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**Social development**

## **Towards the full realization of an inclusive and accessible United Nations for persons with disabilities**

### **Report of the Secretary-General**

#### *Summary*

The present report is submitted pursuant to General Assembly resolution 70/170, in which the Assembly requested the Secretary-General to submit to it at its seventy-first session a comprehensive report on the status of the inclusion of and accessibility for persons with disabilities at the United Nations. The report covers accessibility issues as they relate to human resources, the physical facilities on the United Nations premises, conference services and facilities, and information and documentation, and offers options for improving accessibility. It also includes best practices and views of Member States, organizations of the United Nations system and other relevant stakeholders concerning accessibility at the United Nations. In addition, the report provides recommendations for next steps towards making the United Nations premises more inclusive and accessible.

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\* [A/71/150](#).



## **I. Introduction**

1. The present report is submitted pursuant to General Assembly resolution 70/170, in which the Assembly requested the Secretary-General to submit to it at its seventy-first session a comprehensive report on the status of the inclusion of and accessibility for persons with disabilities at the United Nations.

2. Accessibility is an essential condition for the inclusion and participation of persons with disabilities in society and development. The United Nations recognizes the importance of the effort to ensure accessibility and continues to work towards the full and equal participation of persons with disabilities in all aspects of society and development.

3. The international community is now in the process of implementing the 2030 Agenda for Sustainable Development (General Assembly resolution 70/1). At this critical juncture, the United Nations system is supporting Member States and other stakeholders in taking action towards a development agenda focused on “leaving no one behind”.

4. During the preparation of the present report, a note verbale was sent to Member States requesting input, which resulted in a total of 33 submissions.<sup>1</sup> Input was also requested from the United Nations Interdepartmental Task Force on Accessibility, the Inter-Agency Support Group on the Convention on the Rights of Persons with Disabilities and other United Nations entities, as well as staff members of the United Nations, and 36 submissions were received as a result.

5. The Committee on the Rights of Persons with Disabilities and the Special Rapporteur on the rights of persons with disabilities of the Human Rights Council also provided input for the report. A request for input from civil society was made through the United Nations Enable website and newsletter and social media, which attracted 17 submissions from civil society organizations, most of which were organizations of persons with disabilities.

6. Those submissions provided a wealth of information concerning accessibility for and the inclusion of persons with disabilities at the United Nations, covering its facilities, services and human resources management, which will provide a basis for future discussion and work aimed at improving accessibility at the United Nations.

## **II. Status of accessibility within the Secretariat and other United Nations entities**

### **A. Existing networks and coordination**

7. Over the past three decades, the General Assembly recognized “accessibility” as a priority issue within the United Nations system and adopted a series of

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<sup>1</sup> Submissions were received from Armenia, Azerbaijan, Bahrain, Brazil, Bulgaria, Cambodia, Chile, China, Colombia, Cuba, Czechia, the Dominican Republic, Ecuador, Finland, Greece, Hungary, Ireland, Jamaica, Kenya, Latvia, Mexico, Norway, Panama, Peru, the Philippines, Poland, Qatar, the Republic of Korea, the Russian Federation, Singapore, Slovenia, Turkey and the United States of America.

resolutions in that regard.<sup>2</sup> In its resolution 65/186, the Assembly called for progressive improvements in accessibility for and the full inclusion of persons with disabilities in terms of built environments, information, documentation and conferences, and employment, within existing resources, at the United Nations.<sup>3</sup>

8. The Convention on the Rights of Persons with Disabilities (General Assembly resolution 61/106, annex I), adopted by the Assembly in 2006, provides a guiding framework for promoting an inclusive and accessible society for all. Accessibility is a precondition for enabling persons with disabilities to live independently and participate fully and equally in society, as indicated in article 9 of the Convention. The right to access for persons with disabilities is ensured through the strict implementation of accessibility standards. Barriers to access to existing objects, facilities, goods and services intended for or open to the public should be removed gradually in a systematic and, more important, continuously monitored manner, with the aim of achieving full accessibility.<sup>4</sup>

9. Currently, there exist within the United Nations system a number of coordination arrangements concerning accessibility for and the inclusion of persons with disabilities.

10. The Human Resources Network of the United Nations System Chief Executives Board for Coordination (CEB), established in 2009, endorsed a policy statement on persons with disabilities in the United Nations workplace at its eighteenth session.<sup>5</sup> Since then, many United Nations agencies have reported that they have developed and integrated a policy on the employment of persons with disabilities into their human resources management strategies.<sup>6</sup> In that context, the High-Level Committee on Management of CEB supported the implementation of such policies by all United Nations organizations, requesting the Network to consider ways to measure results that included best practices used in the private sector.<sup>7</sup>

11. In October 2010, the United Nations Interdepartmental Task Force on Accessibility was established jointly by the Department of Economic and Social Affairs, the Department for General Assembly and Conference Management and the Office of the United Nations High Commissioner for Human Rights (OHCHR) with a view to developing Secretariat-wide policy guidelines for improving accessibility for and facilitating an enabling environment for the participation of persons with disabilities in the work of the United Nations. During the past six years, the Task Force, co-chaired by the two Departments and consisting of representatives of other Secretariat offices and departments, has been working to improve accessibility in the Secretariat. The Task Force meets regularly, exchanges information and collaborates closely to make improvements aimed at a more accessible and inclusive Secretariat. It convened a number of consultations and walk-throughs at United Nations Headquarters during the recent renovations and has done so prior to major conferences related to disability.

12. The Interdepartmental Task Force has also organized a focus group on accessibility that includes representatives of organizations of persons with

<sup>2</sup> Resolutions 65/186, 69/262 (see sect. III), 70/248 (see sect. X) and 68/247 B (see sects. V and VI).

<sup>3</sup> See resolution 65/186, para. 15 (d).

<sup>4</sup> See general comment No. 2 (2014), on article 9: Accessibility.

<sup>5</sup> See [CEB/2009/HLCM/30](#).

<sup>6</sup> See [CEB/2010/HLCM/HR/28/Rev.1](#), annex I.

<sup>7</sup> See [CEB/2010/5](#).

disabilities, among other stakeholders. The group was instrumental in the adoption of a new symbol of access that is currently in use at the Accessibility Centre at Headquarters.

13. The Task Force on Accessibility to Meeting Services of the International Annual Meeting on Language Arrangements, Documentation and Publications (IAMLADP) promotes accessibility for persons with disabilities to conferences and related services at the United Nations. The Task Force advises IAMLADP member organizations on strategy and policy, focusing its efforts on promoting consensus among key actors with regard to a coherent and coordinated accessibility framework for the planning and delivery of services. It also follows up on other relevant issues and maintains an online library of resources and information<sup>8</sup> from all participating international organizations. In 2015, the Task Force was mandated to carry out a survey of the services and resources of IAMLADP member organizations.<sup>9</sup> On the basis of the results of that survey, the Task Force will prepare guidelines on accessibility best practices with a view to establishing standardized solutions that can be implemented across organizations in the provision of accessible services.

14. At the United Nations Office at Geneva, a task force on secretariat services, accessibility for persons with disabilities and the use of information technology was established by the Human Rights Council in July 2011.<sup>10</sup> The task force is composed of a representative of the Bureau of the Council and representatives of OHCHR, the United Nations Office at Geneva and organizations representing persons with disabilities. It meets regularly to discuss priorities for enhancing accessibility in relation to physical facilities, conferences and services and documentation and information. The task force informs the Council about its work and is currently formulating, in coordination with the United Nations Office at Geneva and OHCHR, a plan for accessibility to the Council.

15. At the high-level meeting of the General Assembly on the realization of the Millennium Development Goals and other internationally agreed development goals for persons with disabilities, held in 2013, Heads of State and Government reaffirmed accessibility as a top priority in its outcome document (General Assembly resolution 68/3). In the spirit of Secretariat-wide support for that historic meeting, more than 100 in-house staff at Headquarters in New York volunteered to provide enabling environments for participants with disabilities.

16. On the basis of many decades of experience as the focal point on disability within the United Nations system, the Department of Economic and Social Affairs has supported international conferences and meetings on issues relating to disability, including as the secretariat for the Ad Hoc Committee on a Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disabilities, which resulted in the adoption by the General Assembly of the Convention on the Rights of Persons with Disabilities. The Department has been promoting accessibility for and the inclusion of persons with disabilities in the work of the United Nations to advance the goal of a society and development for all. It draws on experience gained in its work to support the Assembly in that regard and supports the United Nations Interdepartmental Task Force on Accessibility in its work to achieve the international community's broader

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<sup>8</sup> See <http://conf.unog.ch/accessibilitytf>.

<sup>9</sup> See IAMLADP/2016/R.4.

<sup>10</sup> See Human Rights Council resolution 16/21, paras. 58 and 61.

goal of promoting accessibility for and the inclusion of persons with disabilities as an integral part of the work of the United Nations. In the context of the 2030 Agenda for Sustainable Development, the Department is continuing its efforts to promote accessibility as an essential condition for the achievement of the Sustainable Development Goals, building an enabling environment for the full and effective participation of persons with disabilities in all aspects of the work of the United Nations.

17. Since 2008, the Department of Economic and Social Affairs has served as the secretariat for the Conference of States Parties to the Convention, and it has coordinated with other relevant United Nations departments and offices to support all aspects of the annual sessions of the Conference at Headquarters in New York, which draws more than 1,000 participants, including participants with disabilities who have a wide range of accessibility requirements. In that context, the Department disseminates information on the work of the United Nations on disability through the Organization's websites, in particular United Nations Enable, and through outreach to expert communities and academic and civil society organizations, including organizations representing persons with disabilities.

18. In December 2013, a Special Envoy on Disability and Accessibility was appointed by the Secretary-General. The Envoy promotes greater accessibility for and inclusion of persons with disabilities in all aspects of society and development, in line with the commitments set out in the Convention and other international commitments.

## **B. Human resources**

19. The current United Nations policy on employment and accessibility for staff members with disabilities in the United Nations Secretariat was promulgated in June 2014.<sup>11</sup> The core concept of the policy is the reasonable accommodation provided to staff members with disabilities to remove workplace barriers, thereby enabling them to effectively perform their official functions. It also sets out measures aimed at creating a non-discriminatory and inclusive working environment for staff members with disabilities and provides for access to facilities, employment opportunities and the availability of reasonable accommodation for staff members. Further measures are being taken to secure the assurance framework necessary to monitor compliance with the policy, including by appointing a focal point on disability and accessibility in the workplace and addressing the issue of data collection for reporting purposes with full respect for the related confidentiality requirements. At present, all the aforementioned measures must be carried out within existing resources, as no additional resources have so far been approved for this purpose by the General Assembly.

20. UN Cares, the United Nations system-wide workplace programme on HIV, has developed a suite of learning programmes known as "UN for All" that are aimed at raising awareness about diversity and inclusion issues in the workplace and ways in which managers and staff can address them. One of the programmes is focused exclusively on the needs of staff members with disabilities. General information about the programme is available at <http://www.uncares.org/unforall/>. UN Cares

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<sup>11</sup> See [ST/SGB/2014/3](#).

delivers these programmes to staff and also operates a train-the-trainer system to expand the reach of the programmes at field duty stations.

### **C. United Nations premises, conference services and facilities**

21. During the recent renovations at the United Nations Headquarters in New York, the improvement of accessibility was a core goal of the Office of the Capital Master Plan from the outset of the project. The Office developed designs that not only met or exceeded the building codes of the host country, but also were designed to address the real-life accessibility requirements of all persons at Headquarters, whether delegates, staff or visitors. The Office followed the 2010 Americans with Disabilities Act Standards for Accessible Design, as well as international best practices. New accessibility measures implemented included adding power-assisted doors at all of the major building entrances, adding lifts and ensuring that all food services, restrooms, access and egress routes, safety systems, signage, parking spaces and other public amenities were fully accessible. In the General Assembly Hall, accessible positions were included, all desks on the floor were made fully accessible and both levels of the speaker's podium were made accessible by lift.

22. In his report on the strategic capital review (A/70/697), which provided an update on the cost-benefit analysis of the overall proposed capital maintenance approach for United Nations-owned building and infrastructure assets, the Secretary-General stated, in paragraph 60:

Each of the projects proposed under the review includes an accessibility aspect and one of the main objectives of each renovation project is to bring existing buildings up to minimum code requirements. Additionally, the Secretariat intends to go beyond minimum requirements and aspires to follow international best practice in the area of universal design and reasonable accommodation in the projects.

23. Improvements in conference facilities and information and communications technology (ICT) infrastructure based on the programme of renovations and improvements better accommodate the needs of meeting participants and staff with disabilities at the United Nations. Accessible meetings services are provided when mandated or on a reimbursable basis. United Nations conference facilities, primarily in New York and Geneva and in varying degrees in Vienna and Nairobi, either directly or in collaboration with support units, provide accessible meetings services such as sign-language interpretation on the web, on-screen and on-site; closed captioning; Braille on demand; and electronic documentation in formats accessible to screen readers. A harmonized approach to accessible services in both policy and practice at United Nations conference facilities is an important means of mainstreaming the accessibility of meetings and related products. The Director of the Meetings and Publishing Division of the Department for General Assembly and Conference Management in New York is assigned to serve as the focal point in this endeavour.

24. In New York, new accessibility features implemented as part of the capital master plan at Headquarters include the following: there are power-assisted doors at all of the major entrances to the buildings; in Conference Rooms 5, 6 and 7, accessible positions and dedicated tables have been adjusted to provide proper wheelchair clearance; in Conference Room 8, accessible positions have been added;

Conference Rooms 11 and 12 are fully accessible; and in Conference Room 4, aisles have been reconfigured to make all seats and tables on the main floor fully accessible and all adviser seats are removable, which makes the space ideally suited for accessibility conferences. In addition:

(a) In the General Assembly Hall, all tables on the main floor have been modified to make them accessible, accessible positions are included in every type of seating — adviser, delegate and observer — at each floor level, and lifts make both the rostrum and the podium accessible;

(b) All new food counters are accessible;

(c) All bathrooms are accessible, and in the General Assembly Building individual accessible unisex bathrooms have been added on the main floors;

(d) Both the north and south screening buildings are fully accessible;

(e) Other accessibility features include swinging doors and accessible turnstiles at access control points, accessible seating near and ramps to all speakers' platforms, signage with Braille graphics and with the appropriate contrast and text sizes, door widths and clearances on both the pull and push sides that meet accessibility standards, life safety systems that include speakers and strobe audio-frequency induction loop technology, and a wide range of headsets to suit a variety of cultural and personal preferences of meeting participants;

(f) Enhanced support for T-switch-equipped assisted listening devices has been implemented to the extent technically feasible.

25. Upon the completion of the strategic heritage plan project, all conference rooms will be accessible for persons with disabilities. There will be accessible audiovisual/information technology infrastructure and equipment, podium access, circulation width, at least one accessible door and manoeuvring space in each conference room. Currently, there are 190 interpretation booths, of which only 16 (8 per cent) are accessible. Once the plan has been completed, there will be a total of 203 booths, of which 47 (23 per cent) will be accessible. Eight entrances will be made fully accessible (through upgrading or an additional entrance), with, inter alia, accessible sidewalks, tactile paving, ramps, handrails, contrast strips, automatic doors, intercoms and signage. Improvements that will be made to main hallways and corridors include the installation of an indoor path and navigation system in nine different zones and new intercoms (audiovisual), the removal of obstacles and the installation of lighting and signage. Twenty-eight main elevators will be fully code-compliant in terms of, inter alia, manoeuvring space, door width, control panel height, Braille and audio. Improvements will be made to 18 main stairs to include such features as tactile and contrast marking and handrails. There will be 27 new, fully accessible restrooms as well as accessibility upgrades to 8 accessible restrooms, including manoeuvring space and easy-to-open doors, in accordance with the SIA 500 standard of the Swiss Society of Engineers and Architects. Finally, improvements to office spaces and individual workstations for persons with disabilities will include appropriate manoeuvring space, easily legible information on doors, correct desk height and height of electrical sockets and switches, correct door clearances and easy-to-open doors.

26. Assistance may be provided for deaf and hard-of-hearing meeting participants by interpreters using national sign languages or International Sign, a sign-language

system used at the international meetings of the World Federation of the Deaf and at sport events such as the Deaflympics. Although it is not as complex and developed as national sign languages, International Sign is being developed further at United Nations meetings, where it is a mode of interpretation of choice for the deaf community. International Sign interpreters are recruited for meetings that have this entitlement under the calendar of conferences, such as those of the Conference of States Parties to the Convention in New York and the Committee on the Rights of Persons with Disabilities in Geneva, as well as other panels and meetings in accordance with mandates or on a reimbursable basis.

27. Communication access real-time translation (CART), a real-time speech-to-text captioning service, is provided remotely or on-site as an accessibility measure for deaf or hard-of-hearing meeting participants. It may also facilitate the comprehension of participants whose first language is different from that used by the speaker. As an added benefit, it allows for an unofficial transcript of an event at which the CART service has been provided. In New York, the Broadcast and Conference Support Section of the Facilities Management Service has a systems contract under which such services may be provided for calendar meetings on demand, whose costs are reimbursed by the organizers of ad hoc events. In Geneva, captioning is provided as one of the accessible services provided for the Committee on the Rights of Persons with Disabilities, meetings of the Human Rights Council with the Special Rapporteur on the rights of persons with disabilities, and the Council's annual interactive debate on the rights of persons with disabilities.

28. Access to conference documentation for blind and visually impaired participants is provided primarily in electronic format. The *Journal of the United Nations* and the records of meetings of the Security Council and the General Assembly are fully accessible in all official languages of the United Nations in PDF format. Documents in Word format are generally accessible unless they contain heavy formatting or unless no tags are used to identify titles. The Department for General Assembly and Conference Management has set up a group of internal testers to make sure that the electronic formats used are accessible in all official languages. In late 2016, the United Nations Office at Vienna intends to implement the Digital Accessible Information System (DAISY) standard to ensure the accessibility of its key electronic documentation and publications. Those publications will be delivered in ePub format, which is used for mobile devices, including e-book readers. Documentation and publications will continue to be produced in PDF format, which partially adheres to accessibility standards.

29. A limited amount of on-demand documentation, such as editions of the *Journal of the United Nations* and certain documents, can also be made accessible with the help of Braille printers. In New York, this service is provided through the Accessibility Centre and is processed by the Meetings Support Section of the Meetings and Publishing Division. For sessions of the Human Rights Council, the United Nations Office at Geneva also provides for the Braille embossing of transcripts of oral statements in any of the six official languages. The Conference Management Service of the Office provides assistance upon request, on an individual basis, to legally blind delegates in following the drafting of resolutions during the main sessions of Vienna-based organizations.

30. The Department for General Assembly and Conference Management in New York utilizes voluntary contributions to improve accessibility for people with



disabilities at the United Nations. In 2013, it received a generous donation from the Republic of Korea providing for state-of-the-art assistive ICT to help those with audiovisual and physical impairments. The high-technology inventory of the Accessibility Centre is its main asset. Among other things, it offers walk-in services that enable participants with disabilities to participate more fully in the intergovernmental process. In June 2016, the Republic of Korea made another in-kind contribution in the amount of \$80,000 for training and the upgrading and maintenance of equipment. During the session of the Conference of States Parties to the Convention, the Department, together with the Government of the Republic of Korea, conducted a side event on accessibility and made a presentation entitled “Accessible workplace, accessible documents”. It also held an event to unveil the newly upgraded assistive equipment at the Centre. In order to facilitate the receipt of financial and in-kind contributions from the Republic of Korea and other donors to various accessibility initiatives, the Department has set up a multipurpose trust fund that has accessibility as one of its main goals.

#### **D. Information and documentation**

31. Several United Nations agencies have made improvements related to information and documentation, including by designing publications and information products in accessible formats, adopting and promoting web accessibility standards and guidelines and developing accessible ICT infrastructure. However, challenges remain in providing accessible information and documentation, owing to outdated formats, budgetary constraints and insufficient capacity to fully implement the standards at all duty stations and field offices.

32. In a series of General Assembly resolutions, including, most recently, resolution 70/93 B, the Assembly called upon the Department of Public Information of the Secretariat to continue to work towards compliance with accessibility requirements on all new and updated pages of the United Nations website to ensure its accessibility for persons with different kinds of disabilities. To assist other United Nations departments and offices in producing accessible web content, the Department has developed the Accessibility Guidelines for United Nations Websites.<sup>12</sup> The Department assesses the accessibility of all new websites hosted on <http://www.un.org> and advises author departments on their compliance with the Guidelines. Furthermore, much of the Organization’s information content, including that on its Official Document System (ODS), is provided in untagged PDF format, which is inaccessible to screen readers. Similarly, its multimedia content lacks accessibility features such as embedded captioning and audio description.

33. Under the revised ICT strategy of the United Nations,<sup>13</sup> the development of applications has been consolidated in the existing United Nations information centres in New York, Bangkok and Vienna. With the progress being made on the defragmentation of the application and website portfolio,<sup>14</sup> the Office of Information and Communications Technology has established an ICT programme for persons with disabilities that defines all ICT projects contributing to the mandate to support

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<sup>12</sup> See [www.un.org/webaccessibility](http://www.un.org/webaccessibility).

<sup>13</sup> See [A/69/517](#). The strategy was approved by the General Assembly in its resolution 69/262.

<sup>14</sup> See [A/70/364](#) and Corr.1.

the implementation of the Convention,<sup>15</sup> even as conference services are becoming more reliant on ICT to meet the needs of delegates. The programme also addresses projects that are required in order to ensure that the enterprise applications being used meet accessibility requirements. Furthermore, the pilot-testing of screen-reading software has commenced with the Umoja application and a website production platform<sup>16</sup> that meets all website accessibility requirements.

### **III. Best practices and views of Member States, entities of the United Nations system and other stakeholders**

34. Most of the submissions received placed emphasis on legislative measures in line with the Convention, including anti-discrimination laws, technical standards on accessibility, universal design, affirmative action and other programmes to promote accessibility at the national and subnational levels. They also noted the importance of establishing monitoring mechanisms, adopting enforcement measures and allocating necessary funding to improvement of accessibility and provision for reasonable accommodation.

35. The Committee on the Rights of Persons with Disabilities, the monitoring body of the Convention, in its general comment No. 2 (2014), on accessibility, stated: “Barriers to access to existing objects, facilities, goods and services aimed at or open to the public shall be removed gradually in a systematic and, more importantly, continuously monitored manner, with the aim of achieving full accessibility.”

#### **A. Member States**

36. Member States provided information concerning their national legislation, guidelines and national plans for the protection and promotion of the rights of persons with disabilities in line with the Convention. In that context, accessibility was recognized as one of the rights of persons with disabilities in the constitutions of Armenia, Bahrain, Finland, Kenya, Mexico, Norway, the Russian Federation and Slovenia. Norway, for example, indicated that accessibility was stipulated in its anti-discrimination and accessibility act as well as in other laws.

37. Some Member States had implemented affirmative action programmes and other measures to improve accessibility for and the inclusion of persons with disabilities in the workplace. Many Member States, including Cambodia, Kenya, Latvia, Panama, Peru, Poland, Singapore and Qatar, reported on their initiatives to promote the hiring of persons with disabilities and to establish specific measures for reasonable accommodation. In Singapore, for example, the Government-sponsored “Open Door Fund” helped employers to improve accessibility for and cover reasonable accommodation costs incurred in employing persons with disabilities.

38. A number of Member States had developed capacity-building programmes for persons with disabilities to meet the requirements of the labour market. Among

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<sup>15</sup> See General Assembly resolution 67/160.

<sup>16</sup> <https://unite.un.org/>.

other Member States, for example, Azerbaijan had engaged 500 persons with disabilities in vocational training in 2015 alone.

39. Several Member States reported on their efforts to redefine and destigmatize disability at the policy level. For example, Armenia and Bulgaria had taken legislative action to protect those with disabilities from discrimination and had raised public awareness concerning disability issues.

40. Ireland and Kenya, among other Member States, had developed guidelines on procurement by public institutions to ensure the accessibility of goods and services at all stages. In the Dominican Republic, accessibility was an integral part of all procurement processes to ensure that all public construction projects complied with accessibility requirements.

41. Azerbaijan, Cuba, the Russian Federation and other Member States also reported on the investments that they had made in assistive and adaptive technologies, specifically by providing subsidies for the purchase of communications technologies, mobility devices and devices delivering online literary content in accessible formats.

42. A number of Member States had made efforts to ensure that their public and private institutions provided information in accessible media formats. Azerbaijan, China, Colombia, Norway, Qatar, the Republic of Korea and others reported in national media as well as official government communications to the general public on their initiatives to enhance accessibility for and the inclusion of persons with disabilities. The Republic of Korea, for example, reported on the establishment of a web accessibility certification system under the Framework Act on National Informatization and the Disability Discrimination Act to improve web accessibility. Measures had also been taken in China to improve the accessibility of the Government's website and those of government-related agencies.

43. Many Member States provided sign-language assistance to those with hearing impairment. In Ecuador, for example, the Government provided its officials with basic training in sign language, while Jamaica had introduced sign-language interpretation in its parliament. Kenya had recognized sign language as one of its official national languages, while Latvia provided sign-language interpreters for all citizens enrolled in higher education programmes and Hungary offered remote sign-language interpretation nationwide through an online service.

44. Several Member States had established governmental agencies to address issues relating to accessibility. In Ireland, for example, a National Disability Authority had been established in 2000 as an independent State body providing advice on disability policy.

45. Brazil, China, Czechia, the Dominican Republic, Latvia, the Russian Federation, Turkey and other Member States had implemented national programmes on accessible and barrier-free environments to ensure accessibility for persons with disabilities on an equal basis with others. In particular, Brazil had implemented international accessibility standards in the construction of the Olympic Village for the 2016 Olympic and Paralympic Games. Other Member States had made efforts to create accessible rail systems, public transportation, city streets, maps, public facilities and other built environments.

46. Bahrain, Colombia, the Dominican Republic, Ecuador, Greece, Ireland, Jamaica, Latvia, Norway, Panama, the Philippines, Poland, Singapore and other Member States had been carrying out initiatives to implement the universal design approach, including by promoting universal design in the construction of public buildings. Member States also highlighted their efforts to promote universal design in education, including higher education and professional development programmes for architects, students, builders, municipal employees and others.

47. Member States emphasized that persons with disabilities should play a central role in creating accessible environments. For example, in Finland, discussions on accessibility for and the inclusion of persons with disabilities included representatives of organizations of persons with disabilities. In Turkey, monitoring and auditing bodies had been established in public institutions in collaboration with organizations of persons with disabilities to ensure that specific levels of accessibility could be reached within specific time frames. In Poland, several cities had implemented accessibility standards developed by experts on universal design together with persons with disabilities.

48. A number of Member States, including Bahrain, Greece and Kenya, noted the importance of accessibility and usability audits of their built environments. They monitored the application of accessibility guidelines and had recommended to their relevant ministries improvements to and the updating of existing regulations. In Kenya, for example, the National Council for Persons with Disabilities had established inspection units to ensure adherence on the part of governmental institutions to legislation on accessibility. The United States Access Board had established minimum accessibility guidelines that, once adopted as legal standards, would have to be followed by engineers, designers, architects and builders.

## **B. Entities of the United Nations system**

49. Entities of the United Nations system described in their submissions policies and practices on accessibility that provided for equal access to employment and advancement in and the continuation of employment.

50. The International Labour Organization (ILO) had adopted a disability strategy in 2015 that took into account the findings of a staff survey on the inclusion of persons with disabilities. The Staff Regulations of ILO included a “reasonable accommodation reserve”, and recent initiatives to raise awareness regarding disability issues had included an online disability course for all ILO staff.

51. At the International Maritime Organization, the employment of persons with disabilities was governed by an administrative circular that sought to identify and eliminate barriers to the employment, advancement and retention of persons with disabilities and to promote a workplace culture based on fair practices. In addition, the organization had adopted policies on flexible working arrangements that indirectly supported its policy on the employment of people with disabilities. These included telecommuting options that directly supported the policy.

52. In 2014, OHCHR had delivered training for staff at the United Nations Office at Geneva on the human-rights-based approach to disability and critical concepts for the implementation of the Secretary-General’s bulletin, such as the differences between universal design, accessibility and reasonable accommodation. In addition,

in partnership with the United Nations Institute for Training and Research, OHCHR and ILO had internally led the process of developing an e-learning course on the human-rights-based approach to disability.

53. As an important accessibility measure to ensure access to information for persons with intellectual disabilities, the thematic and country visit reports of the Special Rapporteur were produced in easy-to-read format in advance of the interactive dialogues held in the Human Rights Council and the General Assembly.

54. The Office of the United Nations High Commissioner for Refugees (UNHCR) had in place a number of regulations and guidance regarding the inclusion of persons with disabilities both in the context of programming (vis-à-vis people of concern) and with respect to UNHCR staff. In December 2015, UNHCR had prepared a report entitled “Framework for the future: gender equity, diversity and inclusion in staffing in UNHCR”. In addition, a staff mental health survey had been published in March 2016 to complement the staff health risk assessment carried out in 2014.

55. Submissions from organizations of the United Nations system indicated that many had taken steps to make their facilities and services accessible for persons with disabilities. Drawing on the directives provided by CEB, those organizations, including Secretariat departments and offices, funds and programmes, regional offices and specialized agencies, had made efforts to achieve greater inclusion and accessibility for persons with disabilities on their premises within existing resources or with funding specially designated for such measures.

56. Some United Nations entities noted that they had taken action to promote physical accessibility, including by installing building ramps, accessible toilets, elevators and other accessibility upgrades in keeping with host countries’ national or local building codes, while others had applied the Americans with Disabilities Act (ADA) of the United States of America or other relevant standards where local codes fell short or were non-existent. For example, the Economic and Social Commission for Asia and the Pacific (ESCAP) regularly assessed the physical accessibility of facilities against the standards created under ADA. The renovation strategy of the headquarters of the World Health Organization (WHO) in Geneva included bringing the existing buildings into line with current regulations and ensuring that the construction of the planned new building was code-compliant. An internal advisory committee provided advice and guidance to the architectural team on issues particularly relevant to WHO, including disability access. The World Intellectual Property Organization noted that improving accessibility had become an integral part of its approach to building renovation and maintenance.

57. Most United Nations offices had made efforts to remain flexible so as to be able to respond to the requirements of persons with disabilities. The Food and Agriculture Organization of the United Nations had implemented a series of adaptive measures for its headquarters premises, such as accessible building entrances, new elevators with accessibility features, and accessible bathrooms and meeting rooms. However, many offices noted that accessibility upgrades had been long delayed, owing to a lack of regular budget funding and other resources, especially at non-headquarters duty stations and field offices. The United Nations Educational, Scientific and Cultural Organization envisaged that, for the upcoming biennium, it would establish a long-term budget that would enable it to identify specific actions aimed at improving accessibility on an ongoing basis.

58. Several United Nations agencies had conducted accessibility audits of their facilities, services and policies. For example, the United Nations Industrial Development Organization highlighted measures taken to improve the accessibility of its facilities and services, including the use of an expert on the host country's legislation to identify and assess additional arrangements for persons with disabilities. A similar accessibility audit had been conducted at the United Nations Office in Geneva.

59. Many United Nations offices and agencies reported recent upgrades to their fire and safety procedures and protocols. Biannual fire and emergency evacuation drills at United Nations premises included provision for the safety and evacuation of persons with disabilities. For example, at United Nations Headquarters, features for persons with limited mobility included assigned "stair-chair" lifts for use in the event of an emergency evacuation. Furthermore, safety and security officers were trained in disability awareness, emergency response and fire safety to ensure the inclusion of persons with disabilities.

60. ESCAP, through collaboration between its disability programme and its Conference Management Unit, was accelerating its efforts to improve the accessibility of its premises, facilities and conference services. Launched by the Executive Secretary of the Commission in 2015, the ESCAP Accessibility Centre sought to assist persons with disabilities in participating in events and meetings held at the United Nations Conference Centre. The Centre had 13 types of assistive devices, designed to aid persons with physical, hearing, visual and intellectual disabilities. The Unit was in the process of establishing a set of communication strategies to inform prospective meeting participants about the Centre's resources.

61. The ESCAP disability programme also sought to raise general awareness of accessibility issues. To that end, it had provided training on assistive devices in 2015 to Professional staff members from other substantive divisions with the support of the Government of the Republic of Korea. The programme had also published *Disability Inclusive Meetings: An Operational Guide* to provide guidance for other thematic divisions and sections on the organization of meetings from a disability perspective. The programme, utilizing its own resources, provided sign-language interpreters, guide interpreters and real-time captioning as well as personal assistants for persons with disabilities who participated in meetings and events. The programme's publications were available in DAISY format, a multimedia accessibility tool; its videos included international sign-language interpreters; and its websites were accessible to persons with disabilities.

62. At the headquarters of the Economic and Social Commission for Western Asia (ESCWA), the main entrance included a separate accessible entrance with a ramp. One accessible bathroom had been installed on each floor, and a lift for persons with disabilities had been installed next to the podium in the conference hall. ESCWA noted that further improvements were still required to ensure full accessibility for persons with disabilities, such as additional accessible bathrooms, access to the cafeteria, Braille signage for emergency equipment and situations, disability-friendly staircases with tactile markings, and an accessible website.

63. The Guided Tours Unit of the Department of Public Information in New York had trained its staff to provide tours in a more descriptive manner for persons with visual impairment, and provided 3-D touchable items on the tour route, including a scale model of United Nations Headquarters and the School-in-a-Box of the United

Nations Children's Fund (UNICEF). While the Unit did not provide sign-language interpreters for the hearing-impaired, it allowed personal interpreters to join the tour at no cost and provided print information and visuals on electronic tablets along the tour route. The Unit had also procured wheelchairs and provided them for its tours as necessary.

64. UNICEF had developed a policy on accessibility and ICT support and had issued guidelines for ICT managers on accessibility and support for ICT products and services and the standardization of assistive technology products. Two guides, on how to produce accessible content and how to produce accessible web and multimedia content, had been developed for UNICEF staff who produced Word, Excel, PowerPoint and web content. Global ICT staff had been trained on best practices in interacting with users with disabilities and provided with an overview of available assistive devices. UNICEF had also released software enabling users to determine their need for assistive technologies and was finalizing a long-term agreement that would simplify procurement for UNICEF staff and programmes. In 2013, UNICEF had launched a fully accessible version of its flagship publication, *The State of the World's Children*, which focused on children with disabilities.

65. In 2015, UNICEF had introduced a greening and accessibility fund, which would provide financial resources to UNICEF offices that were making adjustments to their premises to improve accessibility. Funds were generated through a surcharge on all official air travel.

66. Several United Nations system organizations had included accessibility as an objective of their publishing policy and increased the accessibility of their publications by using both accessible PDF format and ePub format. Initiatives were also under way to increase the number of accessible documents, in particular flagship documents. WHO was finalizing an e-learning course on how to make its information accessible to persons with visual impairment. WHO had published its *World Report on Disability* in clear print, accessible PDF, DAISY talking book, ePub and Easy Read formats.

### **C. Special Rapporteur on the rights of persons with disabilities of the Human Rights Council**

67. The Special Rapporteur on the rights of persons with disabilities, an independent mandate holder of the Human Rights Council, noted that, in her view, more needed to be done to ensure that the Secretariat and its procedures were inclusive and accessible for persons with disabilities. The Special Rapporteur highlighted that an important accessibility measure to ensure access to information for persons with intellectual disabilities would be to budget for the provision of official reports in easy-to-read formats, not only in English, but in all of the other official United Nations languages.

### **D. Committee on the Rights of Persons with Disabilities**

68. In its submission, the Committee on the Rights of Persons with Disabilities recognized several barriers to accessibility within the Organization. It noted that the Organization should increase its understanding of disability, especially in terms of providing reasonable accommodation in relation to travel, personal assistance, the

provision of sign language and other key areas that would further facilitate the participation of persons with disabilities on an equal basis with others.

## **E. Civil society**

69. Many civil society organizations<sup>17</sup> had adopted measures aimed at providing equitable access to their premises for both staff and visitors with disabilities, in compliance with local building regulations. Some had also adopted affirmative action and best practices in the provision of accessibility following universal design principles and reasonable accommodation. Special emphasis had been placed on measures for people with intellectual and other invisible disabilities, including the adaptation of signage to make it easy to understand. Many responding organizations noted that successful best practices should be shared through a common platform and acknowledged in publications or through awards. Disabled People's International reported that a member organization in India had instituted an annual award on best practices in universal design that had become a benchmark for accessibility in the country.

70. Disabled People's International had leveraged its extensive reach at the grass-roots level to work together with the Global Initiative for Inclusive Information and Communications Technologies to implement surveys on the implementation of article 9 of the Convention at the national level. On the basis of those surveys, the Initiative had published a report on the status of implementation of article 9, particularly with respect to government policies and programmes.

71. Inclusion International highlighted the importance of planning for accessible meetings to address the needs of persons with disabilities and enhance their participation. The organization used a coloured card system to provide "real-time" accessibility. A red card informed speakers that they should stop their presentation so that an individual could either ask for clarification or have a support person provide additional information; a yellow card informed speakers that they should slow down.

72. The International Disability Alliance and the International Disability and Development Consortium noted that the Convention and other internationally agreed development initiatives for persons with disabilities were effective models in ensuring accessibility for and the inclusion of persons with disabilities.

73. Rehabilitation International had engaged professional access consultants to conduct accessibility audits of its premises to ascertain where physical barriers existed and to eliminate them so that persons with disabilities would be able to independently enter and use all facilities and services in a dignified manner, as well as exit the premises safely during an emergency.

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<sup>17</sup> Submissions were received from ADD International, the African Disability Forum, Autistic Minority International, the African Centre for Interdisciplinary Studies, Consultation Evaluation Education Inc., Disabled People's International, Fundacodise, the Essl Foundation, the Global Initiative for Inclusive Information and Communications Technologies, the Global Alliance on Accessible Technologies and Environments, Inclusion International, the International Disability Alliance, the International Disability and Development Consortium, the Nippon Foundation, Rehabilitation International, the Social Economic and Governance Promotion Centre, the World Blind Union, the World Disability Union and the World Federation of the Deaf.



74. The World Federation of the Deaf and the Global Initiative for Inclusive Information and Communications Technologies noted that video relay interpretation services using personal smart devices allowed deaf persons to interact with other people remotely, anywhere and at any time. The service was convenient and economical for short, face-to-face communication and could be provided internally or by third-party organizations. Additionally, the Federation noted that, as there were hundreds of signed languages globally, its member organizations had agreed to use International Sign for communication.

#### **F. United Nations staff members**

75. Several United Nations staff members and staff representatives indicated that United Nations medical insurance should provide specific coverage for persons with disabilities, addressing the additional costs that disabilities entailed.

76. There were also proposals that a United Nations-wide survey be conducted on enabling environments for staff members with disabilities, with a view to improving the current status of accessibility and inclusion and contributing to the improvement of existing United Nations rules and regulations. In addition, some staff members proposed the establishment of a help desk or resource centre designed to address issues relating to staff members with disabilities and their working conditions.

### **IV. Conclusions and recommendations**

77. Making the United Nations inclusive of and accessible for persons with disabilities is an essential condition and enabler for global efforts towards an inclusive, accessible and sustainable society and development for all.

78. After many decades of continuous efforts, the United Nations has made progress in ensuring accessibility for and the inclusion of persons with disabilities at the United Nations and in raising awareness among its staff with regard to the continuing need for further accessibility at the United Nations.

79. Member States, United Nations entities and contributing civil society organizations have all made significant efforts towards greater accessibility and inclusion in their respective areas of influence. Those efforts must be sustained and enhanced in order to further improve accessibility for and the inclusion of persons with disabilities at all levels of society.

#### **A. Coordination arrangements**

80. Using existing coordination arrangements, the Secretariat will continue to work to increase its internal collaboration and coordination to raise awareness of disability issues and to strengthen and systematize current efforts to build a more inclusive and accessible United Nations.

81. The Secretariat will continue to reach out to expert communities on accessibility, and to other relevant stakeholders to serve as an important resource for future work to make the United Nations accessible for and inclusive of persons with disabilities.

## **B. Human resources**

82. The Department of Economic and Social Affairs, as the secretariat for the Convention, in collaboration with the Department for General Assembly and Conference Management and the Office of Human Resources Management and on behalf of the Secretary-General, will continue to monitor and coordinate the implementation of the United Nations policy on employment and accessibility for staff members with disabilities in the Secretariat<sup>18</sup> to make further progress in creating a non-discriminatory and inclusive workplace for staff members with disabilities through the provision of reasonable accommodation and by ensuring access to continuous learning, professional training opportunities and career advancement. The Organization will also continue to raise the awareness of staff members about disability with a view to further developing a workplace culture inclusive of persons with disabilities.

## **C. United Nations premises, conference services and facilities**

83. The Secretariat has initiated the cataloguing of practices and policies and their coordination across the four duty stations. Its aim is to harmonize planning and operating procedures with respect to accessibility elements in the provision of conference services, and to build metrics and performance indicators to measure their use and impact. At the same time, the Secretariat intends to create a standard cost manual regarding accessible services available on a reimbursable basis at duty stations. An internal review of the operation of the Accessibility Centre in New York has been initiated to determine ways and means to enhance its services as the point of first call for accessibility requirements and to promote that example to other duty stations and Governments willing to support such an endeavour. These actions are being carried out within available resources, often building on staff initiatives.

84. In addition, the proposed course of action of the Secretariat includes the following:

(a) On the basis of the good practices of other international organizations and taking into account initial lessons learned from the experiment at the United Nations Office at Geneva, conduct a practical test of remote participation at United Nations Headquarters;

(b) Harmonize the working conditions and hiring of sign-language interpreters across the duty stations and undertake outreach activities to increase the available pool of International Sign interpreters;

(c) Establish contact with outside testers and developers who are on the cutting edge of accessibility requirements to further enhance the compatibility of electronic formats with accessibility requirements;

(d) Establish long-term arrangements with captioning companies that can be used across duty stations and develop common standards for languages and quality control;

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<sup>18</sup> See [ST/SGB/2014/3](#).

(e) Conduct an awareness-raising campaign among Member States and other potential contributors about the role of the accessibility centres and opportunities to support accessibility projects at all duty stations;

(f) Partner with the Office of Information and Communications Technology to research and possibly implement solutions in such areas as accessible documentation, voice recognition and remote participation in order to enhance the quality and reduce the costs of accommodation and create additional benefits for other main lines of Department for General Assembly and Conference Management services;

(g) Offer more compatibility with DAISY using the ePub standard, which is based on XML;

(h) Include accessibility improvements in future facility enhancements at the United Nations Office at Vienna and the United Nations Office at Nairobi.

#### **D. Information and documentation**

85. With a view to making information on the United Nations and its activities available to the broadest possible audience, the Department of Public Information is actively pursuing the adoption of standards and the implementation of the web accessibility guidelines of the Web Accessibility Initiative of the World Wide Web Consortium.

86. The Office of Information and Communications Technology will continue its efforts to review United Nations websites to ensure their accessibility. To that end, it has already reviewed 319 United Nations websites and determined that they are compliant with all applicable guidelines and procedures. The Office is currently working with 213 site owners to bring their sites into compliance with all guidelines for Secretariat websites.

**87. The ongoing actions listed in paragraphs 80-86 above, as well as the proposed additional actions, will be further elaborated and implemented in an incremental fashion and in a scope that is supported by Member States and is in line with reasonable accommodation and universal design. The implementation of the goals will be initiated within available resources. The intention of the Secretary-General is to keep Member States informed of the progress achieved and, if a need for additional resources arises, to present proposals in that respect to the General Assembly.**

88. The General Assembly may wish to take note of the aforementioned course of action.