The indigenous Irish Standards within the responsibility of NSAI/TC 23 include:

[I.S. 373:2013](#), *Universal design for customer engagement in tourism services*

[I.S. 374:2019](#), *Customer Communications for Utilities — A Universal Design Approach*

9 Work programme for 2026 onwards

9.1 NSAI/TC 23/SC 1 - Accessibility in the Built Environment

[prEN 17210 rev](#) - *Accessibility and usability of the built environment - Requirements and recommendations*

European Standard in WG2

Following the public consultation work will continue to publish this Standard.

[prEN 18324](#) - *Accessibility requirements and recommendations for charging stations for electric road vehicles*

European Standard in WG2

The committee will review the public consultation draft of the standard and submit comments. Members will be involved in the comment ratification process.

I.S. 375 – *Universal Design dwellings*

National Standard in WG6

Following a gap analysis between the draft Standard and the Building Regulations, the public consultation will proceed.

9.2 NSAI/TC 23/SC 4 – ICT – Digital

[prEN 301549](#), *Accessibility requirements for ICT products and services*

Resolution of the comments gathered during the public comment stage will be completed. The next stage will be publication of the Standard.

9.3 NSAI/TC 23/SC 5 – Products and Services

[prEN 17161 rev](#) - *Design for All approach - Managing accessibility of products and services (candidate for harmonization)*

Resolution of the comments gathered during the public comment stage will be completed. The next stage will be publication of the Standard.

[prEN 18339](#) - *Accessibility of non-digital information related to products and services (candidate for harmonization)*

NSAI will promote the new draft Standard to Disabled Persons Organisations, DPROs and interested stakeholders. The committee will review the public consultation draft of the standard and submit comments. Members will be involved in the comment ratification process.

[prEN 18340](#) - *Accessibility of support services for products and services (candidate for harmonization)*

NSAI will promote the new draft Standard to Disabled Persons Organisations, DPROs and interested stakeholders. The committee will review the public consultation draft of the standard and submit comments. Members will be involved in the comment ratification process.

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