



ETSI TC HF

Human Factors

Scope

ETSI's Technical Committee Human Factors (TC HF) is the expert body within ETSI responsible for addressing Human Factors topics across all areas of **Information and Communications Technology (ICT)**.

The activities of TC HF are targeted at making sure that **usability, accessibility, and inclusivity** are built into the design of products, systems, and services that form the **digital networked economy (DNE)**. This is achieved by ensuring that telecommunication and ICT standards take into account the needs, capabilities, and limitations of all users.

Key responsibilities include:

- Producing **standards, guidelines, and reports** to promote the design of ICT products and services which are **accessible, usable, and inclusive for all users - including older people, children and persons with disabilities**.
- Cooperating with and supporting ETSI committees and external organisations to integrate good Human Factors practice.
- Leading ETSI's **"Design for All"** initiative, ensuring accessibility for all users, including **children, seniors, and persons with disabilities**.
- Supporting European standardisation efforts related to **EU accessibility legislation** (e.g., the **European Accessibility Act and the Web Accessibility Directive**).

Human Factors applies scientific knowledge of human capabilities and limitations to make technology easier and safer to use - a cornerstone for **commercial success and digital inclusion**.

Highlights of 2025

Accessibility Standard Revision

- TC HF finalised the revision of the **Harmonised Standard on Accessibility Requirements for ICT Products and Services (EN 301 549, version 4.1.1)**.
- This revision, developed under **EC Mandate M/587**, is related to the **European Accessibility Act (Directive (EU) 2019/882)**.
- The process involved a **specialist task force (STF)** and a **GitLab collaboration platform**, collecting feedback from ETSI, CEN/CENELEC, and external stakeholders.
- The final draft was **submitted for endorsement to the ETSI/CEN/CENELEC Joint Technical Body on eAccessibility (JTB eAcc) in September 2025**, with all comment resolutions publicly available.

Joint Technical Body on eAccessibility

- TC HF is a founding member of the **ETSI/CEN/CENELEC Joint Technical Body on eAccessibility (JTB eAcc)** and continues to actively participate in the TB.
- In addition to the revision of EN 301 549, the JTB eAcc completed **TR 101 551 V2.1.0, Guidelines for public procurement of ICT products and services in the EU: Accessibility award criteria and conformity assessment**, also under **Mandate M/587**.
- The report is undergoing final approval within the European Standardisation Organisations (ESOs).

Supporting Publications

- **TR 104 060 V1.1.1** – *Guidance on applying EN 301 549 to digital television products* (revision in progress for alignment with the updated EN).
- **ES 204 009 V1.1.1** – *Requirements for interoperable total conversation services*, addressing accessibility and interoperability in line with the European Accessibility Act.
- **ES 202 975** – *Requirements for Relay Services* (update scheduled for publication in 2026).

Age Verification and Youth Access Studies

- Completion of the **Age Verification Pre-Standardisation Study (TR 104 077-3 V1.1.1)**, including a **proposed standardisation roadmap**.
- Publication of an updated **TR 102 133 V2.1.1** – *Access to ICT by young people: issues and guidelines*.

Implementation of ETSI Accessibility Strategy

Two projects were completed to advance ETSI's 2023 Accessibility Strategy:

- **ETSI Guide for Accessible Meetings**
- **Accessibility of ETSI Deliverables and Improvement of the Development Process**

Some recommendations have already been implemented by the **ETSI Secretariat**, including updates to the meeting registration system and the host guidelines.

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About ETSI

ETSI is one of only three bodies officially recognised by the European Union as a European Standards Organisation (ESO). It is an independent, not-for-profit body dedicated to ICT standardisation. With over 900 member organisations from more than 60 countries across five continents, ETSI offers an open and inclusive environment for members representing large and small private companies, research institutions, academia, governments, and public organisations. ETSI supports the timely development, ratification, and testing of globally applicable standards for ICT-enabled systems, applications, and services across all sectors of industry and society.

