INTERNATIONAL STUDY ON THE IMPLEMENTATION
OF THE UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

ZERO PROJECT REPORT 2014
AT A GLANCE

FOCUS OF THE YEAR 2014: ACCESSIBILITY

The Zero Project network of more than 1,000 experts:

- contributed to the Social Indicators on the state of implementation from 130 countries
- selected 54 Innovative Practices on Accessibility
- selected 15 Innovative Policies on Accessibility

with additional analysis by G3ict on the accessibility of Information and Communication Technologies worldwide.

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For more information on the report and further analysis of the Zero Project, visit www.zeroproject.org
For inquiries, email: office@zeroproject.org
Executive Summary: The 25 most important findings of the Zero Project 2014

‘ZERO PROJECT SPIDERWEB’: Where the countries with the highest development differ most, and where they do not differ from the countries with the lowest development.

In this graph, the countries of the world have been aggregated into 4 groups according to the Human Development Index, and the 32 questions of the Zero Project into 13 different topics of the UN CRPD. It shows in which topics there is a bigger or smaller difference between the countries of the world with high human development (HDI 1 countries) down to the countries with low human development (HDI 4 countries). The graph does not, however, answer the question whether, for instance, education is better implemented than employment.

FACTS & FIGURES OF THE ZERO PROJECT 2014
• Topic 2014: Accessibility
• Approx. 1,000 experts contributed their knowledge to the Social Indicators, Innovative Practices- and Policies-selection
• 130 countries with Social Indicators from 32 questions on the implementation of the UN CRPD
• 243 projects nominated as Innovative Practices; 54 selected
• 66 projects nominated as Innovative Policies; 15 selected

CORRELATION BETWEEN HUMAN DEVELOPMENT AND IMPLEMENTATION OF THE UN CRPD

Analysing the “Spiderweb”-graph there is apparently a correlation between the status of implementation (shown by the lines being more on the outer/greener area of the spiderweb) and the HDI-country groups (shown by the differently coloured lines).

Starting from the correlation the points in the graph to look at are those very the correlation (where lines have the widest gap), and where they are close or even cross each other.

ICT: DOMINANCE OF THE HIGH DEVELOPED COUNTRIES ALSO DUE TO DIFFERENT ATTITUDES

The HDI 1 countries have clearly better results than all others in two topics: Access to ICT and availability of data. In the field of ICT, HDI 3 and HDI 4 countries (countries with low human development) are at the same low level, whereas HDI 1 countries are clearly in the lead. This is a striking finding, since creating accessible ICT is considered far less costly than, for instance, accessibility of the built environment. The conclusion is that ICT accessibility is not only a question of budget, but also of the attitudes and mindsets of decision makers.

BUILT ENVIRONMENT: THE ‘RICH’ NOT IN THE LEAD

When aggregating the results of the questions on the built environment, the striking fact is that the highly developed countries (HDI 1 countries) are not in the lead, but on the same level as HDI 2 countries and only slightly better than HDI 3 countries. Only the least developed countries lag behind significantly. Also, this finding is contradictory to the belief that accessibility is mostly influenced by financial means. Looking at the breakdown of regions, it can be seen that countries of Central and Eastern Europe in particular are doing comparatively well in this field.

RIGHT TO MARRY AND HAVE CHILDREN GETS MOST GREEN LIGHTS

Among all 32 questions asked, the question on the right to marry and have children on an equal basis gets the most green lights and a worldwide coefficient of 0.78. In most constitutions and human rights-oriented legislations there is no discrimination against persons with disabilities.

ALTERNATIVE EMERGENCY SYSTEMS AND EMERGENCY PHONE LINES GET MOST RED LIGHTS

89 out of 130 countries came in with red lights when asked about the full accessibility of emergency early warning systems (meaning, in most countries, that not horns alone are used). Emergency phone lines are also not accessible in most countries. An inspiring Innovative Practice in this field is the catastrophe warning system in Japan, implemented by ATDO.

UNEMPLOYMENT PROBLEM OF THE EUROPEAN UNION

Looking at question A15 on the ‘southside’ of the Zero Project Graph Europe, there is the only Social Indicator where the coefficient for the European Union is below the world average. This means that the questionnaire respondents from within the European Union, on average, state that the employment of persons with disabilities is not increasing, but in fact decreasing. It seems to be quite legitimate to explain this negative divergence of the European Union as a result of the economic crisis and the austerity measures taken by governments. On the other hand, there is a good performance in Asian and Central and Eastern European countries.

ABOUT THE SOCIAL INDICATORS 2014

• All Social Indicators of the Zero Project are based exclusively on answers given by experts. Using expert panels is a common technique in all social sciences, mostly where data and statistics are not available, being especially true for disability issues.
• Answers given by experts may be biased in several ways. Experts may have different knowledge, have different backgrounds and priorities etc. Thus, the quality of this data limits the possibilities for aggregating and comparing results. Certain conclusions must not be made, for example it is not possible to conclude that country A is doing better in the implementation of the CRPD than country B.
• A total of 32 questions were asked: 20 on the implementation of the UN CRPD (Questionnaire A) and 12 specifically on accessibility (Questionnaire B). The questionnaires were answered by 164 experts from 130 countries. The questions could be answered with ‘Yes’ (green light), ‘Yes with qualification’ (orange light) and ‘No’ (red light) Answers were aggregated by country and by region, using coefficients A coefficient of 1.0 would mean that all res pondents of a region voted with ‘Yes’ (green light).
EXECUTIVE SUMMARY

Where Europe is Leading the Way

Analysing the ‘Zero Project Graph Europe’ shows that the European Union and the Central and Eastern European (CEE) countries are, in most of the 32 questions, doing better than the world average. The EU is doing best in terms of the officially recognised sign language, accommodation in the workplace, alternative testing methods for students, multimedia versions of the UN CRPD and urban transport.

CEE countries are doing best in terms of the accessibility of new buildings, legal timeframes for modifying existing buildings, and increased employment of persons with disabilities.

The Data Problem of Europe

There is another very visible dent in the Zero Project Graph of the European Union and also of Central and Eastern Europe: available data. Whereas data on employment and education seem to be more available (question A14), data on persons with disabilities living in institutions (question A6) and on university graduates are not much better than the world averages. Comparing the general availability of data in the EU with, say, sub-Saharan Africa, the lack of data is striking.

The Zero Project: For a World Without Barriers

The Zero Project was initiated by the Essl Foundation in 2010. It has been run in partnership with the World Future Council since 2011 and the European Foundation Centre since 2013. The mission of the Zero Project is to work for a world without barriers, according to the principles and Articles of the UN CRPD.

It does so by researching Innovative Practices and Innovative Policies worldwide that help to improve the lives of persons with disabilities, as well as researching Social Indicators that measure the implementation of the UN CRPD and the current situation in all countries of the world. Innovative Practices and Policies are communicated to decision-makers and opinion-leaders worldwide.

The Zero Project is not a legal entity, but a small core team of professionals from the Essl Foundation, the EFC and the WFC, whereas the expertise comes from a huge network of all kinds of disability experts from around the world. In the last three years, a total of approx. 2,000 experts from more than 130 countries have contributed in different ways.

An annual topic is chosen on which all the research is focused. In 2013/14 the topic is accessibility. In 2012/13 it was employment; and in 2014/15 it will be independent living, political and personal rights.

Regarding research in 2013/14, 243 Innovative Practices from 58 countries were nominated by the Zero Project expert network. 54 of them made it through the selection process. Following a similar procedure, 66 Innovative Policies from 30 countries were nominated, and 15 of them finally selected for inclusion in the report.

The Zero Project Social Indicators consist of 20 questions on the general implementation of the UN CRPD and another 12 questions on this year’s topic, accessibility. Currently 164 disability experts from 130 countries have completed the questionnaires.

All the results of every individual question are visualised on the Zero Project Website with traffic lights and world maps, including hundreds of comments giving insight into the situation in many countries.

The Zero Project communicates through its website, Facebook, Youtube and Twitter, participation at international conferences and many more channels.
eXeCutIVe Summary

A1. Are all newly constructed buildings, to which there is public access, required by law to be accessible to persons with disabilities?

B1. In your country, are accessible mobile phone handsets readily available to all persons with disabilities?

B2. Is there a legal time frame for all existing buildings, to which there is public access, to be made accessible to all persons with disabilities?

B3. Are there public/private transport (bus, metro, train) services that directly receive basic public funding?

B4. Are there reliable information on the accessibility of tourism, sport and leisure services available to all persons with disabilities?

B5. Is there a legal requirement for public sector bodies’ websites and websites of publicly funded entities in your country to be accessible to all persons with disabilities?

B6. Do persons with disabilities have the same rights as others to marry, have children and look after those children?

B7. Are your country’s main emergency phone lines (police, fire brigade, ambulance) accessible to all persons with disabilities?

B8. Are there legal obligations for all public authorities in your country to include functional accessibility requirements in ICT and building environment public procurement procedures?

B9. Do architects and engineers receive mandatory training modules about inclusive design?

B10. Do ICT university students receive mandatory training modules about inclusive design?

B11. Do all urban public transport (bus, metro, tram) services in your country, accessible to all persons with disabilities?

B12. Does your country’s innovative policy on development, grouped according to the human development index

Questions and Focus

| No. | Question asked                                                                 | Focus | Yes | Yes% | Yes|No% | Coeff. | Yes|Coef. | Yes|Coef. | Yes|Coef. | Yes|Coef. | Yes|Coef. |
|-----|--------------------------------------------------------------------------------|-------|-----|------|-----|-----|-------|-----|-------|-----|-------|-----|-------|-----|-------|
| A1  | Are all newly constructed buildings, to which there is public access, required to be accessible to persons with disabilities? | Built environment | 54 | 43 | 22 | 1 | 0.54 | 0.49 | 0.43 | 0.33 | 0.32 | 0.30 | 0.29 | 0.28 | 0.27 |
| B1  | In your country, are accessible mobile phone handsets readily available to all persons with disabilities? | Mobile handset | 54 | 18 | 91 | 1 | 0.54 | 0.33 | 0.32 | 0.30 | 0.29 | 0.28 | 0.27 | 0.26 | 0.25 |
| B2  | Is there a legal time frame for all existing buildings, to which there is public access, to be made accessible to all persons with disabilities? | Built Environment | 54 | 30 | 70 | 1 | 0.54 | 0.35 | 0.34 | 0.33 | 0.32 | 0.31 | 0.30 | 0.29 | 0.28 |
| B3  | Are there public/private transport (bus, metro, train) services that directly receive basic public funding? | Transport | 54 | 30 | 70 | 1 | 0.54 | 0.35 | 0.34 | 0.33 | 0.32 | 0.31 | 0.30 | 0.29 | 0.28 |
| B4  | Are there reliable information on the accessibility of tourism, sport and leisure services available to all persons with disabilities? | Emergency | 54 | 20 | 80 | 1 | 0.54 | 0.40 | 0.39 | 0.38 | 0.37 | 0.36 | 0.35 | 0.34 | 0.33 |
| B5  | Do architects and engineers receive mandatory training modules about inclusive design? | Emergency | 54 | 10 | 90 | 1 | 0.54 | 0.57 | 0.56 | 0.55 | 0.54 | 0.53 | 0.52 | 0.51 | 0.50 |
| B6  | Do ICT university students receive mandatory training modules about inclusive design? | Emergency | 54 | 10 | 90 | 1 | 0.54 | 0.57 | 0.56 | 0.55 | 0.54 | 0.53 | 0.52 | 0.51 | 0.50 |
| B7  | Are your country’s main emergency phone lines (police, fire brigade, ambulance) accessible to all persons with disabilities? | Emergency | 54 | 43 | 57 | 1 | 0.54 | 0.33 | 0.32 | 0.31 | 0.30 | 0.29 | 0.28 | 0.27 | 0.26 |
| B8  | Are there legal obligations for all public authorities in your country to include functional accessibility requirements in ICT and building environment public procurement procedures? | ICT | 54 | 10 | 90 | 1 | 0.54 | 0.33 | 0.32 | 0.31 | 0.30 | 0.29 | 0.28 | 0.27 | 0.26 |
| B9  | Do architects and engineers receive mandatory training modules about inclusive design? | Curriculum | 54 | 43 | 57 | 1 | 0.54 | 0.33 | 0.32 | 0.31 | 0.30 | 0.29 | 0.28 | 0.27 | 0.26 |
| B10 | Do ICT university students receive mandatory training modules about inclusive design? | Curriculum | 54 | 10 | 90 | 1 | 0.54 | 0.33 | 0.32 | 0.31 | 0.30 | 0.29 | 0.28 | 0.27 | 0.26 |
| B11 | Do all urban public transport (bus, metro, tram) services in your country, accessible to all persons with disabilities? | Emergency | 54 | 20 | 80 | 1 | 0.54 | 0.40 | 0.39 | 0.38 | 0.37 | 0.36 | 0.35 | 0.34 | 0.33 |
| B12 | Does your country’s innovative policy on development, grouped according to the human development index

Key to colour for question categories

1. Back environment
2. Transport
3. Emergency
4. Independence
5. Personal rights
6. Education
7. Data
8. Employment
9. ORD
10. Procurement
11. Built environment
12. ICT
13. CRPD
14. Data
15. Procurement
16. ORD
17. Built environment
18. ICT
19. CRPD

Key to questionnaire responses

<table>
<thead>
<tr>
<th>Coefficient</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>0.00*</td>
<td>No</td>
</tr>
<tr>
<td>0.50*</td>
<td>Yes, with qualifications</td>
</tr>
<tr>
<td>0.50</td>
<td>Yes</td>
</tr>
</tbody>
</table>

* Coefficient

Innovative Practice 2014 from Ethiopia: the guidebook on accessibility is a very useful tool in a low-income context; guidebooks in general are highly efficient tools to support accessibility.

Innovative Policy 2014 from the United Kingdom: In 2012, London hosted the most inclusive Olympic and Paralympic Games ever. © Mark Todd

All 32 questions ranked by approval of worldwide experts; a line farther away from the (red) centre indicates higher approval rates, comparing the four country groups of the Human Development Index
### INNOVATIVE PRACTICES THAT CREATE CHANGE

The Zero Project has grouped both the shortestlisted and the selected Innovative Practices according to the technique - i.e., solution or approach - that they use. A selection is shown here; the full list is in the section on Innovative Practices.

### PRACTICES USING GUIDEBOOKS

Printed guidebooks are powerful even in the electronic age, especially, but not only, in the countries with low human development. Example: ECDD (Ethiopia).

### PRACTICES USING ONLINE MAPS

Successful online maps bring down two further barriers: making maps accessible to all, including the blind and persons with learning difficulties, and finding ways to access the latest and most comprehensive data. Examples: wheelmap.org, ways4all, wege-find.at.

### PRACTICES BASED ON STANDARDS AND NORMS

These practices help to define minimum requirements for the accessibility of buildings and prompt the construction industry to produce adequate materials and professional craftsmen to develop the right skills. In ICT, standards and norms are about defining interfaces for hardware and software to create connectivity. Examples: Amrivi (Spain), BCA Singapore.

### PRACTICES BASED ON UNIVERSAL DESIGN

Universal design refers to broad-spectrum ideas meant to produce buildings, products and environments that are inherently accessible (source: wikipedia.org), in a sense, that the usability by all persons is at the core of the design process, and not only through added elements that make them a little more accessible. Examples: “Most accessible office building in the world” (Denmark), Airport Istanbul, intro vzw (Belgium).

### ABOUT INNOVATIVE PRACTICES

- Innovative Practices are exemplary practices in the field of disability that are social innovations with a proof-of-concept, working in the field of accessibility.

- The key criteria are impact, innovation, professional approach and scalability, non-profit, but also for-profit models.

- Innovative Practices are nominated, evaluated and selected by the Zero Project network.

- 243 projects were nominated, 134 shortlisted and finally 54 selected as Innovative Practices 2014, all working on different aspects of accessibility.

- All shortlisted and selected Practices can be fully researched on the Zero Project website.
EXECUTIVE SUMMARY

INNOVATIVE POLICIES THAT CREATE CHANGE

Policies can be excellent tools for promoting social change. While there is no one correct range of mechanisms, the 15 selected Innovative Policies can be categorized as follows:

- Laws (3): India, Norway, and Qatar
- Action plans (5): Australia, Cape Town/South Africa, Colombia, Kuala Lumpur/Malaysia, and London/UK
- Programmes (3): Hong Kong/China, Japan, Spain

Notably three of the policies were the direct result of lobbying by NGOs: India, Uganda, and Solo/Indonesia.

POLICIES FOR ALL ASPECTS OF UN CRPD ARTICLE 9

Increasingly, accessibility is addressed in all its complexity. Countries enact comprehensive approaches such as non-discrimination laws mandating accessibility for several or all aspects of CRPD Article 9. More and more policies are tackling specifically the access to information and communication (Qatar) as well as products and services (Ireland).

BENEFITS PERSONS WITH ALL TYPES OF DISABILITIES

Most Innovative Policies pay attention to the universal design approach. Many policies implement measures that benefit persons with physical disabilities as well as people who are sight or hearing impaired. However, accessibility policies tackling the exclusion of persons who use easily language and persons with psychosocial problems, are still rare.

POLICIES IMPROVING ACCESSIBILITY EXPERTISE

Appropriate training for all relevant stakeholders is needed, as well as professionals who can confidently act as experts in matters of accessibility. Kuala Lumpur and Berlin require specific Access Coordinators and Access Officers.

POLICIES MANDATING STANDARDS AND COMPLIANCE

Standards and compliance should be mandated by law. Norway established inaccessibility as a case of discrimination and universal design as an enforceable legal standard.

POLICIES USING REVIEWS AND INSPECTIONS

Accessibility standards need to be part of building regulations. Access auditors should inspect construction and have the possibility to issue a stop-work order, as in Kuala Lumpur/Malaysia.

POLICIES FOR LOW-INCOME CONTEXTS

Increasingly, countries in the Global South develop minimum accessibility standards that, as in Uganda, contain context-specific guidance on accessible water wells for example. In the field of transport, enforceable standards (Solo City/Indonesia) and action plans (Cape Town/South Africa) can mainstream universal design in transport services. A strategic approach with priorities can make the most of limited resources. For example, Colombia’s Plan Vive Digital creates Internet access for rural populations, whilst implementing specific measures to overcome the digital exclusion of people with disabilities. As well, too many development programmes and projects are disability-specific. Australia developed a strategy that mainstreams disability into development cooperation.

ABOUT INNOVATIVE POLICIES

Innovative Policies have achieved identifiable improvements on the ground, and to point a positive dynamic of change that can be easily replicated in many countries to advance the implementation of the UN Convention on the Rights of Persons with Disabilities (UN CRPD). Innovative Policies are nominated by the Zero Project network, researched by the World Future Council and selected by the Zero Project’s Scientific Advisory Board. Key selection criteria are innovation, impact and transferability. 69 policies from 34 countries have been nominated, 25 shortlisted and finally 15 selected as Innovative Policies. All shortlisted and selected policies can be fully researched on the Zero Project Website.

THE 15 INNOVATIVE POLICIES 2014 OF THE ZERO PROJECT ON ACCESSIBILITY

<table>
<thead>
<tr>
<th>TITLE</th>
<th>COUNTRY</th>
<th>BRIEF SUMMARY</th>
<th>CATEGORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development aid as enabler for accessibility, 2009-2014</td>
<td>Australia</td>
<td>With its Development Aid for All: Towards a Disability-inclusive Australian Aid Program of 2009-2014, Australia has improved the reach and effectiveness of its development assistance by ensuring that its development framework, policy and programs benefit people with disabilities. From 2009-2014, it provided 5.5 million USD to 125 disability-focused aid organizations.</td>
<td>Action Plan (Built Environment, Transport, Information)</td>
</tr>
<tr>
<td>Hong Kong’s retrofitting programme, 2007</td>
<td>China</td>
<td>In 2003, Hong Kong established two programmes – the barrier-free Access &amp; Facilities Retrofit Programme and the Access Co-ordinator’s Office Programmes – that made existing government facilities more accessible, supported by accessibility coordinators for departmental awareness raising. By 2013, 90% of the 9,500 premises covered have been retrofitted and 80 Access Coordinators appointed.</td>
<td>Programme (Built Environment, Services)</td>
</tr>
<tr>
<td>Internet access for disadvantaged Colombians, 2010-2014</td>
<td>Colombia</td>
<td>Colombia’s Plan Vive Digital: Technology in the Life of Every Colombian of 2010-2014 answers the challenge of providing a digital action plan fostering digital access for everyone, whilst mainstreaming the specific accessibility needs of people with disabilities. By 2014, more than 650 centres will provide tools promoting accessibility and offer 1.2 million people with disabilities opportunities and chance to use ICTs.</td>
<td>Action Plan (Information)</td>
</tr>
<tr>
<td>Mandatory barrier-free construction in Berlin, 2010</td>
<td>Germany</td>
<td>The German capital has published the comprehensive handbook Berlin – Design for All: Guidelines for Public Buildings of 2012 and Design Guide For Public Outdoor Spaces of 2011 that are mandatory for all Berlin-State Construction projects. In 2012 Berlin received the Access City Award of the European Commission and is the coordinator of the BIRCHES Working Group BarrierfreeCity2014.</td>
<td>Standard (Built Environment)</td>
</tr>
<tr>
<td>Copyright exception for accessible formats, 2012</td>
<td>India</td>
<td>Accessing the 350 journals with copyright exceptions, the approach of India’s Copyright Amendment Act No. 27 of 2012 stands out as it includes and non-bureaucratic, catering to the needs of persons with disabilities living in the Global South. Of 19, 85 Indian members of SDG2 Digital Accessible Information System have converted 25,000 books, available to some 50,000 readers.</td>
<td>Law (Information), Country Level</td>
</tr>
<tr>
<td>Routes to transport that can be enforced, Solo City, 2006</td>
<td>Indonesia</td>
<td>Solo City’s Standard of Accessibility of Public Transportation, Information and Communication of 2006 is a legally binding and significant as it includes provisions for accessible information and communication. Its accessible facilities include 60 bus shelters, three railway stations, 94 traffic lights, four city walks, as well as the availability of sign language interpreters and screen readers.</td>
<td>Standard (Transport, Information), Country Level</td>
</tr>
<tr>
<td>Accessible services for energy customers, 2012</td>
<td>Ireland</td>
<td>Specifically designed to be easily applicable, Ireland’s Standard SI 741/2011 Universal Design for Energy Suppliers offers managers, developers, providers and procedures guidelines that illustrate how to communicate with 1.6 million energy customers. It is the world’s first accessible standard to be adopted in the energy sector and is being implemented by all seven energy suppliers.</td>
<td>Standard (Services), Country Level</td>
</tr>
<tr>
<td>Cheaper mortgages for accessible homes, 1996-2007</td>
<td>Japan</td>
<td>By offering lower interest rates, Japan’s housing Mortgage Scheme The Ageing Future 1996-2007 incentivises individuals and housing providers to construct dwellings that respect accessibility and usability, addressing the need for accessible private housing in an ageing society. Housing mortgages related to design for ageing increased to 60%.</td>
<td>Programme (Built Environment)</td>
</tr>
<tr>
<td>Kuala Lumpur: Monitoring and enforcing accessibility, 2010</td>
<td>Malaysia</td>
<td>The Active Plan Towards Kuala Lumpur as AccessCity of 2010 sees out a framework for its accessibility standards of the built environment that includes comprehensive monitoring and enforcement, from design to post-construction. Since 2010, 70 accessibility audits have been carried out and two training workshops have been held.</td>
<td>Action Plan (Built Environment)</td>
</tr>
<tr>
<td>Universal design in Non-Discrimination Law, 2008</td>
<td>Norway</td>
<td>Including on the built environment, transport and information, Norway’s Anti-Discrimination and Accessibility Act of 2008 established inaccessibility as a case of discrimination. Universal design is now an enforceable legal standard. Norway’s Equality and Anti-discrimination Ombudsman receives 120 requests a year regarding universal design and, as of 2012, completed 30% cases.</td>
<td>Law (Built Environment, Transport, Information), Country Level</td>
</tr>
<tr>
<td>Comprehensive accessibility policy, 2011</td>
<td>Qatar</td>
<td>Qatar’s National Accessibility Policy of 2011 addresses key issues around information and communication technologies. Since 2011, 272 accessibility technologies, such as Audio description and Audio Book software, have been introduced. 1,100 people with a disability and 220 professionals were trained, over 60 websites became more accessible and architects provide on-offer 50% discounts on tariffs to persons with disabilities.</td>
<td>Law (Information), Country Level</td>
</tr>
<tr>
<td>Inclusive design of Cape Town’s Bus Rapid Systems, 2006</td>
<td>South Africa</td>
<td>The Universal Access Policy of Cape Town’s MyCiTl Integrated Rapid Transport System of 2006 is comprehensive, congruent, multi-modal effort that mainstreams universal design, covering the entire journey. All 379 buses, 35 stations and 161 roadside bus stops are accessible, as well as 22 km of pathway.</td>
<td>Action Plan (Transport, City Level)</td>
</tr>
<tr>
<td>Radio-Phone Partnership for Accessibility, 2011</td>
<td>Spain</td>
<td>24 pairs of radio stations of Spain are part of the world’s largest public private partnerships between the government and civil society concerning universal accessibility has been established. The Framework Agreement between Fundación ONCE and Fundación ONCE of 2011 implemented 124 accessibility projects in 120 municipalities with a €4.7 million investment.</td>
<td>Programme (Built Environment, Transport, Information), Country Level</td>
</tr>
<tr>
<td>Mandatory Accessibility Standards, 2010</td>
<td>Uganda</td>
<td>Uganda is among the first sub-Saharan countries to have developed their own accessibility standards. Adopted by the Ministry of Education as well as the Ugandan Society of Architects, Uganda’s Obligatory Accessibility Standards of 2010 are mandatory for school construction projects and serves as a basis for accessibility audits and court cases. A National Accessibility Audit Committee was set up in 2010.</td>
<td>Standard (Built Environment, Information), Country Level</td>
</tr>
</tbody>
</table>

The next inclusive Olympic and Paralympic Games, London, 2009-2012

United Kingdom

London 2012 approached the Olympic and Paralympic Games for the first time as one event. The Accessibility Policy of the London Organising Committee of 2012-2011 included accessibility as an enabler, from venue management to ticketing, and provided additional services. For the first time people with disabilities were able to participate in every single aspect of the Games. | Action Plan (Built Environment, Information) |
### Overview: Innovative Policies of the Zero Project 2014

<table>
<thead>
<tr>
<th>Country</th>
<th>Policy Description</th>
<th>Type of Policy</th>
<th>Started In</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ireland</td>
<td>Accessible customer services of energy suppliers.</td>
<td>S, L</td>
<td>2012</td>
</tr>
<tr>
<td>Norway</td>
<td>Universal design as part of the non-discrimination law.</td>
<td>L</td>
<td>2008</td>
</tr>
<tr>
<td>Germany</td>
<td>Comprehensive eAccessibility policy.</td>
<td>L</td>
<td>2011</td>
</tr>
<tr>
<td>Spain</td>
<td>The biggest public-private partnership for accessibility.</td>
<td>P</td>
<td>2011</td>
</tr>
<tr>
<td>Uganda</td>
<td>Mandatory accessibility standards.</td>
<td>L</td>
<td>2013</td>
</tr>
<tr>
<td>South Africa</td>
<td>Inclusive Design of Cape Town's Bus System.</td>
<td>A</td>
<td>2012</td>
</tr>
<tr>
<td>Colombia</td>
<td>Internet access for 500,000 disadvantaged Colombians.</td>
<td>L</td>
<td>2010–2014</td>
</tr>
<tr>
<td>India</td>
<td>Copyright exception for persons with disabilities.</td>
<td>L</td>
<td>2012</td>
</tr>
<tr>
<td>China</td>
<td>Hong Kong’s retrofitting programme.</td>
<td>L</td>
<td>2011</td>
</tr>
<tr>
<td>Japan</td>
<td>Preferential interest rate scheme toward designing dwellings for an ageing society.</td>
<td>L</td>
<td>1996–2007 (– present)</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Solo City: Access to transport that can be enforced.</td>
<td>S</td>
<td>2006</td>
</tr>
</tbody>
</table>

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**IRELAND**
Accessible customer services of energy suppliers.

**LONDON 2012:** The most inclusive Olympic and Paralympic Games ever

**SPAIN:** The biggest public-private partnership for accessibility

**UNITED KINGDOM:** Mandatory barrier-free construction in Berlin

**GERMANY:** Comprehensive eAccessibility policy

**CONCLUSION:**

The Zero Project 2014 has identified a range of innovative policies from around the world that emphasize accessibility and inclusion. These policies cover various sectors such as energy, transport, and communication, demonstrating a comprehensive approach to inclusivity. Each policy is unique, reflecting the diverse needs and challenges faced by different countries and regions.

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**Type of Policy**
- Action Plan
- Law
- Programme
- Standard

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**Notes:**
- Ireland’s standard offers managers guidance on how to communicate with 1.6 million energy customers.
- Norway established inaccessibility as a case of discrimination and universal design an enforceable legal standard.
- The German capital has published the design for all handbooks that are mandatory for all Berlin State construction projects.
- Qatar’s policy lays the foundations for an accessible ICT ecosystem that enables persons with disabilities to take full advantage of ICTs.
- Japan incentivises individuals to construct accessible private housing by offering lower interest rates.
- Cape Town’s MyCiTi Transport System is a comprehensive long-term, multi-level effort that mainstreams universal design.
Join the Zero Project Network!

ZERO PROJECT WEBSITE
www.zeroproject.org; includes all Innovative Practices and Policies from 2014 and previous years, to be searched in an online database. Also world maps of all Social Indicators that can be fully searched and analyzed.

ZERO PROJECT ON FACEBOOK
https://www.facebook.com/zeroproject.org?ref=hl

ZERO PROJECT ON TWITTER
https://twitter.com/zeroprojectorg

ZERO PROJECT ON YOUTUBE
www.youtube.com/user/Zeroprojectorg

JOIN THE ZERO PROJECT NETWORK!
In 2014 the Zero Project was supported by more than 800 experts worldwide, by nominating and evaluating Innovative Practices and Innovative Policies, by answering questionnaires on the implementation of the UN Convention on the Rights of Persons with Disabilities, by partnering in conferences and presentations or by giving us their unvaluable support in developing the Zero Project. Want to join the network as well? Simply get in touch at office@zeroproject.org

EXPERT ON THE UN CRPD IN YOUR COUNTRY?
You are an expert on disability issues in your country and you want to answer the questionnaire on the implementation of the Zero Project in your country? Simply register at http://zeroproject.org/indicator-type/convention/ and you can start immediately.

ABOUT THE ZERO PROJECT – FOR A WORLD WITHOUT BARRIERS
The Zero Project, officially launched in 2011 by the Essl Foundation, advocates the rights of persons with disabilities internationally. With its global outreach, the Zero Project monitors the national implementation of the UN Convention on the Rights of Persons with Disabilities and highlights both innovative practices and policies. The project is organised in partnership with the World Future Council (since 2011) as well as the European Foundation Center (since 2013). www.zeroproject.org

ABOUT THE ESSL FOUNDATION
The mission of the Essl Foundation is to support persons with disabilities as well as social innovation and social entrepreneurship. It was founded in 2007 by Martin and Gerda Essl, an Austrian entrepreneurial family (bauMax company Group). www.esslfoundation.org

ABOUT THE WORLD FUTURE COUNCIL
The World Future Council consists of 50 eminent global change-makers from governments, parliaments, civil society, academia, the arts and business. We work to pass on a healthy planet and just societies to our children and grandchildren with a focus on identifying and spreading effective, future-just policy solutions. The World Future Council was launched in 2007 by Jakob von Uexkull, Founder of the 'Alternative Nobel Prize’. It operates as an independent foundation under German law and finances its activities from donations. www.worldfuturecouncil.org

ABOUT THE EUROPEAN FOUNDATION CENTRE
The EFC, founded in 1989, is an international membership association representing public-benefit foundations and corporate funders active in philanthropy in Europe and beyond. Through its European Consortium of Foundations on Human Rights and Disabilities, the EFC ensures a distinctive contribution from the foundation sector in promoting the ratification and implementation of the UN Convention on the Rights of People with Disabilities. www.efc.be