

The UAE's Empathy Lab — Embedding Co-Design with People of Determination into the National Digital Design System

Digital Inclusion · Good practice · United Arab Emirates

Quality score: 76/100

Evidence strength: Strong

Summary

The UAE's 2024 National Digital Accessibility Policy moves federal services from ad-hoc fixes to inclusive-by-design: an 'Empathy Lab' embeds user testing with People of Determination and seniors into the national Design System (WCAG 2.2 AA).

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-21

[Telecommunications and Digital Government Regulatory Authority \(TDRA\), United Arab Emirates](#) — accessed 2026-08-21

[TDRA — National Digital Accessibility Policy](#) — accessed 2026-08-21

[UN DESA — UAE Empathy Lab Case Study \(2025\)](#) — accessed 2026-08-21

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