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|---|---|
| **From:** | METSOLA Roberta, President |
| **To:** | AL-SAHLANI Abir; MELCHIOR Karen; ENGERER Cyrus; CAÑAS Jordi; TOOM Jana; PELLETIER Anne-Sophie; METZ Tilly; KNOTEK Ondřej; LOISEAU Nathalie; BRGLEZ Milan; GUSMÃO José; MATIAS Marisa; BJORK Malin; MAXOVÁ Radka; ĎURIŠ NICHOLSONOVÁ Lucia; LANGENSIEPEN Katrin; VEDRENNE Marie-Pierre; GEMMA Chiara Maria; KÖSTER Dietmar; BILBAO BARANDICA Izaskun; LEGA David |
| **Cc:** | ZULETA DE REALES ANSALDO Leticia; SALVELLI Chiara |
| **Subject:** | RE: Written question on lack of accessibility of the visitor's centre for persons with disabilities |
| **Date:** | 17 January 2024 17:17:08 |

Dear Members, dear colleagues,

I would like to thank you for your questions regarding the accessibility of our visitor centre in the ZWEIG building.

Our Institution is strongly committed to providing all users of our buildings and facilities, be they Members, staff or visitors, with an accessible environment in line with the UN Convention on the Rights of People with Disabilities. On 7 November 2023, the Bureau adopted a policy on physical accessibility, making the European Parliament the first EU Institution to have a comprehensive policy in place on this very important matter.

As regards the ZWEIG visitor centre, I can assure you that the works were performed according to the highest accessibility guidelines from the very start of the tender procedure until the completion of the project. The file was audited by accessibility experts both during the design phase and after the end of the works. Minor adjustments that were identified after the reopening of the building, are currently being implemented. They concern lighting and visual contrast enhancement, the installation of contrast strips on glass walls, and the improvement of signage.

The devices for persons with auditory impairments are mobile hearing loops supplied individually and on demand, by our interpretation services. This mobile system is already in use in all other rooms in Brussels and its users appear to be satisfied with it. Following the regrettable experience which you refer to, the staff hosting visitors have been instructed to improve communication with the relevant technical services in order to make hearing loops and any other necessary requirements more readily available.

Kind regards,

Roberta Metsola

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**From:** AL-SAHLANI Abir <abir.alsahlani@europarl.europa.eu>
**Sent:** 05 October 2023 13:43
**To:** METSOLA Roberta, President <president@europarl.europa.eu>; ZULETA DE REALES ANSALDO Leticia <leticia.zuleta@europarl.europa.eu>; KALINOWSKA Edyta <edyta.kalinowska@europarl.europa.eu>; HAHN Michael <michael.hahn@europarl.europa.eu>; SALVELLI Chiara <chiara.salvelli@europarl.europa.eu>; IZQUIERDO RINCON Maria Jose <maria.izquierdo@europarl.europa.eu>
**Cc:** MELCHIOR Karen <karen.melchior@europarl.europa.eu>; ENGERER Cyrus <cyrus.engerer@europarl.europa.eu>; CAÑAS Jordi <jordi.canas@europarl.europa.eu>; TOOM Yana <yana.toom@europarl.europa.eu>; PELLETIER Anne-Sophie <anne-

sophie.pelletier@europarl.europa.eu>; METZ Tilly <tilly.metz@europarl.europa.eu>; KNOTEK Ondřej <ondrej.knotek@europarl.europa.eu>; LOISEAU Nathalie <nathalie.loiseau@europarl.europa.eu>; BRGLEZ Milan <milan.brglez@europarl.europa.eu>; GUSMÃO José <jose.gusmao@europarl.europa.eu>; MATIAS Marisa <marisa.matias@europarl.europa.eu>; BJORK Malin <malin.bjork@europarl.europa.eu>; MAXOVÁ Radka <radka.maxova@europarl.europa.eu>; ĎURIŠ NICHOLSONOVÁ Lucia <lucia.durisnicholsonova@europarl.europa.eu>; LANGENSIEPEN Katrin <katrin.langensiepen@europarl.europa.eu>; VEDRENNE Marie-Pierre <marie-pierre.vedrenne@europarl.europa.eu>; GEMMA Chiara Maria <chiara.gemma@europarl.europa.eu>; KÖSTER Dietmar <dietmar.koester@europarl.europa.eu>; BILBAO BARANDICA Izaskun <izaskun.bilbaobarandica@europarl.europa.eu>; LEGA David <david.lega@europarl.europa.eu>
**Subject:** Written question on lack of accessibility of the visitor’s centre for persons with disabilities

Dear Ms President,
Dear colleagues,

Please find attached a written question on behalf of 21 MEPs from different political groups, concerning the lack of accessibility for persons with disabilities to the European Parliament Visitor's Centre.

We are looking forward to your reply.

Kind regards,

Abir AL-SAHLANI, Renew Europe Group
Karen MELCHIOR, Renew Europe Group
Cyrus ENGERER, Socialists & Democrats Group
Jordi CAÑAS, Renew Europe Group
Yana TOOM, Renew Europe Group
Anne-Sophie PELLETIER, Left Group
Tilly METZ, Greens/EFA Group
Ondřej KNOTEK, Renew Europe Group
Nathalie LOISEAU, Renew Europe Group
Milan BRGLEZ, Socialists & Democrats Group
José GUSMÃO, Left Group
Marisa MATIAS, Left Group
Malin BJÖRK, Left Group
Radka MAXOVÁ, Socialists & Democrats Group
Lucia ĎURIŠ NICHOLSONOVÁ, Renew Europe Group
Katrin LANGENSIEPEN, Greens/EFA Group
Marie-Pierre VEDRENNE, Renew Europe Group
Chiara GEMMA, European Conservatives and Reformists Group
Dietmar KÖSTER, Socialists & Democrats Group
Izaskun BILBAO BARANDICA, Renew Europe Group

David LEGA, European People's Party Group