



## **Standard ELOT 1439:2012**

### **Requirements and Recommendations for Organizations Friendly to Citizens with Disabilities**

The purpose of Standard ELOT 1439:2012 is to evaluate organizations regarding the conditions of unobstructed access for people with disabilities (PWD), ensuring the respect of their rights and specifically their seamless and proper service as interacting consumers or clients, visitors, and recipients of the goods and services offered by organizations.

Organizations include: Services or Agencies of the public or broader public sector or local government, private businesses, institutions, or other forms of governmental or non-governmental organizations regardless of their legal form.

#### **WHAT IS THE ELOT 1439:2012 STANDARD**

The ELOT 1439:2012 Standard presupposes the existence of a Management System, which includes principles and requirements regarding the design or modification of building infrastructures both indoors and outdoors, services, and goods, as well as the adoption of relevant measures by the organization, ensuring equal treatment of citizens with disabilities and reduced mobility.

The structure of the ELOT 1439:2012 Standard is outlined below:

1. Scope
2. Normative References
3. Terms and Definitions
4. Parameters to be examined for each category of people with disabilities
5. Requirements by sector and category of people with disabilities
6. Major Failures
7. Reasonable Adjustments
8. Minimum Requirements by Type of Organization
9. Training

#### **BENEFITS OF CERTIFICATION ACCORDING TO THE ELOT 1439:2012 STANDARD**

The main benefits from implementing a Management System according to the requirements of the ELOT 1439:2012 Standard are as follows:

- Gaining a competitive advantage
- Compliance with legislative and regulatory requirements
- Continuous improvement of accessibility for people with special needs to the organization's facilities and services
- Significant contribution to the organization, development, and sustainability of the business.

#### **WHY CHOOSE EUROCERT**

- Because it is the largest Greek independent certification body accredited by ESYD, operating in over 40 countries worldwide. Certification with EUROCERT means evaluation and acceptance by a reliable accredited and recognized certification body.
- Because it has capable and experienced staff and partners who, as inspectors and/or technical experts, conduct high value-added inspections and audits.



- Because it ensures you are continuously informed about any local or international developments of interest based on your certification area.
- Because it can provide a comprehensive solution for the certification of management systems, possessing accreditation for a very wide range of certification services.

## FREQUENTLY ASKED QUESTIONS

### **How long does certification take?**

Typically, it takes 3-6 months for implementation, although the time depends on many parameters. A significant parameter is the ability of the business to demonstrate that the Management System is fully implemented and meets the Standard's requirements. The level of commitment and involvement of management and employees is crucial in determining the time required for certification.

### **Does it replace state inspections and audits?**

No. The ELOT 1439:2012 Standard is a voluntary certification aimed at continuous improvement and does not replace state inspections. However, it organizes the business to anticipate and meet European and national legislative requirements, acting proactively and preventing the imposition of fines.