**Draft minutes of Ad hoc meeting 2**

**26 October, 2023, kl 14:00 – 17:00**

1. **Opening of meeting**

The convenor opened the meeting and welcomed everybody

1. **Roll call**

**The participants introduced themselves**

**Participants**

Florent Orsoni, convenor

Hans von Axelson, Sweden

Francois Engels, Luxemburg

Ian Wilkinson, UK

Elizabeth O’Ferrall, Ireland

Klaus Wegge, Germany

Mia Ahlgren, Sweden

Alexandra Antoni, secretary

1. **Agenda N005**

The agenda was accepted.

1. **Notes from previous meeting N003**

The group looked through materials from previous meeting and repeated the task of the ad hoc group. It is about preparing the work with the new standards on Support services and Non-digital information and the pre-normative research.

1. **Other relevant standards on support services & Non digital information or related**

All participants/experts are encouraged to request standards and guides from their national standardization body.

The group reviewed a list of standards and other documents (see doc N257) and noted which ones might be of use in the standardization work. N257 contains the scope and the table of contents (partly)

* ISO guide 76 Development of service standards — Recommendations for addressing consumer issues.
* ISO Guide 71 CEN/CLC guide 6 Guidelines for addressing accessibility in standards.
* CEN guide 15 Guidance document for the development of service standards

The guides can give inspiration and ideas for structure for the support services standard.

**EN 17478 Transport Services - Customer communications for passenger transport services - A Universal Design approach**

(public transport service) Support to the customer what to buy,

**CEN/TS 17470:2020 Service model for social care alarms**

This might give input regarding structure although not for content.

**EN 13131 Health informatics — Telehealth services — Quality planning guidelines**

Not deemed the highest priority

**EN 301549 Accessibility requirements for ICT products and services**

This is very useful and suggestion to move clause 12 from EN 301549 to the new standard on support services. The secretariat was asked to put this idea forward to the m587 coordination group.

**EN 17210 Accessibility and usability of the built environment — Functional requirements**

This standard will be important to refer to as a normative reference, it is necessary to refer to the harmonized version, so important to have an exchange with JTC 11 and discuss in the coordination group.

**ISO 9241‑125:2017 Ergonomics of human-system interaction Part 125: Guidance on visual presentation of information**

This document it was deemed to be a bit detailed and not the top priority.

**I** **ISO/IEC 23859 Information technology – User interfaces – Requirements and recommendations on making written text easy to read and easy to understand**

**ISO 24495-1 Plain language — Part 1: Governing principles and guidelines**

These language standards canbe useful for the language in the documents of JTC 12

**EN ISO 18295-1 Customer contact centres – Part 1: Requirements for customer contact centres**

**EN ISO 18295-2 Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres**

This first part could be useful, how to organize yourself, point to the accessibility in the service

Add **ISO/IEC 20071-5 Information technology User interface component accessibility**

**Part 5: Accessible user interfaces for accessibility settings on information devices** to the list

Add **ISO 22558 Inclusive services for vulnerable consumers** to the list.

1. **Case studies**

The groups did a workshop on the digital tool MIRO based on examples of support services and non-digital information (please find link to the work shop)

[https://miro.com/app/board/uXjVNX\_7bHo=/?share\_link\_id=361498121438](https://miro.com/app/board/uXjVNX_7bHo%3D/?share_link_id=361498121438)

For summarization of discussion please see N256

All were invited to share case studies for next meeting, for a template see N256.

1. **Implementations in national law**

Please see [https://eur-lex.europa.eu/legal-content/EN/NIM/?uri=CELEX:32019L0882](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Feur-lex.europa.eu%2Flegal-content%2FEN%2FNIM%2F%3Furi%3DCELEX%3A32019L0882&data=05%7C01%7C%7Cfe381fd619634698b1ed08dbd56550ea%7C59176df878c54eb6aa884f0778ef5cb0%7C0%7C0%7C638338403487697331%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=QBbQ78wrLE1L%2BrYK5ckwcUPK8kZfBdZho0O6J1BiPiA%3D&reserved=0)

Where information on all EU members national implementations can be found.

1. **Other business**

No other business

1. **Preparation for next meeting**

Next meeting was set to 23 January 14:00-17:00 on zoom

1. **Close of meeting**

The meeting was closed