



***Raising Standards for Consumers***

**Summary of  
Annual Work programme 2014**

*ANEC*

*European Association for the Co-ordination of Consumer Representation in  
Standardisation aisbl*

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## **7. Operational Activities**

All activities apart from communication will be grouped in this section. Each activity will have an identifier composed of the 3 numbers (section, priority sector/objective/area, specific activity).

Tables sections will be sequentially numbered for each sector/objective based in the sectors headlines or objectives defined in previous sections.

## 7.1 Child Safety

### 7.1.1 Committee under the General Product Safety Directive (2001/95/EC)

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Directive 2001/95/EC on General Product Safety*

A majority of the products that fall under the General Product Safety Directive are related to child safety, for example childcare articles, playground equipment, children's clothes and child-resistant cigarette lighters. References of standards of products falling under the GPSD can be published in the OJ. Discussions to revise the GPSD started at the end of 2009. On 13 February 2013, the European Commission published a product safety and market surveillance package comprising a draft regulation for consumer product safety, a draft regulation on market surveillance and a multi-annual action plan on market surveillance.

ANEC commits to participating in meetings of the GPSD Committee and the Consumer Safety Network (CSN) and to comment on proposals to reference EN's in the OJ. This participation also covers items falling under the GPSD that are not related to child safety.

### **7.1.2 Horizontal issues – chemicals in products related to child safety**

*Related long-term objective: reducing the number of accidents involving children and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety*

Following the increasing number of agenda topics on chemicals in consumer products at the Commission's GPSD Committee meetings, ANEC published a general position paper 'Chemicals in consumer products: the need for a European legislative framework' (ANEC-ENV-2011-G-040) and organised a conference together with BEUC and the Consumer Council of the Austrian Standard Institute (ASI-CC) in 2011. A follow-up conference organised by ANEC and ASI-CC took place in October 2013.

The ANEC Child Safety WG agreed to keep the topic on its work programme as far as the link to child safety and to children's products is concerned, and to take action if needed.

### **7.1.3 Horizontal issues – ISO/IEC Guides & CEN/CENELEC Guides in relation to child safety**

*Related long-term objective: reducing the number of accidents involving children and their severity*

*Consumer Agenda key 2020 objective: improving consumer safety*

ISO/IEC Guide 50 on child safety in product standards was published in 2002 and is currently under revision. CEN/CENELEC Guide 14 'Child Safety - Guidance for its Inclusion in Standards' was published in 2009, following mandate M/293. CENELEC Guide 29 'Temperatures of surfaces likely to be touched – Part 1: Temperatures of hot surfaces' was adopted in 2007 following mandate M/346, and is important in relation to child safety as well. A modified version of CENELEC Guide 29 was adopted as IEC Guide 117 in 2010.

The ANEC Child Safety WG will continue to monitor the revision of ISO/IEC Guide 50.

#### **7.1.4 Playground and other recreational equipment – Playground equipment & sports equipment**

*Related long-term objective: reducing the number of accidents involving children and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Directive 2001/95/EC on General Product Safety*

Standardisation work on playground & sports equipment falls under CEN TC 136 "Sports and other recreational equipment".

The revision of standards EN 1176 and EN 1177 on playground equipment was followed by ANEC in 2007 and 2008 in CEN TC 136 SC1 'Playground equipment for children'. The revised standards, which were approved in 2008, show an improvement compared with the previous editions. ANEC contributed to writing the rationales to be included in the next version of the playground equipment standards. The next revision of EN 1176 and of EN 1177 is foreseen for the near future.

The issue of ageing of surfacing and impact attenuating surfacing is of importance as well for playground safety. ANEC co-hosted a conference with TÜV Austria in October 2013 on this topic.

A new CEN WG was set up to deal with playground trampolines (bouncing facilities). ANEC will monitor this work.

Following serious accidents and following a request from ANEC, CEN TC 136 in 2013 decided to register a potential future new work item in its programme of work, to deal with Water play equipment, and to re-activate CEN TC 136 WG3 to deal with the work. ANEC will monitor this work.

The scope of the standards for football and handball goals refers only to training and competition. Children have been killed by goalposts used in playing fields and school grounds under leisure situations (non-organised sports) with goalposts not anchored to the ground. In 2008 and 2009, ANEC raised concerns with CEN TC 136, which agreed in 2009 on a new work item on moveable goals. ANEC actively follows this work within CEN TC 136 WG22 'Gymnastic and playing field equipment', as well as the development of a standard for lightweight goals.



### **7.1.5 Playground and other recreational equipment – Private swimming pools**

*Related long-term objective: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Directive 2001/95/EC on General Product Safety*

A new CEN TC 402 was set up in 2010 to deal with "Private swimming pools". ANEC nominated a representative and actively takes part in the standards work.

### **7.1.6 Child care articles – CEN Combined Report on child safety**

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children.*

*Consumer Agenda key 2020 objective: improving consumer safety*

The revision of CEN Technical Report TR 13387 was completed in 2004. ANEC participated in establishing the report. A revision is on-going. ANEC participates in CEN TC 252 WG 6 TG2 to revise the section on mechanical hazards and risk analysis in the Technical Report.

### **7.1.7 Child care articles – Child use and care articles**

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

*Proposal for a Consumer Programme 2014-2020 objective: Safety – enhance product safety through effective market surveillance throughout the EU Directive 2001/95/EC on General Product Safety*

Standardisation of horizontal requirements of any product designed or intended to ensure and facilitate the seating, bathing, changing and general body care, feeding, sleeping, transportation and protection for young children is addressed, with active ANEC participation, in:

- CEN TC 252 (child use and care articles)
- CEN TC 248 WG34 (textile child care articles, joint WG with CEN TC 252) – see Table 7.1.8
- CEN TC 207 WG 2 (children’s and nursery furniture) – see Table 7.1.9.

Standards for child care articles are being amended or revised on a regular basis.

Following a Commission study on child care articles to define potential mandates under the GPSD, the Commission started to issue mandates for 5 product categories: drowning (bath rings, bath tubs & stands, bathing aid for babies), sleeping (mattresses, cot bumpers, suspended baby beds, children’s duvets, sleep bags), falls while sitting/bouncing (high chairs, seats boosters, chair mounted seats, chairs, table mounted chairs), risks for older children (chests, bed guards, junior beds), and other products (suction cups, children’s clothes, mosquito nets, sun canopies). A second Commission study was carried out in 2011 for 11 other child care articles. Mandates for these products will follow. ANEC attempts to ensure all draft standards address consumer issues and interests and pushes for a hazard-based approach.

Following the adoption of Mandate M/497 ‘Risks in the sleep environment’ relating to Cluster 2 of the above mentioned Commission study, it was decided to set up a joint CEN TC 252 – CEN TC 248 WG (CEN TC 248 WG 34) to set up standards for cot bumpers, duvets for cots and children’s sleep bags. CEN TC 207 WG 2 will deal with mattresses for cots and with suspended baby beds (see below under 7.1.9). ANEC participates in the work of CEN TC 248 WG 34 and CEN TC 207 WG2.

The permitted dimensions of holes which could cause entrapment of children's fingers in child safety standards are of importance to consumers and to ANEC. Those dimensions are being discussed by CEN TC 252. ANEC carried out research on finger entrapment in 2011 and will further use the results in order to fully prepare requirements for child safety standards.

More and more combined childcare articles are available on the market (e.g. a mix of a changing table, a folding cot and a playpen), with which hazards increase.

PROSAFE market surveillance actions on child care articles are on-going. A joint action on wheeled child conveyances and bathing aids started in 2012, and one on highchairs started in 2013 (see also below under 7.1.9). ANEC actively participates as stakeholder in these joint actions. More market surveillance actions on child care articles are planned for the future. ANEC intends to closely monitor these future joint actions as stakeholder.

In 2011, DG SANCO, together with product safety authorities from Australia, Canada and the United States, launched a pilot project to improve the safety of products through bringing about highly-effective and closely-aligned safety requirements. The pilot project covers selected products which can be dangerous for children. Chair-top booster seats (chair-mounted seats) and baby slings are amongst the selected products. Participants are looking to agree a common view of the hazards posed by these products and the safety measures required to manage these hazards.

The concept of "protected volume" has been introduced in some (draft) European standards for child care articles. It is used to define an area around the child in a product for which there are specific requirements that do not apply to the rest of that product. This introduction has created two different safety levels, one within the protected volume, which is higher than the one outside the protected volume. ANEC noted that in some clauses of the standards where the protected volume has been introduced with the aim of increasing safety requirements, the opposite has been the result. In 2012, ANEC submitted a position paper to CEN, and will further monitor the issue.

### **7.1.8 Child care articles – Textile child care articles**

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

*Proposal for a Consumer Programme 2014-2020 objective: Safety – enhance product safety through effective market surveillance throughout the EU Directive 2001/95/EC on General Product Safety*

Following the adoption of Mandate M/497 'Risks in the sleep environment' relating to Cluster 2 of the Commission study on child care articles (see above under Table 7.1.7), it was decided to set up a joint CEN TC 252 – CEN TC 248 WG (CEN TC 248 WG 34) to set up standards for cot bumpers, duvets for cots and children's sleep bags. CEN TC 207 WG 2 will deal with mattresses for cots and with suspended baby beds (see below under 7.1.9). ANEC participates in the work of CEN TC 248 WG 34 and CEN TC 207 WG2.

### **7.1.9 Child care articles – Children’s furniture**

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

*Proposal for a Consumer Programme 2014-2020 objective: Safety – enhance product safety through effective market surveillance throughout the EU Directive 2001/95/EC on General Product Safety*

Standards for children’s furniture are addressed by CEN TC 207 WG 2 ‘Requirements for children’s and nursery furniture’ with active ANEC participation.

The Commission studies on child care articles defined potential standardisation work for some children’s furniture, e.g. suspended baby beds, chairs, chests, bed guards, junior beds. Following the adoption of Mandate M/497 ‘Risks in the sleep environment’, relating to the Commission’s study on child care articles, CEN TC 207 WG 2 will deal with mattresses for cots and with suspended baby beds (see also above under 7.1.7). ANEC was actively involved and commented during the setting up of the draft safety requirements and the Mandate, and will participate in this work.

Standardisation work is going on for children’s chairs and tables, cribs and cradles and cot mattresses, in which ANEC participates.

The standard for highchairs was amended, taking into account points and comments raised by ANEC. A full revision of the standard is upcoming.

A PROSAFE joint market surveillance action on highchairs started in 2013, in which ANEC participates as stakeholder. A joint action on cots is expected to start in 2014. ANEC intends to closely monitor this joint action as well.

### **7.1.10 Toys – Implementation of the revised Toy Safety Directive**

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety; Improving implementation, stepping up enforcement and securing redress*

*Toy Safety Directive (TSD) 2009/048/EC (New Approach Directive)*

The revised Toy Safety Directive was published in June 2009 as Directive 2009/048/EC. ANEC (together with its sister organisation, BEUC) participated in the revision process. Key points for ANEC in the revision were the introduction of the precautionary principle (obtained), comitology with scrutiny for highly political issues (only very partly obtained), EC-type examination for certain categories of toys (not obtained), better warnings (partly obtained), stronger requirements for asphyxiation hazards connected to toy packaging, in particular for toys in food (obtained) and the strengthening of the chemical requirements in the directive (only partly obtained). The new directive entered into force on 20 July 2011, except for the chemical and acoustic requirements, which entered into force on 20 July 2013.

The Commission issued an explanatory guidance document on the revised directive in 2010, including guidelines on the use and presentation of warnings; as well as guidelines for risk assessment of toys in 2011. ANEC participated in the setting up of these guidance documents.

The Commission prepared two mandates, a mandate to CEN/CENELEC to adapt European toy standards according to the revised Toy Safety Directive (see under 7.1.11), and a mandate to a Scientific Committee on the risk from organic CMR substances in polymeric toy materials.

During the second half of 2010, there was growing criticism on the chemical requirements in the New Toy Safety Directive. As a result, the Commission set up a small expert group on chemicals, in order to gather information on the chemical requirements in the Toy Safety Directive, and to make proposals within the legal framework for altering/improving the chemical requirements in the directive. The consumer seat in this group is taken by ANEC. In 2012, ANEC issued a critical review of two years of discussion of this group. The 2012 RAPEX Annual Report showed a significant number of notifications related to toys and chemical risks. ANEC repeated its call to policy makers to strengthen chemical requirements for toys so that children receive the protection to which they are entitled. ANEC will monitor that future rules to aim to eliminate dangerous chemical substances and for the Toy Safety Directive to be further strengthened in this respect.

### **7.1.11 Toys – Safety of toys**

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Toy Safety Directive (TSD) 2009/048/EC (New Approach Directive)*

There are developments in CEN TC 52 "Safety of Toys" relating to the drafting, revision, or amendment of toy standards. Following the adoption of the revised directive, the Commission issued mandate M/455, which was accepted by CEN and CENELEC, to adapt the toy standards according to the new legislation.

The revised toy safety standard EN 71-1 'Safety of toys – Mechanical and physical properties' was adopted in 2011 following active participation by ANEC.

Better requirements for the presentation of warnings are also under development, as many warnings on toys today are very small, not easy to find, and not easily legible. ANEC will continue to participate in this work.

EN 71-8 on activity toys (difference/overlap between toys and playground equipment) was adopted in 2003. ANEC lobbied for a negative vote, as few of the consumer comments on the enquiry draft were accepted. An amendment was adopted to delete the swing impact test from the standard. ANEC lobbied for a negative vote. Sweden, Denmark, Iceland and Norway raised a formal objection to EN 71-8/A2 to the Commission. A joint 2006 research project between ANEC and Konsumentverket was conducted in order to have arguments to re-introduce the swing impact test. These arguments were presented in 2007. A revised version of EN 71-8 was adopted in 2011 and included the swing impact test again. Although it is important to have a published and harmonized standard including the swing impact test, it is equally important that part of the standard is followed to see whether the standard is offering sufficient protection.

Following the number of accidents caused by domestic trampolines (e.g. 7000 children were injured in Sweden in 2008), a standard for toy trampolines used in domestic gardens is under development by CEN TC 52 WG10 TG 1.

Mandate M/482 with regard to items that are propelled into free flight by a child releasing an elastic band (toy catapults) was accepted by the CEN BT in 2011, despite disagreement from ANEC. ANEC will follow the standardisation work on this mandate.

International standardisation work is on-going in ISO TC 181 "Safety of Toys". It is important to follow the work in this technical committee closely as there is a tendency that work is divided by the ISO committee and the CEN committee of toys in order not to duplicate work. As an example the ISO committee has drafted the proposal for revised requirements on projectiles in toys and the CEN committee has drafted the proposal for revised requirements of cords in toys. Both documents are circulated for comments and acceptance in both committees. The ISO committee tries as far as possible to harmonise with other standards e.g. the American and Australian and it is important for ANEC to ensure that this way of working does not decrease the safety level in Europe. ISO TC 181 is currently working on a draft for age determination guidelines, which is also planned to be presented in CEN and probably replace the CEN guide on classification of toys.



### **7.1.12 Products to be worn by children**

*Related long-term objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.*

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

*Proposal for a Consumer Programme 2014-2020 objective: Safety – enhance product safety through effective market surveillance throughout the EU Directive 2001/95/EC on General Product Safety*

Safety of children's clothing and shoes

Standardisation work on safety of children's clothing is dealt with by CEN TC 248 WG 20. ANEC is a corresponding member.

The standard for cords and drawstrings on children's clothes was adopted in 2004, following a mandate drafted by ANEC. The standard was revised in 2007 and its references were published in the OJEU in 2011, following support from ANEC. A new revision of the standard is on-going. ANEC submitted comments during the enquiry in 2013.

CEN TC 248 WG20 developed a draft CEN Technical Report on 'Safety of children's wear – Part 1: Mechanical Safety'. Following some accidents involving hoods on children's clothing, ANEC, Finland and Denmark asked for a recommendation on hoods to be included in the draft CEN TR. Hoods can cause accidents when children climb in trees or play on playground equipment. Despite the availability of accident statistics, this request was not accepted by the convenor. ANEC will further lobby for a recommendation on hoods to be included in the CEN TR.

The Commission studies on child care articles defined other potential standardisation work for products to be worn by children, e.g. children's clothes, bibs and shoes.

Jewellery for children

Children's jewellery can contain strong magnets and heavy metals. The Commission Decision on magnets from 2008 covers only magnets in toys.

Following concerns expressed by Member States on amber teething necklaces on the occasion of Consumer Safety Network meetings, the Commission in 2013 agreed to look into setting up draft safety requirements for children's jewellery.

### **7.1.13 Other issues relevant to child safety – Child protective products**

*Related long-term objective: reducing the number of accidents involving children and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Directive 2001/95/EC on General Product Safety*

This concerns safety devices such as cupboard/drawer/window locks, latches, fireguards, hob and oven door guards, furniture corner and edge protectors, door finger-trap protectors, socket covers, tap protectors, toilet and appliance locks. ANEC research project in 2004 set up draft requirements for socket protectors, hob guards, window locks and locking devices. CEN BT WG 184 was set up to investigate the feasibility of standards for these products and delivered its report in 2009. CEN BT set up a new Project Committee PC 398 for child protective products.

Following the ANEC research project, standardisation work started in CEN and led to the adoption of two European standards to improve the prevention of children falling from windows and balconies. EN 16281 "Child protective products - Consumer - fitted child resistant locking devices for windows and balcony doors - Safety requirements and test methods" was adopted by CEN in 2012, after the adoption the previous year of EN 13126-5 "Building hardware - Hardware for windows and door height windows - Requirements and test methods - Part 5: Devices that restrict the opening of windows and door height windows". The standards were developed with ANEC participation and reflect ANEC positions.

CEN PC 398 is currently preparing a draft standard for devices for preventing finger entrapment in doors. In addition, initial work on the draft standard for cupboard and drawer locks has commenced.

#### **7.1.14 Other issues relevant to child safety – Child resistant lighters**

*Related long-term objective: reducing the number of accidents involving children and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

*Proposal for a Consumer Programme 2014-2020 objective: Safety – enhance product safety through effective market surveillance throughout the EU*

*Directive 2001/95/EC on General Product Safety*

The standard for child-resistant lighters, EN 13869, was published in 2002. ANEC strongly lobbied for its adoption. In February 2006, the Commission adopted a Decision to allow only child-resistant lighters on the market and to ban novelty lighters. It has been prolonged each year since. Despite the Decision, the market is far from being clean as both novelty and non child-resistant lighters can still be found on sale. Market surveillance is therefore crucial.

The Commission issued a mandate to revise the standard for child-resistant lighters, which was approved by the 98/34 Committee, but only partly accepted by CEN. CEN PC 355 'Lighters' reviewed EN 13869 with the aim to revise the term "novelty"; the "lighter" definition and the definition of "producer". This amendment was adopted by CEN in 2011. As regards the child panel test, CEN selected a consultant to carry out a study to undertake further research into possible alternatives to replace the child panel test. This work was finalized in 2013 with input from ANEC.

To allow EN 13869 to be amended following the results of the study, a new work item will need to be agreed by CEN members. ANEC has volunteered to draft changes to EN 13869.

### **7.1.15 Other issues relevant to child safety – Child appealing products**

*Related long-term objectives: reducing the number of accidents involving children and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

There seem to be contradictions in legislation and standards on whether or not a product is child appealing, and it is not clear how a product is judged child-appealing or not.

The text in the EN 60335-1 (safety of electrical household appliances) is not clear on the requirements for appliances shaped or decorated like a toy. CLC TC 61 set up WG 8 to deal with this issue. ANEC is a member of this WG. The work of CLC TC 61 WG 8 was put on hold because of the PROSAFE joint market surveillance action (see below).

A joint market surveillance project, coordinated by PROSAFE, was carried out in 2010, to establish a common understanding among market surveillance authorities of the characteristics that may make household appliances child-appealing. The deliverables were a tool/matrix for market surveillance authorities to help them categorise a product as child appealing or not, as well as an Atlas with pictures. Considering this, the convenor of CENELEC TC 61 WG 8 proposed in 2013 to resume the activity in WG 8 to progress with the development of the specific requirements for child appealing appliances and to further improve the standard EN 60335-1.

Discussions were held in the GPSD Committee on child appealing and food-imitating products. ANEC asked for a common approach in its position paper on the draft Regulation on Consumer Product Safety. ANEC and BEUC contributed to DG SANCO's consultation on child appealing and food-imitating products. A joint market surveillance project, coordinated by PROSAFE, was carried out in 2011 and 2012 on food-imitating products. ANEC participated as stakeholder in this joint action.

### **7.1.16 Other issues relevant to child safety – Cords on window blinds**

*Related long-term objective: reducing the number of accidents involving children and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Directive 2001/95/EC on General Product Safety*

Many current designs of window blinds present a strangulation risk. They can be reached by children and the large loops created cause a strangulation hazard. Several fatal accidents occurred in the EU. Following concerns expressed by some Member States and ANEC, DG SANCO took action in 2010, and issued safety requirements and a mandate to CEN to improve the situation.

In 2011, DG SANCO, together with product safety authorities from Australia, Canada and the United States, launched a pilot project to improve the safety of products through bringing about highly-effective and closely-aligned safety requirements. The pilot project covers selected products which can be dangerous for children (see also above under 6.1.10). Corded window coverings are amongst the selected products. Participants are looking to agree a common view of the hazards posed by these products and the safety measures required to manage these hazards. A consensus document on window blinds was approved and is on the COM website.

## 7.2. Design for All

### 7.2.1 Safety and Usability of products and services for older people and people with disabilities

#### 7.2.1.1 Future European Accessibility Act and other relevant horizontal legislation

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

The Lisbon Treaty (TFEU) provides a legal basis for main-streaming disability issues into other policies, and also gives a legal status to the EU's Charter of Fundamental Rights. In this new framework, the Commission is obliged to make sure that the needs of people with disabilities are taken into account during the development and implementation of all EU policies and legislation. The European Union has ratified the United Nations Convention on the Rights of Persons with Disabilities which is the first comprehensive human rights treaty to be ratified by the EU as a whole.

On 15 November 2010, the European Commission adopted the new European Disability Strategy 2010-2020: A Renewed Commitment to a Barrier-Free Europe. The plan outlines how the EU and national governments can empower people with disabilities so they can enjoy their rights. Specific measures over the next decade range from the mutual recognition of national disability cards, the promotion of standardisation to a more targeted use of public procurement and state aid rules. The Commission should propose a "European Accessibility Act" by 2013 to further develop the Single Market for accessible products and services. ANEC welcomed the Commission plans as they reflect our suggestions about the use of standards in order to increase accessibility and the need for a legal basis. The use of standards to complement legislation, as advocated by ANEC in our response, is specifically mentioned.

At the same time, ANEC was able to successfully put on the policy and standardisation agenda the issue of protection of vulnerable consumers, which has been reflected in the European Consumers Consultative Group (ECCG) opinion on Consumers and Vulnerabilities from February 2013<sup>1</sup>.

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<sup>1</sup> [http://ec.europa.eu/consumers/empowerment/docs/eccg\\_opinion\\_consumers\\_vulnerability\\_022013\\_en.pdf](http://ec.europa.eu/consumers/empowerment/docs/eccg_opinion_consumers_vulnerability_022013_en.pdf)

### **7.2.1.2 CEN/CENELEC Guide 6 and horizontal approach to accessibility in standardisation**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

The joint CEN/CENELEC BT Working Group 213 "Strategic Advisory Group on Accessibility" (SAGA) to execute standardisation mandate 473 to include "Design for All" in relevant Standardisation initiatives was set up in 2011. Its objectives are to elaborate a process allowing identifying the relevance of accessibility issues in standardization deliverables; initiate a standardization work programme for addressing the needs of persons with disabilities and older persons in European standardization, dealing with accessibility by applying the Design for All approach; revise a number of standards in priority areas according to the Design for All approach; and develop a new standard (or other adequate deliverable to be proposed by the ESOs and accepted by the European Commission) that would address the development and production process of goods manufacturing and service provision in the priority areas that would describe how to consider accessibility for persons with disabilities and older persons following the Design for All approach. This BT WG (and M/473) is a partial reply to the ANEC call for an improved mechanism for Design for All standardisation<sup>2</sup>.

Complementary to this initiative, ISO COPOLCO decided to proceed to a revision of ISO/IEC Guide 71 (identical to Guide 6) in order to increase its implementation, in coordination with CEN, which ANEC supported. An ISO Technical Advisory Group (TAG) has been set up in 2011 and ANEC nominated a representative to follow the work. Work should be finished in 2014.

### **7.2.1.3 Safety and performance of electrical domestic appliances for vulnerable consumers (children, older persons and persons with disabilities) (jointly with the DOMAP and CHILD WGs)**

*Consumer Agenda key 2020 objective: improving consumer safety; aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

*Low Voltage Directive (LVD) 2006/95/EC (New Approach Directive)*

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<sup>2</sup> Updated ANEC Policy Statement on Design for All, Sept. 2007 (ANEC-DFA-2007-G-043rev)

The EN 60335 series of standards, which supports the presumption of conformity with the Low Voltage Directive 73/23/EEC (LVD), excludes the safe use of electrical household appliances by 'children and the infirm without supervision', the so called "exclusion clause". In 2003, ANEC started a campaign to remove this exclusion clause from the EN 60335 series of standards by revising Part 2 standards of EN 60335 in order to take into account the use of the appliances by children, older people and people with disabilities. From 2004, ANEC developed proposals for the revision of Parts 2 of EN 60335 within the framework of several ANEC R&T projects, which constituted the bulk of the work of CENELEC TC 61 WG 4, set up following ANEC request. In April 2010, the first revised Parts 2 of EN 60335, based on ANEC's proposals, were approved. The references of the six standards were published in the Official Journal of the European Union as 'harmonized standards', so permitting manufacturers a presumption of conformity to European health & safety legislation in their application. The standards were available on 1 November 2010. In 2011, the revision of Part 1 of EN 60335 represented a landmark in the revision process. Although these revisions have taken many years to achieve, they represent an enormous success for ANEC.

These are the first standards in the EN 60335 series of standards to include requirements covering the use of household appliances by vulnerable consumers. The six Parts as well as Part 1 will set the pattern for more revised Parts 2 to follow in the coming years. Therefore ANEC intends to continue to actively contribute to the revision of the EN 60335 series of standards, based on the results of a joint Design for All and DOMAP WGs Research and Testing project carried on in 2012.

The proposals represent a step in the right direction to making household appliances safer for consumers of all ages and abilities. However, ANEC regretted that the issue of surface temperature limits for handles and knobs had been postponed as hot handles and knobs pose a serious safety risk to children and older people. ANEC, as well as several Member States, are also concerned about the fact that surface temperature limits in the revised standards are not in line with the limits of CENELEC Guide 29.

In light of the ANEC campaign to remove the exclusion clause from the EN 60335 series of standards, an ANEC proposal was developed for the revision of EN 60335-2-77 'Lawnmowers', which falls under the scope of CENELEC TC 116. ANEC intends to submit the proposal to TC 116 during the second half of 2013 or beginning 2014.

Furthermore, ANEC members expressed the need to ensure that ANEC is able to effectively contribute to the work that IEC TC 61 started in 2013 on the CENELEC revised Parts 2 as well as Part 1.



## **7.2.2 Access and usability of the built environment**

### **7.2.2.1 ISO/TC 59/SC 16/WG 01 Building construction – Accessibility and usability of the built environment**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

In February 2012, ISO 21542 “Building Construction – Accessibility and usability of the built environment” was published, after approval by 19 positive votes (and ANEC’s support), 1 vote against: JISC (Japan) and abstentions from Belgium, UNMZ (Czech Republic), DIN (Germany), SII (Israel) and NEN (Netherlands). The approval of this international standard is a very important achievement for ISO and for ANEC as well because it is the first accessibility standard relevant world-wide which took ten years to be elaborated. ANEC was able to successfully negotiate the issue of relationship between national and international standards, bringing clarification elements to the sometimes complicated and heated discussions about it.

In 2012 ISO TC 59 decided not to proceed with a revision of the standard, in line with the ANEC position, as it would have been too soon. However, it is possible that another decision about the revision of ISO 21542 could be taken in 2013. ANEC will have to decide whether to participate in the revision of the standard, bearing in mind the possible similar work to be undertaken in Europe (2<sup>nd</sup> Phase of M/420).

### **7.2.2.2 2nd Phase of Mandate M/420 on access to the built environment**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

The Final Report, reflecting most of the ANEC's comments, of phase 1 of Mandate M/420 on European accessibility requirements for public procurement in the built environment, was approved by the CEN and CENELEC Technical Boards on 20 December 2011. In April 2012 it received the European Commission's final approval. The aim of the Mandate is to make an inventory and to assess the feasibility of European and international accessibility standards for the built environment. ANEC was Project Leader of Team A on accessibility requirements.

The deliverables of the second phase of M/420 will consist of:

- A European Standard at the level of common functional requirements that contains a set of functional European accessibility requirements of the built environment to be used as either technical specifications or as criteria for awarding public contracts (in the sense of the Public Procurement Directives)
- A Technical Report describing technical performance criteria to be able to fulfill the above mentioned functional accessibility requirements
- A Technical Report containing reference documents needed to assess conformity in the development of standards on basic functional requirements and minimum technical specifications for built environment elements.

Phase 2 is still being negotiated between CEN/CENELEC and the European Commission. A CEN/CENELEC Joint Working Group 'Accessibility in the built environment' under the leadership of Mr Jesús Hernández-Galán (AENOR, Spain) was created. The start of the work is expected before the end of 2013. A call for experts will also be launched then. CEN BT WG 207 "Accessibility in built environment" has therefore been disbanded.

### **7.2.3 Assistive products for people with disabilities**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

CEN TC 293 "Assistive products for people with disability" deals with the safety and usability aspects of products specifically used by people with disabilities such as wheelchairs and walking sticks. ANEC was represented in CEN TC 293 until three years ago. Since then it has been not possible to find a volunteer expert to follow this work. One of the possible reasons is that the technical competence needed for the standardization covers almost any technical field (mechanics, chemistry, ICT etc), and a very large number of different types of products. However, as the users of such products and their organisations represent a unique competence and expertise. Therefore the ANEC DFA WG will redouble its efforts to ensure that adequate consumer participation in CEN TC 293 is present. And as the need for standardization of assistive products is often identical in Europe and other countries, ANEC DFA WG intends to monitor the activities of ISO TC 173 on International standardization in the field of assistive products for persons with disabilities, which is closely co-operating with its European equivalent. ANEC is particularly interested in the NWI proposal put forward in July 2013 ISO TC 173 the initiation of standardization in the field of cognition.

However, it should be taken into account that the provision of assistive products to persons with disabilities is not harmonised at the European level. Often, it is part of the Member States healthcare and social welfare systems. This implies that there is not a direct producer-consumer relation, and that a third party may play an important role for the specification of requirements etc (e.g. public purchasers, prescribers of assistive products).

#### **7.2.4 CEN TC 10 "Lifts"**

*Please describe the activity*

*European Disability Strategy 2010–2020 area of action: accessibility*

*Lifts Directive 95/16/EC (New Approach Directive)*

In November 2011, CEN/TC 10 "Lifts, escalators and moving walks" agreed in the plenary meeting that a revision of EN 81-70 "Safety rules for the construction and installation of lifts - Particular applications for passenger and good passenger lifts - Part 70: Accessibility to lifts for persons including persons with disabilities" has to be started also to align the relevant requirements within ISO 21542, ISO 4190-5 and 4190-1. This decision has been initiated by ANEC during previous meetings of CEN/TC 10 WG 1 and CEN/TC 10.

In 2012, ANEC nominated a new representative to CEN TC 10 WG 8 dealing with the revision of EN 81-41 "Stairlifts and vertical lifting platforms for persons with impaired mobility". This revision requires a major change to the safety provisions of the standard, and also may change the scope of the application of EN 81-41, which is currently limited to platform lifts intended for use by persons with impaired mobility. In addition, there is a need to address "slow lifts" as they are currently not covered by any standard. It is in fact essential for the standards on lifts providing presumption of conformity with the applicable EU legislation (Lifts Directive 95/16/EC) to take into account the needs of all consumers, irrespective of their age and abilities. Unfortunately, no activities took place until October 2014.

In 2012, ANEC commented on the recast of the Lifts Directive 95/16/EC. As announced by the European Commission, it consists of a technical alignment to the provisions of the New Legislative Framework for the marketing of products (Decision 768/2008). It is expected that the European Parliament and Council of Ministers should approve the recast of the Lifts Directive 95/16/EC by end 2013 or beginning 2014. This work item will be put in the Horizontal Parts of the ANEC Work Programme 2013.

## **7.2.5 Ergonomics**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

Ticket machines, household appliances, computer keyboards and everyday products: any device intended for use by human beings should be not only safe, but also easy to reach and use. Irrespective of the environment in which it is used (work, home, leisure) the underlying ergonomic principles are always the same. CEN TC 122 on ergonomics, which is the science to design workplaces and tools reflecting human abilities and anthropometrics data, develops standards dealing with consumer products such as EN ISO 24503 "Ergonomics - Accessible design Using tactile dots and bars on consumer products".

ANEC has also established a liaison status with ISO TC 159 "Ergonomics" which develops many ergonomics standards such as ISO/CD 20282-3:2011 "Ease of operation of everyday products – Part 3: Test method for measuring usability of consumer products" on which we commented.

## 7.2.6 Accessibility of Services

*Consumer Agenda key 2020 objective: improving consumer safety (services); aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

Several standards dealing with the accessibility of services, where the overlap between the 'design aspect' and the 'service' aspect should always be taken into account, have been approved recently such as EN 13724 'Apertures of letterboxes and letter plates' and CEN TS16118 on sheltered housing for elderly people. However, during the process of CEN PC 385 "Sheltered housing services" work over a period of some 3 years, it emerged that there is a tension between the demands for high quality high cost sheltered housing in some of the wealthier northern EU states, and the need for low cost entry level supported housing elsewhere. In 2013, the Design for All and Services WGs commissioned a R&T project is to carry out research, possibly largely desk based, into all alternative models of specialist accommodation in use across Europe to support people as they grow older.

Evacuation of disabled guests from hotels in case of fire remains a priority for the Design for All WG. In view of the possible revision of Council Recommendation 86/666/EEC on the technical guidelines on fire safety in hotels (which had been long put on hold for lack of consensus) ANEC should continue to lobby for mandatory provision on fire safety. The Green Paper on Safety of Consumer Services, planned for 2013, should open a public consultation directed to all interested parties on the safety of certain categories of services which involve injury and health risks for consumers.

## 7.3 Domestic Appliances

### 7.3.1 Electrical household appliances – Low Voltage Directive (LVD)

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity and encouraging the environmental and performance aspects of household appliances.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Low Voltage Directive (LVD) 2006/95/EC (New Approach Directive)*

The Low Voltage Directive (LVD) seeks to ensure that electrical equipment within certain voltage limits provides a high level of protection for European citizens. The Directive contains requirements with respect to health and safety, ensuring that electrical equipment is safe in its intended use. Work on a possible revision of the LVD took place in the Commission's LVD "Update" WG in order to deal with new risks that were not foreseen at the time of its adoption, but stopped at the end of 2004.

Following the adoption of the New Legislative Framework in 2008, an omnibus procedure started to amend the LVD for the purpose of alignment with the NLF.

### **7.3.2 Electrical household appliances – Safety of Electrical household appliances**

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity and encouraging the environmental and performance aspects of household appliances.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Low Voltage Directive (LVD) 2006/95/EC (New Approach Directive)*

The annual number of home and leisure accidents with household appliances is the main reason for ANEC's involvement in standardisation of electrical appliances.

CENELEC TC 61 deals with standardisation work concerning the safety of household appliances. Following an ANEC R&T project on food safety and hygiene requirements in the standards for electrical household appliances, as well as concerns expressed by Member States authorities, CENELEC TC 61 started to look into the issue in 2011 with a proposal from ANEC to include food and hygiene requirements in the standard EN 60335-2-24 "Refrigerating appliances, ice-cream appliances and ice-makers". In 2006, ANEC and CI, under the "Consumers and International Standards Project" appointed a representative to participate in IEC TC 61 (see also under Table 7.2.1.3).

CENELEC TC 116 develops standards for the safety of hand-held operated electric tools. In light of the ANEC campaign to remove the exclusion clause from the EN 60335 series of standards, an ANEC proposal was developed for the revision of EN 60335-2-77 'Lawnmowers', which falls under the scope of CENELEC TC 116 (see table 7.2.1.3).

Since 2006, consumers (ANEC and CI) have a seat in IEC ACOS. ACOS (Advisory Committee on Safety) deals with safety matters which are not specific to one single Technical Committee of IEC. Its task is to guide and coordinate IEC work on safety matters in order to ensure consistency in IEC safety standards.



### **7.3.3 Electrical household appliances – Child appealing (electrical) products**

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

*Low Voltage Directive (LVD) 2006/95/EC (New Approach Directive)*

There seem to be contradictions in legislation and standards on whether or not a product is child appealing, and it is not clear how a product is judged child-appealing or not.

The text in the EN 60335-1 (safety of electrical household appliances) is not clear on the requirements for appliances shaped or decorated like a toy. CLC TC 61 set up WG 8 to deal with this issue. ANEC is a member of this WG. The work of CLC TC 61 WG 8 was put on hold because of the PROSAFE joint market surveillance action (see below).

A joint market surveillance project, coordinated by PROSAFE, was carried out in 2010, to establish a common understanding among market surveillance authorities of the characteristics that may make household appliances child-appealing. The deliverables were a tool/matrix for market surveillance authorities to help them categorise a product as child appealing or not, as well as an Atlas with pictures. Considering this, the convenor of CENELEC TC 61 WG 8 proposed in 2013 to resume the activity in WG 8 to progress with the development of the specific requirements for child appealing appliances and to further improve the standard EN 60335-1.

### **7.3.4 Electrical household appliances – Fairground equipment**

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances.*

*Consumer Agenda key 2020 objective: improving consumer safety*

CEN TC 152 developed a standard for fairground and amusement machinery. Inspection of equipment was changed in the draft standard from each year to every five years in the case of some rides, which is an unacceptable reduction in safety for consumers. Despite ANEC's lobbying efforts for a

negative vote, the standard was accepted in 2004. CEN TC 152 re-started activities in 2012 with a view to revise the European standard EN 13814. ANEC participates in this revision and submitted comments during the enquiry stage in June 2013.

Fairground and amusement park machinery does not fall under any European regulation or legislation, but will probably be covered by the scope of the upcoming Regulation on Consumer Product Safety.

### **7.3.5 Gas appliances – Gas Appliances Directive (GAD)**

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity and encouraging the environmental and performance aspects of household appliances.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Gas Appliances Directive (GAD) 2009/142/EC (New Approach Directive)*

An ANEC proposal on the installation and maintenance of gas appliances was presented to the Commission in 2008. The Commission's Working Group on the Gas Appliances Directive is discussing the revision of the Directive. Once the Commission proposal is published, ANEC will ensure its proposal can be introduced in the revised legislation, together with a mandatory requirement for a flame supervision device.

### **7.3.6 Gas appliances – Carbon monoxide (CO) emissions and prevention of CO poisoning**

*Related long-term objectives: to reduce the number of (fatal) accidents due to CO emissions and CO poisonings.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Proposal for a Consumer Programme 2014-2020 objective: information and education*

Although no accurate data are available, there are a number of fatalities in the EU due to CO emissions and CO poisoning. A full revision of the European standard for CO detectors is upcoming. ANEC will monitor this revision.

### **7.3.7 Safety of Machinery – Garden equipment**

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Machinery Directive (MD) 2006/42/EC (New Approach Directive)*

The safety of machinery is regulated by Directive 2006/42/EC on machinery. CEN TC 144 WG 7 develops and revises standards for garden equipment.

### **7.3.8 Domestic Appliances falling under the General Product Safety Directive (GPSD)**

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Directive 2001/95/EC on General Product Safety*

*Proposal for a Regulation on Consumer Product Safety*

Indoor use of barbecue grills (e.g. in tents, boats, caravans, ...) can create an accumulation of carbon monoxide if there is a lack of sufficient ventilation inside, which can lead to fatal accidents. The Commission intends to give a mandate to CEN to modify EN 1860-1 in order to provide a mandatory warning to be placed directly on the appliance 'do not use indoors'. CEN TC 281 WG1 is developing a warning and pictogram. ANEC will further monitor this work.

Fairground and amusement park machinery does not fall under any European regulation or legislation, but will probably be covered by the scope of the upcoming Regulation on Consumer Product Safety. See above under Table 7.3.5.

### **7.3.9 Horizontal issues – Surface temperatures**

*Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity.*

*Consumer Agenda key 2020 objective: improving consumer safety*

*Proposal for a Consumer Programme 2014-2020 objective: Safety: to consolidate and enhance product safety through effective market surveillance throughout the EU*

Following a mandate from the Commission, CENELEC Guide 29 'Temperatures of hot surfaces likely to be touched' was adopted by the CENELEC Technical Board in 2007, following participation and lobbying by ANEC. CENELEC Technical Committees were asked to take into account the provisions of the Guide when revising their standards. CENELEC Guide 29 is based on EN ISO 13732-1 'Ergonomics of the thermal environment – Methods for the assessment of human responses to contact with surfaces – Part 1: Hot surfaces' which was adopted in 2006. The first occasion to implement Guide 29 occurred in the framework of the work of CENELEC TC 61 WG 4 (see above under Table 7.2.1.3), set up to deal with mandate M/392 on the use of domestic appliances by vulnerable consumers, including children, where it encountered strong resistance from manufacturers representatives: the first set of WG 4 proposals adopted in 2010 contain temperatures for touchable surfaces which are above the limits set by Guide 29. ANEC conducted research in 2009 in order to have some up-to-date technical evidence on CLC Guide 29 temperature limits, ensuring that ANEC will be able to try to lower surface temperature limit values, of handles and knobs in particular, in CLC TC 61 WG 4 and in other TCs dealing with surface temperatures.

CENELEC Guide 29 was adopted as IEC Guide 117 in 2010. ANEC and CI lobbied against adoption as the wording of the IEC Guide is significantly

different from CENELEC Guide 29 and contains a relaxation of the CENELEC requirements that we do not consider acceptable.

LVD ADCO (Member States' authorities) voiced its concern about surface temperatures in general, as several CENELEC standards do not take into account the temperature limits established by CENELEC Guide 29. As a result, ADCO adopted a Recommendation in 2010 in which it is stated that authorities will use the limits in CENELEC Guide 29 when they assess the safety of products in relation to surface temperatures. However, the Commission put the following statement on its website: "The Commission recommends to market surveillance authorities to postpone the application of the Recommendation on Hot Surfaces, until further discussions are held on this issue".

Member States authorities decided to carry out in 2012 a market surveillance action on appliances falling under the standard EN 60335-2-9 (in particular table ovens and table grilling appliances). The results of the project were worrying, but on the other hand, showed that it is possible to design the appliances in line with Guide 29.

### **7.3.10 Horizontal issues – Compliance and market surveillance**

Related long-term objectives: to reduce the number of accidents from use of domestic appliances and their severity and encouraging the environmental and performance aspects of household appliances.

*Consumer Agenda key 2020 objective: improving consumer safety; improving implementation, stepping up enforcement and securing redress*

*Proposal for a Consumer Programme 2014-2020 objective: Safety: to consolidate and enhance product safety through effective market surveillance throughout the EU; Enforcement*

Standards and legislation are worthless when not enforced.

ANEC, together with ORGALIME, issued a joint position paper on market surveillance in 2009 and called for a pan-European market surveillance system.

PROSAFE joint actions on ladders and laser pointers finished in 2013. A joint action on lawnmowers continued in 2012. New joint actions on (telescopic) ladders and on CO & smoke detectors started in 2013. ANEC participates as stakeholder in these joint actions.

## 7.4 Information Society

### 7.4 1 Access to the Information Society by older people and people with disabilities (eAccessibility) jointly with DFA WG

#### 7.4.1.1 Web and eAccessibility legislation

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*Digital Agenda for Europe (section 2.6.2)*

On 3 December 2012, the European Commission published a proposal of a Directive on accessibility of public sector websites<sup>3</sup>. For several years now, ANEC and its partners Platform Europe AGE, European Blind Union (EBU) and European Disability Forum (EDF), have been calling for mandatory provisions on web-accessibility as many consumers with disabilities and older consumers are still excluded from accessing the Internet and on-line services.<sup>4</sup> We therefore welcome the long-awaited European Commission proposal which has taken on board our proposals on the use of standards to ensure harmonisation of web-accessibility in the Internal Market. Nevertheless, ANEC also believes that further clarification is needed on the scope, the standardisation parts, the enforcement mechanisms and the system of reporting and monitoring in the proposed Directive.

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<sup>3</sup> <http://tinyurl.com/bodwbu4>

<sup>4</sup> <http://tinyurl.com/d2o6p7g>

### **7.4.1.2 Accessibility of Electronic Communications**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change*

*European Disability Strategy 2010–2020 area of action: accessibility*

*2014-2017 ICT Standardisation Rolling Plan*

Due to the enormous impact of the Information Society on a consumer's everyday life, it is vital for Electronic Communications to be accessible by all. Electronic Communications include services or networks that transmit communications electronically, whether it is wireless or fixed, carrying data or voice, internet based or circuit switched. Apart from ANEC's call for a specific eAccessibility legislation, it is important for the DfA and ICT WG's that existing relevant regulations and standards ensure adequate levels of safety and accessibility.

Work on Phase 2 of Standardisation Mandate 376 "European Accessibility Requirements for Public Procurement of Products and Services in the ICT Domain" has started in 2011. The original deadlines for the work of M/376 were based on the expectation that the work would be aligned with the first US Access Board Section 508 Advanced Notice of Proposed Rule Making, which was due end of February 2012. However the work has been delayed significantly with the release of a Second Advanced Notice of Proposed Rule Making. CEN, CENELEC and ETSI therefore submitted a request to postpone the schedule of the work under M/376 in order to follow the US revision, and this was accepted. Work should now come to an end in 2014 with the publication of EN 301 549 "Accessibility requirements for public procurement of ICT products and services in Europe".

## **7.4.2 Electronic Communications**

### **7.4.2.1. Radio and Telecommunications Terminal Equipment (R&TTE) Directive**

*Consumer Agenda key 2020 objective: increasing consumer protection (market surveillance)*

*Radio and Telecommunications Terminal Equipment Directive 1999/5/EC (R&TTE) (New Approach Directive)*

It is expected that the revision of the Radio and Telecommunications Terminal Equipment (R&TTE), which applies to products such as mobile phones and personal music players and was started in 2010, should terminated its legislative process in 2014, with the European Parliament and Council of Ministers discussing it. ANEC plans to continue its input especially as far as market surveillance and compliance issues are concerned, by participating in the TCAM Expert Group.

ANEC intends to follow up the implementation of the a Memorandum of Understanding (MoU) regarding Harmonisation of a Charging Capability for Mobile Phones, which came to an end in 2012, with the view of reiterating its call to have universal chargers for all portable devices.



#### **7.4.2.2. Human exposure to electromagnetic fields**

*Consumer Agenda key 2020 objective: increasing consumer protection*

*Council Recommendation (1999/519/EC) on the exposure of the general public to electromagnetic fields*

*Low Voltage Directive (2006/95/EC) and Radio Telecom Terminals Equipment Directive (1999/5/EC) (New Approach Directives)*

The development of harmonised standards in the framework of the Council Recommendation (1999/519/EC) on the exposure of the general public to electromagnetic fields, the Low Voltage Directive (2006/95/EC) and the Radio Telecom Terminals Equipments Directive (1999/5/EC), which translate the exposure levels into emission requirements of products, is of paramount importance for consumers. Mobile phones and radio transmitters fall within this area. CLC/TC 106X develops harmonised standards, most of which are listed in the OJEU, when the exposure levels laid down in the Council Recommendation are translated into emission requirements of products.

In January 2013, FprEN 50566 "Product standard to demonstrate compliance of radio frequency fields from handheld and body-mounted wireless communication devices (30 MHz - 6 GHz)" was approved, despite ANEC's negative opinion. ANEC was not satisfied with the standard as it does not foresee the use of devices in circumstances that are not optimal.

### **7.4.2.3. Safety of IT audio-video equipment**

*Consumer Agenda key 2020 objective: increasing consumer protection*

*Low Voltage Directive (2006/95/EC) and Radio Telecom Terminals Equipment Directive (1999/5/EC) (New Approach Directives)*

Television sets, computers and music players are used by consumers of all ages every day. It is therefore essential that those products are safe when they are used by consumers. The term "Safety" applies both in the sense of immediate physical risks of human injury, or damage to health, such as in the case of noise exposure level of music players, and through the indirect consequences that can arise from other sources of risk such as chemicals. CENELEC TC 108x deals with the adoption in Europe of the technical work of IEC/TC 108 and coordinates the work with other technical Bodies at European level e.g. ETSI. It also ensures that any deviation from the IEC standards, such as common modifications, is in line with European and national legislative needs. ANEC participates in both IEC and CENELEC TC 108x.

In July 2012 ANEC welcomed the negative results of voting on draft IEC/EN 60065 "Audio, video and similar electronic apparatus – Safety – Requirements" and IEC/EN 62368-1 "Audio/video, Information and Communication Technology Equipment – Safety – Requirements". The main reason for both standards to fail was the controversial issue of candle flame ignition and the use of flame retardants, which we do not support. Furthermore, ANEC successfully lobbied for the new versions of the two standards to address the risk of ingestion incidents involving small children with lithium batteries in the coin or button configuration. Technical requirements for coin cell batteries for use with equipment covered by the standards should be developed. Both draft standards should be approved to become a First Draft International Standard (FDIS) in 2013 with possible final adoption, under IEC/CLC parallel procedure, and publication in 2014.

In 2011, the revision process of the EN 60065 "Audio, video and similar electronic apparatus- Safety requirements" and EN 60950-1 "Information technology equipment –Safety- part 1, General Requirements" on safety of Personal Music Players (PMPs) took place, supported by ANEC. It is expected that in 2014 CLC TC 108x WG 3 will continue to work on the finalisation of mandate 452 on safety of Personal Music Players (PMPs), following the European Commission Scientific opinion of October 2008. ANEC, who already in May 2008 expressed concerns on the issue, supported the creation of the WG and nominated an expert and intends to continue to contribute to the work both at the European and International levels.

#### **7.4.2.4. Near Field Communications**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change (digital)*

*Digital Agenda for Europe (Pillar III: Trust & Security; Pillar VII: ICT-enabled benefits for EU society)*

*2014-2017 ICT Standardisation Rolling Plan*

Near-field communication (NFC) covers contact-less identification (RFID, contact-less cards) and interconnection technologies. It enables consumers to exchange a variety of information simply by bringing two devices close together. The range of potential applications includes personal identification, interconnection of digital cameras, computers and mobile phones. Data exchange, especially personal data, should be protected by advanced security features to guarantee security and convenience of use.

CEN TC 224 "Personal Identification, Electronic Signature and Cards" deals with machine-readable cards and electronic signatures. It is expected that the revision of EN 1332 "Identification Card Systems – Man-Machine Interface" should be completed in 2014 by CEN TC 224 as well as the revision of CEN/TS 15291:2006 Identification card system - Guidance on design for accessible card-activated devices". In case the work item proposal put forward by ANEC on development of guideline on e-Signature for consumers, is accepted, ANEC should participate in the work.

It is expected the work on the execution of standardisation Mandate 436 'Information and Communication Technologies applied to Radio Frequency (RFID), especially on the consumer relevant aspects of privacy and security by design, should be finalised in 2014. prEN 16570 "Information technology – Notification of RFID – The information sign and additional information to be provided by operators of RFID application systems", aims at informing consumers of the presence of RFID readers and Tags in compliance of the notification principle of the EU data protection directive. Its final adoption and publication is expected in 2014.

#### **7.4.2.5. Biometrics**

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change (digital)*

*Digital Agenda for Europe (Pillar III: Trust & Security; Pillar VII: ICT-enabled benefits for EU society)*

*2014-2017 ICT Standardisation Rolling Plan*

Biometrics is the automated recognition of individuals based on their behavioural and biological characteristics. Biometric technologies vary from fingerprint to face recognition; quite mature technologies such as hand skeletal or vascular technologies also exist. Consumers are increasingly exposed to biometric technologies when travelling. Consumer acceptance can be decreased by factors such as lack of privacy, lack of security, health, accessibility, or societal aspects.

Following the decision taken by CEN TC 224 at their meeting in November 2009 and supported by ANEC, the European Commission decided to launch a funded programme on Biometrics in order to develop European Standards to respond to specific needs like interoperability and harmonization of exchanges at a European scale. CEN TC 224 set up WG 18 to deal with the issue and ANEC is participating to the work. In 2013, ANEC supported the adoption of on prCEN TS "Personal identification – Application profiles of international standards to satisfy European biometrics requirements for automatic cross-boarding equipment (ABC)" in order to ensure that consumers requirements are duly taken into account. For 2014, it is expected that new work should start on mobile biometrics and environmental issues. Proposals were submitted by the Spanish NB and considered as good proposals by ANEC and the other WG 18 members.

## 7.5 Innovation

### 7.5.1 Smart Meters and Smart Grids

*Related long-term objectives: enabling consumers to adopt more sustainable consumption behaviours.*

*Consumer Agenda key 2020 objective: aligning rights and key policies to economic and societal change (energy)*

*Digital Agenda for Europe (Pillar VII: ICT-enabled benefits for EU society)*

*2014-2017 ICT Standardisation Rolling Plan*

The European Commission set up a Task Force on Smart Grids (SGTF) in November 2009. The Task Force is meant to advise on policy and regulatory directions at European level and coordinate steps towards the implementation of smart grids and roll out of smart meters across Europe under the Third Energy Package. The Task Force is formed of a Steering Committee and four Expert Groups who will jointly develop a common vision for this implementation process and identify regulatory recommendations and key issues that need to be resolved.

ANEC participates in the Task Force Steering Committee to monitor consumer relevant activities of the expert groups. ANEC nominated in 2012 a representative in the specific EG1 – Expert Group for Smart Grid Standards, while withdrawing membership from the ESOs Smart Grid Coordination Group (SGCG). Given the political agenda of the Task Force, an involvement in this group allows ANEC to have a greater influence on future strategic developments on smart grids. Through our involvement in the Expert Group 1, ANEC can follow the developments of the Smart Grid Coordination Group and comment on consumer-relevant issues.

Since 2013, ANEC also follows the SGTF Expert Group 2 (EG2) on privacy and data protection in smart grids, which are key consumers issues, and provides input on an ad-hoc basis.

ANEC is a member of the ESOs Smart Meters Coordination Group (SMCG) set up to execute Mandate M/441 on Measuring Instruments in order to develop standards on an open architecture for utility meters involving communication protocols (smart meters). Smart meters are an important part as they serve as interface between consumers and the smart grid and are therefore of high relevance to ANEC. Smart meters play also an important role in the Internal Market for electricity and gas.

In our work, we highlight the potential impacts of smart energy systems on consumers and stress key consumer issues that should be taken into

account in the changing energy environment. Most of our comments to the various policy and standardisation deliverables in this sector were taken into account such as on data protection and data security, consumer acceptance, freedom of choice of suppliers, demand response and interoperability. Several areas of consumer relevance that we believe remain to be tackled relate to ergonomic issues and accessibility/usability of in-home displays as well as the provision of information to the consumer via in-home displays.

Although both the functionalities of smart metering systems and the information which can be communicated to the consumer interface will be a matter for each Member State to decide, the development of the standard prEN50491/11 on the provision of consumer information which takes place under the SMCG would allow us to extend the technical requirements to ensure that the standard supports the communication of this information where available. In order to follow up the uptake of our requirements throughout the standardisation process of prEN50491/11, ANEC monitors the activities of CENELEC TC 205 WG 16 'Standards for intelligent home and building/smart houses ictsb'.

In 2013, ANEC considered to get involved in IEC TC 59 WG 15 '*Performance of household and similar electrical appliances - Connection of household appliances to smart grids and appliances interaction*' should a suitable ANEC Representative be available. The WG is developing a Technical Specification which sets out a reference framework to describe and assess the performance of household and similar electrical appliances when operating under the control of a Customer Energy Manager that may be connected to a home energy management systems or accessible to a remote agent. Control over appliances will be an important element in demand response schemes and is therefore of high relevance for consumers

### **7.5.2 ANEC Research & Testing (R&T) projects in 2014**

Research & Testing (R&T) projects are essential to support ANEC positions in both the standards setting and regulatory arenas, by providing scientific arguments to ANEC lobbying. This evidence-based approach, very common in standardisation activities, is also now adopted more and more by the European Institutions, especially the European Commission, to assess their priorities. It is therefore important for ANEC to continue to be able to influence the decision-making process with research data and evidence.

ANEC commissions research projects in a systematic manner, on the basis of transparent procedures, selection criteria and a restricted call for tender. The research priorities are identified by the ANEC Working Groups according to their annual work-programmes and approved by the ANEC Steering Committee (SC) according to the revised R&T Guidelines. R&T proposals have to be agreed by the ANEC SC the year before in order for the proposals to be part of the next ANEC work-programme (and related Grant Agreement). Because the timeline of R&T projects now spans two years - planning and approval in the first year, and execution of the project in the second - the table defines activities in 2013 and 2014.

The ANEC procedure for subcontracting is documented as Annex XVII.

## 7.6 Services

### 7.6.1 Horizontal Services standardisation and policy

*Related long-term objectives: to obtain a legislative framework for the safety of services that guarantees a consistent approach across sectors; to ensure key consumer concerns are addressed in the standards and regulations for services.*

*EC Single Market Act 'Twelve levers to boost growth and strengthen confidence' Key action: Revision of the legislation on the European standardisation system, to extend it to services and make standardisation procedures more effective, efficient and inclusive*

*Consumer Agenda objective 2020 'improving consumer safety': improving the regulatory framework on product and service safety enhancing the market surveillance framework.*

*Consumer Agenda key 2020 objective: increasing consumer protection*

*EC 'services package' (June 2012) actions to stimulate growth in the services sector and related Communication on the implementation of the Directive 2006/123/EC on services in the internal market "A partnership for new growth in services 2012–2015" Action 4: Ensuring Services Directive works for consumers; Action 6.2: Consumer protection legislation: increased harmonisation in certain sectors*

The end of 2012 and the year 2013 saw an increased momentum towards the European standardisation of services. The Standardisation Package adopted in 2012, is designed to enable the Commission to issue mandates requesting the development of European service standards. The intention is to increase the number of European standards for services, if there is a demand from businesses in areas of European competence.

Moreover, as a follow-up to Programming Mandate M/371 in the Field of Services, the Commission expressed interest in further supporting standardisation in the field of services based on a horizontal approach. ANEC expressed concerns about a possible Commission mandate for a horizontal standard which would contain only vague, general requirements if it is to be applied to all standards in the field of services and would thus bring little added value. Instead, as most members agreed with ANEC, SAGS - CEN Strategic Advisory Group on Services – recommended the Commission to issue a two-steps mandate for the development of a series of standards addressing horizontal aspects of services. Phase 1 deliverable would consist of looking into gaps and defining standardisation needs while phase 2 deliverable would consist of the effective development of these standards

In December 2012, DG MARKT issued the two-step Mandate M/517 on the programming and development of horizontal service standards. As service

sectors differ greatly in nature, ANEC welcomed the modular approach chosen in the mandate. Indeed, it recognises our concern that the development of a horizontal service standard to cover all issues and sectors is unfeasible. Instead, we have advocated for the core services elements to be used as a 'blueprint' for service standards to ensure a consistent approach across sectors and across Europe. However, ANEC is concerned that such European standards will not be effective without a harmonising legislative framework for consumer services safety. Without a framework, national laws will take precedence over European standards. Our call also stresses that the Services Directive 2006/123/EC neglects services safety, and only refers to voluntary actions to achieve quality of services.

The mandate M/517 develops further on the CHESSESS - CEN Horizontal European Service Standardisation Strategy - project recommendations in 2010. ANEC will follow the implementation of the mandate and defend the position already expressed for CHESSESS project recommendations. The implementation of the mandate is carried out through SAGS (formerly CEN BT 163 where ANEC has been long actively represented).

SAGS will provide input on existing generic/horizontal standards (or other types of deliverables) as well as on service aspects of a horizontal nature, which could be provided to the European Commission as information for further discussions.

SAGS split into three working groups with different objectives: Ad hoc group on generic service standards; ad hoc group on mapping on service standardisation at national level; and ad hoc group on an awareness raising package. ANEC directly participates in the first ad hoc group and will monitor the work of the ad hoc group in charge of the mapping exercise.

#### Services Safety

ANEC Services WG collaborated in 2013 with the ANEC ad hoc group on the General Product Safety Directive revision on the proposals for the Product Safety Package (PSP), though services are not directly covered in the PSP. However, in order to secure the attainment of the protection of health and safety of consumers, it should apply to products that are supplied or made available to consumers in the context of the provision of services, including products to which consumers are directly exposed during a service provision.

Reliable and up-to-date accident and injury data are of huge importance to a wide range of stakeholders, and are critical in the development of policy; the determination of preventive actions and public awareness campaigns; the understanding of risk; the design of safety; and the development of standards. ANEC, together with BEUC, BUSINESSEUROPE, CEN, CENELEC, EuroCommerce, EuroSafe and ORGALIME took the initiative on 2012 to set up a joint paper, to call on policy makers for an EU-funded accidents and injury data collection system. Further to this initiative, also in the services sector and in particular in the area of tourism and leisure activities, ANEC has been calling for a harmonised way of collecting accident data at EU level. We will continue to pursue this call in the services area in particular in the framework of the expected Green Paper on services paper (referred to below and also in table 6.7.5).

DG SANCO Green paper on Safety of Consumer Services, initially planned for 2012, was in the pipeline in the Commission Work Programme of 2013 second semester. The Green Paper will open a public consultation directed to all interested parties on the safety of certain categories of



services which involve injury and health risks for consumers. It is proposed so far to focus its scope on services in the tourism sector.

### **7.6.2 Health/well-being related services**

*Related long-term objectives: to ensure key consumer concerns are addressed in the standards and regulations for services.*

*EC Single Market Act 'Twelve levers to boost growth and strengthen confidence' Key action: Revision of the legislation on the European standardisation system, to extend it to services and make standardisation procedures more effective, efficient and inclusive*

*Directive 2011/24/EU on the application of patients' rights in cross-border healthcare*

*Consumer Agenda objective 2020 'improving consumer safety': improving the regulatory framework on product and service safety enhancing the market surveillance framework.*

*Consumer Agenda key 2020 objective: increasing consumer protection*

On initiative of the Services WG, an ANEC Project Team (PT) on Health, Care & Support Services was set up at the beginning of 2012 to work with the horizontal ANEC Services WG. Health, care & support are meant as a wide wellbeing concept embracing physical, social and mental health.

The PT aims at meeting the need to enhance the exchange of information among ANEC experts dealing with healthcare services.

Health services provided in private institutes may carry serious health risks to the consumer, if not provided in hygienic conditions by trained personnel with the relevant health history of the consumer checked in advance. Since the set-up of the Services WG, health and safety issues related to the services provided by spas, beauty salons and cosmetic surgery institutes have therefore been tackled among the group's priorities. Particular attention has been paid to the growth in health tourism.

On the other hand, sheltered housing and other forms of assisted living are becoming an increasingly popular way of living for elderly persons, with many also opting to live in such housing in another Member State. The Services WG and the Design for All WG nominated an ANEC representative to TC 385, also with the aim to increase transparency for consumers in relation to these services. The work of CEN TC 385 '*Sheltered housing - Requirements for services for elderly people provided in a sheltered housing scheme*', which came to an end in 2012, has close links with the CEN

feasibility studies on (residential) home services, on which ANEC commented in 2008 and 2009. ANEC will monitor and consider participation in any consequent actions by CEN or the European Commission<sup>5</sup>, further to the survey on needs for social services standardisation carried out within CEN in 2013, to which ANEC responded.

The standardisation activity in the health sector has significantly increased in the last two years and further to CEN TC 385, ANEC has been participating in the work carried out within ISO TC 228 WG 2 'Health tourism' - medical spas using natural resources'; CEN TC 403 'Aesthetic surgery and aesthetic non-surgical medical services', CEN TC 409 'Beauty salon services', and CEN TC 412 'Indoor sun exposure services – Requirements for professional indoor sun exposure service providers'.

ANEC participates in ISO TC 228 WG 2 on 'Health tourism services', which is in charge of the development of a standard for medical spas but the work has been cancelled in 2012 and ANEC withdrew from the WG in the beginning of 2013. Possible new work will be monitored and should consumer issues of relevance be proposed ANEC will consider renewed participation.

#### CEN TC 403 'Aesthetic surgery and aesthetic non-surgical medical services'

CEN TC 403 is developing a European Standard setting requirements in relation to aesthetic surgery services to patients. ANEC supported the creation of this TC and participated in development of the standard, which will cover general and ethical principles according to which these services – before, during and after the intervention - are provided by private facilities. ANEC welcomes the draft standard satisfactorily included and addressed the points of main consumer concern highlighted by ANEC in this work: the psychological assessment of patients; the importance of a sufficient cooling-off period; clear information on risks, costs and further health and financial consequences of the treatments; and, finally, the list of treatments listed as suitable for patients under the age of 18 years.

Should the work not be concluded before 2014, ANEC will continue making sure until the end of activity the consumer requirements are kept in the standard.

#### CEN TC 409 'Beauty salon services'

The CEN TC 409 PC 'Beauty Salon Services' was established in 2011. ANEC supported since its proposal of the standardisation work on beauty salon services and made suggestions, asking that the scope was reviewed to define more precisely the field of application of the envisaged standard, and

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<sup>5</sup> CEN PC 385 developed the prEN 16118 'Sheltered housing - Requirements for services for elderly people provided in a sheltered housing scheme' then published as Technical Specification due to a low agreement in the TC in light of national differences in the service provision. ANEC approved the change of deliverable as we counted this proposed compromise will allow for the work and satisfactory results achieved not to be lost.

the kind of treatments covered. Furthermore, we asked that the issue of consumer information such as information on the ingredients of products used in treatments be explicitly included in the scope. Finally, we drew attention to the work undergone in ISO TC 228 WG 2 'Health Tourism' for it to be considered when overlaps existed.

Relevant treatments excluded from the standard are hairdressing and barbering. It should be noted that body piercing and tattoos are neither included in the scope of this TC, nor in the scope of CEN TC 403 'Aesthetic surgery and aesthetic non-surgical medical services'. Yet, the exclusion of hotel spa, etc., from the scope does not mean that professionals that e.g. rent a chair for their service in a spa are excluded.

To advance in the drafting process, specific sections from the draft were assigned to volunteers in the drafting group. Sections developed will be: *Competence; Facilities and operational management; Health safety & hygiene; Client Service management; Treatments; Review and Improvement of service*. Laser, IPL, tattoos, micro pigment treatment, and chemical peeling are sensitive treatments, and thus more discussions will follow.

After longstanding discussions to extend the scope and title to cover wellness, it was decided to address this in the definition. Accordingly, a working group has been established that drafts definitions on wellness and treatments, core terms (beauticians, beauty salon, pedicure/foot care and facial treatment) as well as chemical peelings.

In 2012 and 2013, CEN TC 409 has revised its scope and title to take into account gaps for treatments that would be left out both in 409 and 403. Should the standardisation work in these areas be revised after 2013, ANEC will continue defending consumer requirements ANEC succeeded in having so far included in the draft standards of CEN TC 403 and CEN TC 409, while detecting and reacting to consumer issues in the other health related TCs we participate in.

#### CEN TC 412 'Indoor sun exposure services – Requirements for professional indoor sun exposure service providers'

ANEC gave particular input on safety of underage persons, hygiene and information to consumers. ANEC also gave specific input on expectations related to the training assessment during the first meeting and they were also reiterated in writing in the comments on prEN 16489-1:2012 (ANEC-PT-2013-HGS-004) sent in March 2013 during the enquiry phase on this draft related to training.

ANEC succeeded in having a reference to knowledge of national legislation and made the example of forbidding service to underage persons in Germany. Danish written comments (not defended by the Danish delegation at that point) referring to adding cells damage were considered redundant. ANEC clarified it may have been due to risks related to squeamish cell cancer risk. ANEC also asked that reference to other damages due to excessive UV exposure were kept, because damage to the immune system or other cancer types would not be included. A compromise was thus made to avoid listing both detailed risks as well as all adduced benefits of sun exposure.

ANEC and other consumer representatives aim at achieving at least the exclusion of minor of age from the provision of the solarium services and also the requirement that the service providers discourage persons having skin Type 1 from using the service.

### 7.6.3 Tourism, leisure and sports services

*Related long-term objectives: to obtain a legislative framework for the safety of services that guarantees a consistent approach across sectors; to ensure key consumer concerns are addressed in the standards and regulations for services.*

*EC Single Market Act 'Twelve levers to boost growth and strengthen confidence' Key action: Revision of the legislation on the European standardisation system, to extend it to services and make standardisation procedures more effective, efficient and inclusive*

*Consumer Agenda objective 2020 'improving consumer safety': improving the regulatory framework on product and service safety enhancing the market surveillance framework.*

*Consumer Agenda key 2020 objective: increasing consumer protection*

In 2008, ANEC was granted membership in ISO TC 228 'Tourism and related services' and nominated a representative to the committee. Of particular interest to consumers were the sub-group ISO TC 228 WG 7 on adventure tourism and the work of ISO TC 228 WG 2 on health tourism services. The work of the latter group has a strong link with the work of the ANEC Project Team on Health, Care & Support services (see previous table). In 2012, the discussions revolved around the inclusion of management system standards in the service standard, with an impact on the related policy also at the European level. ANEC gave input to the issue, in light of its work on general services standardisation.

ANEC has very actively participated in ISO TC 228 WG 7 where the standard on adventure tourism services is developed. The standard was divided into three parts (risk management, personnel competence, information to clients), ANEC's concern being that providers may decide to use only one part of the standard. In 2013, ANEC withdrew from the work of ISO TC 228 WG 7 further to the decision of ISO TC 228 to move the CD Part 1 and CD Part 3 to the next stage (DIS) and change Part 2 from an International Standard to a Technical Report. ANEC will monitor the work of ISO TC 228 and reconsider participation when consumer issues arise and resources are available.

At the EU policy level, ANEC will continue monitoring the follow-up actions arising from the 2010 Commission Communication on the future of the EU Tourism Policy. ANEC in parallel has been promoting its preliminary position paper on consumer requirements in Tourism Services. No new European standardisation activity is foreseen in the field of tourism except a possible CEN Workshop Agreement (CWA) on accessible tourism.

ANEC will continue defending and promoting consumer requirements for the European Commission questionnaire on Consumer Services safety - expected in the summer of 2013 in the form of a Green Paper - but delayed until 2014, in particular referring to:

- Paid-for accommodation

- Beauty and wellness centres
- Outdoor leisure activities
- Swimming pools
- Amusement parks and fairgrounds

On the latter topic the Services WG also collaborates with the Domestic Appliances WG that is represented in the technical committees developing standards for safety of machinery in amusement parks.

#### CEN TC 136 WG 2 'Fitness clubs'

CEN TC 136 'Sports, playground and other recreational facilities and equipment' (where ANEC is already active through the Child Safety WG) has established the new WG 2 on Fitness Clubs that will deal with the proposals (now approved by CEN).

The proposed New Work Item on Fitness clubs is supposed to be divided in the following three parts:

- *Proposal for a New Work Item on Fitness club - Part 1: General requirements*
- *Proposal for a New Work Item on Fitness club - Part 2: Cardio-training with stationary training equipment*
- *Proposal for a New Work Item on Fitness club - Part 3: Group training*

ANEC Services WG nominated an ANEC representative in this WG and participated already in a meeting at the end of 2013.

ANEC will also follow the actions related to accessible tourism liaising with the ANEC Design for All WG.

#### **7.6.4 Accommodation safety**

*Related long-term objectives: to obtain a legislative framework for the safety of services that guarantees a consistent approach across sectors; to ensure key consumer concerns are addressed in the standards and regulations for services.*

*Consumer Agenda objective 2020 'improving consumer safety': improving the regulatory framework on product and service safety enhancing the market surveillance framework.*

*Single Market Act 'Twelve levers to boost growth and strengthen confidence' Key action: Revision of the legislation on the European standardisation system, to extend it to services and make standardisation procedures more effective, efficient and inclusive.*

*Consumer Agenda key 2020 objective: increasing consumer protection*

*EC "services package" (June 2012) actions to stimulate growth in the services sector and related Communication on the implementation of the Directive 2006/123/EC on services in the internal market "A partnership for new growth in services 2012–2015" Action 6.2: Consumer protection legislation: increased harmonisation in certain sectors*

Hotel fire safety is an issue many consumers take for granted when travelling, expecting a similar standard of safety from one Member State to another. Regrettably this is not the case. The possible revision of the Council Recommendation 86/666/EEC on fire safety in hotels has been discussed in the Consumer Safety Network for many years, with ANEC calling for legislation in this field. As no consensus has been reached, DG SANCO agreed that HOTREC, the European Hotel, Restaurants and Cafés Association would develop a Charter on fire safety in hotels in 2009. The HOTREC Charter was dismissed from the HOTREC project in 2010 and only an MBS Methodology was finalised by the Hotel Industry Association in February 2010. The changes in the charter and methodology still left fundamental issues unresolved. Moreover, not all HOTREC national members took the Methodology on board. This exercise of self-regulation proved to be ineffective.

The evacuation of disabled guests from hotels in case of fire is a priority on which the Services WG closely collaborates with the Design for All WG.

In 2012, DG SANCO started considering the revision of the Recommendation 1986/666, taking the text of the HOTREC MBS methodology as a basis.

In reaction to the result of the HOTREC activities, ANEC has been stressing again that the only way to achieve a common, minimum level of fire safety across Europe is for the Commission to propose legislation that would rely on technical standards, while providing guidance to all sorts of hotels in the prevention of fires and safety management. While continuing our activities in raising awareness on the inefficiency of voluntary tools in hotel fire safety and respective consumer needs, ANEC liaises with other interested parties and MEPs in order to call on a follow-up on the activities

in European hotel fire safety.

In 2012-2013 it has been decided by DG SANCO that the topic of hotel fire safety would be included in the wider consultation foreseen in the Green Paper/consultation addressing the safety of certain consumer services, due to be published in the summer 2013, but postponed to 2014. The Green Paper will be focusing on tourist accommodations and leisure activities.

ANEC will continue pursuing the consumer requirements and also continue liaising with the UK Tour operators association, which together with an international hotel chain started a campaign to work jointly on technical and lobbying issues with stakeholders who share our concerns and proposals. The aim is to influence the process of revision of the Recommendation and ensure that gaps highlighted so far are appropriately considered and overcome.

#### CEN-CENELEC PC 4 'Services for fire safety and security systems'

In light of the importance of training installers and maintenance services in the area of (fire) safety equipment, an ANEC Representative was nominated by the Services WG in the CEN CENELEC PC 4 'Services for fire safety and security systems', back in 2011.

This is a difficult area because of the opposing principals affecting fire and security. Certainly, the standardisation work in this PC looks at systems, equipment and maintenance and many of these systems are now being integrated into one system. There are also many companies that currently install both fire and security products that use the same signalling method but are both subject to different requirements. The CEN-CLC Project Committee will decide at a later stage on the number of deliverables.

Besides looking at the terminology and performance requirements, this PC covers competency of companies and personnel, verification rules, installation and maintenance rules. This is the first CEN and CENELEC joint technical body in the field of services.

ANEC stresses that correct installation and maintenance of fire safety systems play an essential role for consumer protection (i.e. negligence makes expensive equipment useless).

The Services WG also liaises with the Domestic Appliances WG on this issue when related to gas safety.

ANEC will look to ensure that the provisions of the standard are practical and verifiable, and that the key issue of 'competency' is properly handled.

## **7.6.5 Services of General Interest**

### **Postal Services**

*Related long-term objectives: to ensure key consumer concerns are addressed in the standards and regulations for services.*

*Single Market Act 'Twelve levers to boost growth and strengthen confidence' Key action: Revision of the legislation on the European standardisation system, to extend it to services and make standardisation procedures more effective, efficient and inclusive*

*Consumer Agenda objective 2020 'improving consumer safety': improving the regulatory framework on product and service safety enhancing the market surveillance framework.*

*2012 Green Paper an integrated parcel delivery market for the growth of e-commerce in the EU*

European postal standards underpin Directive 2008/06/EC which amended the initial Postal Directive 97/67/EC. ANEC participates in CEN TC 331 'Postal services' WG 1 on the 'Quality of Services', and WG 5 'Letter boxes'. ANEC provides input into the discussions on standards on the quality of, and access to, postal services. With a view to the liberalisation of the postal services market, ANEC is also concerned that such liberalisation may pose a risk to the number of postal access points.

CEN TC 331 WG 1 has been successfully working on the revision of the standard EN 13850 'Measurement of the transit time of end-to-end services for single piece priority mail and first class mail'. A New Work Item is given to WG 1: a new draft standard on transit times for priority mail in a market with multiple operators. However it was not included in the Commission mandate. Furthermore, nine project teams have been established to scope new work items mandated by the Commission. These project teams report the findings of their work to WG 1 that will then start to work on drafting standards in areas which the project teams identified. As many of the new work items (e.g. measurement of wrong delivery, measurement of incorrect delivery, re-forwarding) were suggested by ANEC, we will provide input on all those which are of interest to consumers. ANEC also gave input to the Green Paper consultation an integrated parcel delivery market for the growth of e-commerce in the EU based on its experience in postal services standardisation.

### **Customer Contact Centres services**

*Related long-term objectives: to ensure key consumer concerns are addressed in the standards and regulations for services.*

*Consumer Policy Strategy 2007-2013: better consumer protection regulation priority/action: ensuring EU consumer interest is represented also at*



*the international level.*

*EC Single Market Act 'Twelve levers to boost growth and strengthen confidence' Key action: Revision of the legislation on the European standardisation system, to extend it to services and make standardisation procedures more effective, efficient and inclusive*

As many companies now outsource their customer contact centres, there is a need for a standardised approach to ensure that the expectations of consumers are met.

ANEC participated in the development of EN 15838 on quality of service requirements for customer contact centres in CEN PC 375. The standard was approved in December 2009. The mandate aimed at a standard addressing the services of customer contacts. EN 15838 has fulfilled this role in a very satisfactory way. ANEC however called for a second standard to specify requirements for the consumer–contracting company relationship, a fundamental aspect that is out of the scope of this standard.

ANEC also pursues the issue in ISO, as a similar proposal for an International Standard is being discussed. ISO COPOLCO approved the proposal to develop a recommendation for an International Standard dealing with consumer requirements in customer contact centres at its May 2010 meeting. The WG Consumer protection in the global marketplace was tasked by COPOLCO with developing a New Work Item proposal based on the research and discussions to date. The ISO PC 273 'Customer contact centres' was created in 2013 and first met in July 2013.

ANEC nominated a representative in the PC in 2013 and will continue actively working for the consumer requirements to be appropriately dealt with in the new standard.

### **Financial services**

*Related long-term objectives: to ensure key consumer concerns are addressed in the standards and regulations for services.*

*EC Single Market Act 'Twelve levers to boost growth and strengthen confidence' Key action: Revision of the legislation on the European standardisation system, to extend it to services and make standardisation procedures more effective, efficient and inclusive*

After the mandate of the Financial Services Consumer Group (FSCG) came to an end, the European Commission (DG MARKT) has created the Financial Services User Group (FSUG) in 2010. Members of the group are individuals appointed to represent the interests of consumers such as BEUC, retail investors or micro-enterprises, and individual experts with expertise in financial services from the perspective of the financial services user. Given ANEC is not directly represented in the group FSUG, it was agreed that BEUC would flag up any issue of relevance to ANEC members.

The Financial Services PT is dormant in absence of European standardisation activities. The ANEC Services WG will consider reactivating the PT if deemed needed during 2013. ANEC consulted with BEUC on several occasions on consumer concerns on financial services during 2012. ANEC also monitors and participates where relevant in Consumer International and ISO COPOLCO consultations on consumer concerns related to financial

services standards.

On suggestion of the Services WG meeting, ANEC liaised in 2013 with national standard bodies to enquire them on their interest to propose CEN the adoption of the ISO 22222 on personal financial planning at European level. Further discussion will be needed.

## 7.7 Sustainability

### 7.7.1 Sustainable consumption and production

*Related long-term objectives: to improve the environmental performance of products by assessing the environmental aspects over the entire life-cycle; encouraging the setting of mandatory requirements for product design; enabling consumers to adopt more sustainable consumption behaviours.*

*European Consumer Agenda, Objective 2020: Promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products, ...).*

*Directive 2009/125/EC on Ecodesign of energy related products revising Directive 2005/32/EC*

*2013 European Commission Work Programme: Review of Waste Policy and Legislation*

*A resource-efficient Europe – Flagship initiative of the Europe 2020 Strategy*

*Corporate governance: disclosure of non-financial and diversity information by certain large companies and groups" (COM(2013)0207).*

*7th Environment Action programme*

Following the agreement of ANEC Steering Committee to change the Environment WG title into Sustainability WG as of 2014, the gradual change in scope will allow for progressively taking on board social issues of relevance further to items where ANEC has already been involved. The group will consider the other dimensions where environmental and social considerations are being dealt with together.

ANEC has expressed strong reservations regarding the policies of the European Commission in the field of sustainable consumption and production, as they lack substance and focus on voluntary, market-driven activities. As regards products, the only tangible result of the discussions on Integrated Product Policy (IPP) and Sustainable Consumption and Production (SCP) was the adoption of the Directive 2005/32/EC, establishing a

framework for the setting of ecodesign requirements for energy-using products. This directive was subsequently slightly expanded to cover energy-related products (Directive 2009/125/EC). A revision, should it happen, will most likely not take place before 2014.

Unfortunately, this directive places emphasis on energy efficiency of products, with other environmental aspects (such as the use of hazardous substances) side-lined. ANEC regrets that the Commission has not proposed a general Sustainable Consumption legal framework addressing all types of products and all environmental aspects and that the SCP/SIP action plan foreseen in 2012 has been put on hold.

In 2012 and 2013 one of DG ENV's priorities has been the development of a harmonised methodology for the calculation of the environmental footprint of products (already included in products) and organisations with a view to assess, display and benchmark their environmental performance based on a Life Cycle Assessment (LCA) approach.

The publication of the Communication called "Building the Single Market for Green Products" in spring 2013, was accompanied by a Recommendation on the use of the Product Environmental Footprint (PEF) and Organisation Environmental Footprint (OEF) methods by policy makers and industries.

In 2013, ANEC continued – in collaboration with other stakeholders - calling on the Commission to re-think its approach to environmental assessment based on ANEC detailed critique of Life Cycle Assessment (LCA) as a measure of environmental impacts: "Environmental assessment goes astray. A critique of environmental footprint methodology and its ingredients" (ANEC-ENV-2012-G-008final). ANEC detailed the analysis of shortcomings we identify in LCA methodology and put forward an alternative approach, also proposing a framework for the selection of environmental indicators. ANEC continues exchanges with the Commission and other stakeholders on best options to overcome the gaps in the SCP policy actions foreseen and bring forward our constructive input for the Commission to be encouraged to keep the level of ambition high on SCP.

ANEC also promotes its position - an enhancement of the EU environmental related product policy using synergies between different environmental instruments and giving input on consumer relevant resource efficiency indicators - in relevant events and papers.

#### EMAS:

In light of the ANEC position on environmental management systems, it is necessary to continue to work on an alternative, performance-based EMAS: one based on substantive requirements and benchmarking using appropriate comparable indicators.

The revised EMAS Regulation, adopted in 2009, reinforces reporting on environmental performance based on indicators, and initiates a process to develop sectoral reference documents through comitology. It is important such documents are developed on a sub-sector level, where possible, focusing on a limited number of critical environmental impacts. Revision of ISO 14031 has offered a successful opportunity for the establishment of a standardised procedure for the development of the sector-specific indicators. ANEC participates in the EMAS best practice workshops on sectoral documents, especially those on buildings. ANEC is appreciative of this work. If finalised before 2013, in line with ANEC proposals, the involvement of

ANEC will reduce to monitoring the further implementing steps.

Following the agreement of ANEC Steering Committee to change the Environment WG title into Sustainability WG as of 2014, new activities - already considered from the second half of 2013 - are:

#### Corporate social responsibility

Follow up the European Commission proposal on non-financial reporting by large companies and groups within "renewed EU strategy 2011-14 for Corporate Social Responsibility".

Further to the input possibly already given in the second semester of 2013, ANEC will promote its position on the proposal with the EU institutions in order to achieve a serious debate on meaningful indicators, a Comitology procedure to establish such indicators and market surveillance provisions.

#### CEN TC 415 'Sustainable & traceable cocoa'

CEN/TC 415 should develop three standards on traceable and sustainable cocoa - one on sustainability, one on traceability and one on requirements for the certification of sustainable and traceable cocoa.

In July 2012, the ANEC/GA agreed that ANEC should participate in CEN/TC 415 'Sustainable cocoa'. ANEC has historically not been involved in the standardisation of food products, but the work is focused on the standardisation of the traceability and sustainability requirements for cocoa, not cocoa as a food product.

ANEC is active in TC 415 in order to promote the position that consumers have the right to make informed choices. More consumers are becoming interested in sustainability issues, and look for information (TC415 will not deal with labels) to help choose among food products, but there is a proliferation of information that can lead to confusion. Harmonisation is therefore needed. It should be noted the new Consumer Agenda includes efforts to increase transparency in the market for sustainable food products.

#### 7th EU Environment Action Programme

As a general principle, ANEC will also continue defending environmental priorities of consumers and health related concerns with regards to the EU environment policy priorities for 2020, in the seventh EU Environment Action Programme

## 7.7.2 Resource efficiency and Packaging Waste

*European Consumer Agenda, Objective 2020: Promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products, ...).*

*Directive 2009/125/EC on Ecodesign of energy related products revising Directive 2005/32/EC*

*2013 European Commission Work Programme: Review of Waste Policy and Legislation*

*A resource-efficient Europe – Flagship initiative of the Europe 2020 Strategy*

### Resource efficiency:

SCP aspects have been also included in the EU "Resource Efficiency Flagship Initiative" and the "Resource Efficiency Roadmap". In the frame of our input to the DG ENV activities, ANEC expressed concern for these documents falling behind consumer expectations, whilst containing a number of valid points. ANEC questions the macro-level objectives of the European Union's Resource Efficiency policy - decoupling of economic growth from resource use and environmental degradation. ANEC believes the best way of saving resources (and waste) is e.g. to prevent the production of certain useless products (e.g. excessive packaging), to reduce consumption of certain products (e.g. of meat, private transport), to extend the service life time of products (higher durability, improved reparability, prolonged use) and promote the reuse (e.g. reusable containers) of products. If funded, ANEC R&T proposal on the resource efficiency indicators from a consumer perspective, will be very useful in this regard.

A topic DG ENV announced additional push for 2014 is targets and indicators connected to resource efficiency. Aim at reducing landfilling as well as incineration. ANEC continues monitoring and being active - when consumer relevant aspects arise. The objectives of the EU resource efficiency roadmap also inform the future revision of the waste policy and legislation.

### Packaging waste:

Packaging waste is a major issue for consumers and ANEC. ANEC has called for revision of the European Directive 94/62/EC on packaging and packaging waste, considering the revised 2004 standards prepared under the second Standardisation Mandate M/317 showed some major shortcomings. ANEC noted, together with ECOS already in 2005, the revised standards (elaborated by CEN Technical Committee 261) will not lead to minimisation of the environmental impact of packaging. Although a revision of the directive was expected for 2010, the Commission decided this was premature. The directive set targets for recycling/recovering packaging waste until 2008 that were meant to be revised every 5 years, however about half of the Member States had been given an extension to 2015. For this reason, the revision had been postponed until at least 2015. Noting this ANEC has restricted itself to reacting to possible issues of consumer concern when appropriate in the past years.

At the end of 2013 however the European Commission announced for May 2014 the revision of waste targets (waste framework directive; packaging waste directive; landfilling directive). Already in 2013 a Commission draft proposal is expected to revise the packaging and packaging waste directive (PPWD) to diminish the use of one way plastic bags. In line with ANEC response to DG ENV consultation on 'Options to reduce the use of plastic carrier bags and options to improve the requirements of biodegradability in the Directive 94/62/EC on packaging and packaging waste and the visibility of biodegradable packaging products to consumers' (ANEC-ENV-2011-G-035), in June 2013 ANEC sent its position (ANEC-ENV-2013-G-008) on the Green paper on a European strategy on Plastic Waste in the Environment ANEC believes that packaging standards need stricter criteria with respect to the prevention of packaging and dangerous chemical substances, reuse, material recycling and thermal recovery. A revision of the European Directive 94/62/EC on packaging and packaging waste would give the European Commission the opportunity to strengthen the requirements, particularly by establishing quantitative prevention and reuse targets.

### **7.7.3 Integration of environmental aspects in product standards**

*Related long-term objectives: to improve the environmental performance of products by assessing the environmental aspects over the entire life-cycle.*

*European Consumer Agenda, Objective 2020: Promoting sustainable growth and supporting consumer interests in key sectors (sustainable products; ...).*

SABE is the strategic advisory body on environmental issues and plays an important role in the development of CEN's positions in the environmental field based on discussions with relevant stakeholders. Monitoring SABE's activities is thus crucial.

Closely linked to SABE is the Environmental Helpdesk (EHD), which aims to promote the inclusion of environmental aspects in CEN standards. Two SABE activities related to the EHD are of particular importance: implementation of the new CEN approach which aims at the greening of standards, and the review of the EHD which is carried out by the CEN SABE ENIS Team.

In addition, SABE is involved in the CEN adoption of environmental standards prepared by ISO TC 207. Since 2009 the SABE Environmental Management Team (EMT) is tasked with carrying out case-by-case evaluations of ISO deliverables before their adoption at European level. Should the European Commission approve the financing of SABE's project on CEN tailored approach on chemicals in product standards, ANEC will monitor the work through its member ASI Consumer Council, initiator of the proposal.

#### **7.7.4 Environmental labelling in general**

*Related long-term objectives: to improve the environmental performance of products by assessing the environmental aspects over the entire life-cycle; encouraging the setting of mandatory requirements for product design; enabling consumers to adopt more sustainable consumption behaviours.*

*European Consumer Agenda, Objective 2020: Promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products,..).*

*Directive 2009/125/EC on Ecodesign of energy related products revising Directive 2005/32/EC*

*Directive 2010/30/EU on the indication by labelling and standard product information of the consumption of energy and other resources by energy-related products*

*Regulation (EC) No 1980/2000 on a revised Community eco-label award scheme.*

Environment-related labelling schemes need to provide clear and unambiguous information if they are to support consumer choice. This is not the case at the moment where there is an overload of information of environment-related labelling schemes and where inconsistencies exist among the different schemes.

ANEC has commissioned various studies on environmental product declarations and labels based on life cycle assessment. These studies have highlighted the methodological constraints of the LCA approach such as lack of precision, limited comparability, difficulty to identify superior products or omission of relevant environmental aspects. The study published in 2008 combined life cycle indicators for comparison of different product categories with traditional environmental indicators (e.g. energy labelling) using colour rating systems and suggested a new format of environmental declarations (environmental datasheets). The study published in 2009 analysed benefits and shortcomings of LCA methodology in detail and highlighted some pros and cons of product carbon footprint versus energy. The study published in 2010 addressed methodological problems related to product carbon footprint labels and possible other approaches for some products. The study published in 2011 focused on alternatives to LCA indicators, in particular in the construction sector. The results have been used to make clear that LCA is a good instrument for orientation in the initial phase of a labelling effort but not necessarily a good option to establish environmental criteria for labelling or law-making. It is intended to continue research in this area and to look specifically at the coverage of toxicity in LCA impact assessment.

Reference to the position resulting from ANEC studies was made in the input provided to the EUEB Working Group on the Ecolabelling of buildings. ANEC commented on the JRC background report including draft criteria proposal Working Document for the 1st AHWG meeting for the development

of European Ecolabel and Green Public Procurement Criteria for Office Buildings, and in the ANEC/BEUC Joint Position Paper on the European Commission Energy Efficiency Plan 2011. The results of the R&T study on Carbon Foot Print labels served as basis of the work done in reaction to the possible development of a methodology on CFP by the European Commission.

In 2014, ANEC will continue promoting its views regarding limits of the LCA approach also in light of the new position paper developed in 2012: 'Environmental Assessment goes astray: a critique of environmental footprint methodology and its ingredients' (ANEC-ENV-2012-G-008final), taking into account the results of previous ANEC studies.

### **7.7.5 ISO TC 207 work on environmental labelling**

*Related long-term objectives: to improve the environmental performance of products by assessing the environmental aspects over the entire life-cycle; encouraging the setting of mandatory requirements for product design; enabling consumers to adopt more sustainable consumption behaviours.*

*European Consumer Agenda, Objective 2020: Promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products,...).*

ISO TC 207 'Environmental Management' is the principal environmental standards development committee at the environmental level. ANEC has direct membership. The TC 207 scope includes environmental management tools, labelling, performance evaluation, life cycle assessment and greenhouse gases. ANEC submitted a critical review of a number of TC 207 standards. These included a call for the revision of the ISO 14020 series on environmental declarations and labels. After 6 years of discussions the opportunity for a meaningful revision of the ISO 14020 series is out of reach since the decisions in the committee in 2011. SC 3 created another Task Group to discuss the future revision of its standards except ISO 14020 (review due in 2014). ANEC does not find it useful to continue this discussion risking wasting valuable resources given that a tangible result seems out of reach.

ANEC also submitted comments in the past years on drafts of the now adopted ISO TS14067 Carbon footprint of products -- Requirements and guidelines for quantification and communication, highlighting the shortcomings of the drafts and suggested to downgrade the document to a Technical Specification or a Technical Report, or else to discard the Work Item altogether. ANEC considers the work as a failure and will not support its application or endorsement at the European policy level. Following the repeated dismissal of the draft by the TC members during the vote of summer 2012 and January 2013 we find the inadequacy of the document is confirmed. We were pleased that at least the document does not have the status of an international standard.



ANEC also participated in the revision of ISO 14031 on performance evaluation, with the aim of addressing comparable indicators for company-external use. ANEC has had a leading role in the development of clause on sectoral methodology for Environmental Performance Indicators, incorporated in the revision of ISO 14031 adopted in 2013 – ANEC believes that a new text as of constitutes a big improvement of the standard.

ANEC is currently especially interested in being active in SC 4 'Environmental Performance Evaluation', if new work items are developed, in this subcommittee tangible results have been achieved from a consumer perspective; we are mainly monitoring the other SCs where we may become more active if consumer relevant issues raise ANEC continues to plea for reforms of the standardisation system with a view to achieving a more balanced stakeholder representation and participation using the achievements reached by the ISO group working in the field of "Social Responsibility" (ISO WG SR). Previously, an ISO TC 207 Task Force consisting of representatives of NGOs and the Chairman's Advisory Group (the so-called ISO TC 207 NGO-CAG Task Force) was abolished, and TC 207 further rejected the draft operating procedures developed by this Task Force, which aimed to improve the balanced stakeholder involvement in the committee's standards development.

#### **7.7.6 Sustainability of construction works**

*Related long-term objectives: to improve the environmental performance of products by assessing the environmental aspects over the entire life-cycle; enabling consumers to adopt more sustainable consumption behaviours.*

*European Consumer Agenda, Objective 2020: Promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products, ...).*

*A resource-efficient Europe – Flagship initiative of the Europe 2020 Strategy*

*Regulation (EC) No 1980/2000 on a revised Community eco-label award scheme.*

ANEC believes that the goal of this standardisation work should be the equal assessment of environmental, economic and social aspects of sustainability of products, buildings and services and its communication to the consumer (preferably by labelling). Specific stipulations that lead to comparable results are needed. The results of the standardisation work have been disappointing from a consumer perspective and in particular EN 15804 on product category rules for environmental product declarations, published in April 2012, is unacceptable.

ANEC rejected the proposed approaches which may set an unwelcome precedent for other sectors. ANEC believes construction products should not pose a threat to the occupants or the environment. However, European policy on how to address environmental and health impacts of construction

products and buildings has been missing, and existing initiatives (EPBD, EU Ecolabel etc.) are uncoordinated.

The ANEC position on the work of CEN TC 350 was reflected in a statement in the second half of 2011, issued to address our concerns and recommendations in the field of sustainability of buildings, while promoting, and presenting the results of the ANEC R&T Study Final Report "Environmental and Health-related Criteria for Buildings" (ANEC-R&T-2011-ENV-001-Final), published in 2011.

ANEC also wrote a follow-up letter to CEN TC 350 on our disapproval of developments and dismissing the proposed NWI 'Sustainability of construction works - EPDs communication format - B2C' at the beginning of 2013: the TC decision was delayed to November 2013.

In the summer 2013 ANEC provided comments (ANEC-ENV-2013-G-013) to the prEN 16758 "Sustainability assessment - Ceramics sanitary appliances", developed in CEN TC 163 'Sanitary appliances'. The draft comments were prepared by ANEC expert, further to ANEC's agreed position on sustainable construction and his involvement in the mirror committee of TC 163 on behalf of DIN Consumer Council. Although there is a need for severe improvement in its content, the work on ceramic sanitary appliances can constitute an alternative approach to that of CEN TC 350 'Sustainability of construction works'. ANEC has so far not been involved in the CEN Committee 163 'Sanitary appliances'. However we will monitor future developments through the work of our member in DIN Consumer Council.

ANEC will continue promoting its position on sustainable construction when the Commission Communication on sustainable buildings will be published by DG ENV foreseen for beginning of 2014 and any further activities on GPP criteria in the construction sector. The future work of Ecodesign is also expected to include construction products and the collaboration between the project team and the Sustainability WG experts will continue being ensured.

#### EU Ecolabel criteria for buildings

The main interest of ANEC in the European Ecolabel scheme is to make use of the available information to develop baseline criteria for consumer products and to identify issues to be covered in an environmental product declaration.

In 2009, ANEC nominated a representative for the Ecolabel Board WG on Buildings, which has close links to the work of CEN TC 350 'Sustainability of construction works'.

Criteria set under the Ecolabel scheme are also relevant for developments in the EU Energy Label scheme and Ecodesign process.

ANEC provided extensive written comments over the past 4 years on the development of the European Ecolabel and Green Public Procurement Criteria for Office Buildings. In 2014, ANEC will continue expressing concerns and recommendations on the sustainability of buildings in the JRC ad hoc Working Group on the Ecolabel for Buildings. The results of the 2010 Environment ANEC R&T study 'Environmental and Health-related Criteria for Buildings' are of substantial support and evidence for ANEC recommendations (these in fact were better taken into account in the work done by JRC in the EMAS Sectoral documents see also table 5.4.1 above). In 2012, ANEC highlighted areas for improvement in the working drafts on Ecolabel

criteria and drew the attention of the Ecolabel board WG on buildings to the EMAS best practices sectoral document for buildings. ANEC heavily criticized the faulty approach on chemicals, in-door emissions and equivalence of type I (excellence) and type III (EPD) labels as well as the "Read Across" proposal. The proposal on Ecolabel requirements for buildings focuses on office buildings, but ANEC could imagine extending the scope to all buildings. Although called an EU label scheme, the rating would be based partly on national requirements (e.g. national energy certificates).

Future European Commission Communication on sustainable buildings will refer to PEF and to EU Ecolabel for buildings.

In the spring 2013, a new EEB/BEUC Ecolabel coordinator was nominated. ANEC will ensure our continued collaboration regarding the developments on Ecolabel criteria for buildings in 2014.

### **7.7.7 Chemicals in consumer products**

*Related long-term objectives: To improve the environmental performance of products by assessing the environmental aspects over the entire life-cycle and to contribute to the safety of products.*

*European Consumer Agenda Objective 2020: Promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products, ...).*

*Consumer Agenda Objective 2020 'improving consumer safety': improving the regulatory framework on product and service safety enhancing the market surveillance framework.*

*7th Environment Action Programme - Council conclusions*

*To ensure innovative technologies are safe when used in consumer products that claims made are verifiable and that adequate information is provided to consumers;*

As agreed by the Environment WG in 2011, ANEC developed its standpoint asking for the development of a European regulatory framework for chemicals in products, following its longstanding activity in the area and the findings of high consumer concern resulting from a 2010 study of the ANEC Austrian member. ANEC position paper on chemicals in consumer products is based on two studies commissioned by the ASI Consumer Council. A further study - part 3 - was finalized in December 2012 outlining how some of the current regulatory gaps regarding chemicals in products could be filled.

The three parts of the study "Chemical requirements for consumer products", commissioned by the Consumer Council at the Austrian Standards

Institute, highlight the gaps as far as chemicals are concerned in the current European legislative framework regulating consumer products (including e.g. the REACH Regulation, the General Product Safety Directive, the Toy Safety Directive and the Ecodesign Directive). It further identifies possible ways to address chemicals in products in a consistent and horizontal manner. ANEC, ASI CC and BEUC organised a high level event in autumn 2011 to discuss with high level speakers, options to improve the legal framework with the aim to lower the exposure of consumers to hazardous chemicals. Different options exist for strengthening the legal framework for chemicals in products, the follow-up conference organised by ANEC and ASI Consumer Council in collaboration with national agencies and ministries in 2013 discussed these issues in order to identify the way forward.

In June 2012, ANEC was pleased to see the EU Environment ministers agreeing in their final text on the 7<sup>th</sup> Environmental Action Programme, that chemicals should be included among issues not well-addressed by current legislation, and that new initiatives are consequently foreseen. The reference to chemicals relates to outstanding issues such as endocrine disruption, nanotechnology and chemical mixtures. In particular, among other initiatives in this area, the Council conclusions ask for the development of: ‘...a comprehensive approach for minimizing exposure to hazardous substances, including chemicals in products’. ANEC very much welcomes this ambitious approach, which is in line with our position, in 2012 and 2013 together with BEUC, we called on the 7<sup>th</sup> EAP to focus on the interrelation of environmental and health concerns, highlighting our call for a community approach to address chemicals in consumer products in a consistent systematic manner. The European Commission proposal on the text for the 7EAP was followed by a text agreement by Council and Parliament considering chemicals in products a priority thus also considering our concerns related to chemicals in products. We trust the work following the agreed final text will maintain the level of ambition in this area.

ANEC stopped its involvement in CEN TC 217 “Surfaces for sports areas” WG 10 ‘Environmental aspects’ , which was created thanks to ANEC commitment to the CEN approach on including environmental aspects in standards and noting a lack of requirements regarding hazardous substances in the standards developed in this TC. In 2013, ANEC nominated a new ANEC Representative in TC to CEN PC 421 on ‘Emission safety of combustible air fresheners and similar products’ and presented ANEC proposal to include non-combustibles in the scope of CEN PC 421. The proposal was considered but not yet accepted. This could be postponed to after the initial standard has been advanced. As a response to ANEC intense lobbying, SABE agreed to set up an ad hoc group to work on the development of guidelines for addressing chemicals in products (and services) standards in a consistent manner: ‘Tailored support to TCs to address the use of hazardous/chemical substances in product standards’ project’. SABE has asked the Commission to provide funding for this work (see table above).

### Nanotechnologies

As highlighted in the ANEC position paper and the ASI Consumer Council studies of 2010 and 2012, also nanosubstances used in consumer products are currently not regulated properly.

For 2014, the ANEC Nanotechnologies Project Team suggests to merge its work with the work of the ANEC Chemicals Experts Group in order to explore different options for strengthening the legal framework for chemicals and nanomaterials in products.

Nanotechnologies are a range of technologies that use materials or structures on an incredibly small scale. One nanometre is a millionth of a millimetre. Materials at this small scale present different properties compared to "bigger" particles (eg: greater reactivity and mobility in the human body) and are increasingly being used to create new products or applications such as antibacterial socks and transparent sunscreen creams.

It is of paramount importance that existing and new European legislation relevant to nanotechnologies is adapted and developed in order to safeguard consumer health and safety, as well as the environment, setting legal safety requirements (e.g. limit values for certain nanomaterials in products) and standardisation used to establish test methods and other technical specifications. Increased transparency about the use of nanomaterials and labeling of consumer products containing nanomaterials is also needed.

At the end of 2012, the European Commission published the second nanotechnology regulatory review, stating that the present legal framework is fit to meet the challenges of nanomaterials in consumer products, with which we do not agree. However, the Commission recognised the need to better monitor the presence of nanomaterials in the European market, announcing a study to be carried out in 2013 and 2014 on how to enhance transparency and consumer information. ANEC, and BEUC, have been calling for the setting up a mandatory reporting scheme for nanomaterials used in consumer products and an inventory of all nanomaterials used in products, based on the ANEC/BEUC inventory from 2010 and a nano-silver specific one issued in 2012.

For 2014, the ANEC Nanotechnologies Project Team suggests to merge its work with the work of the ANEC Chemicals Experts Group in order to explore different options for strengthening the legal framework for chemicals and nanomaterials in products.

In addition, ANEC will continue to participate in consumer relevant standardisation activities on nanotechnology according to the available resources and expertise, which need to be of particular high scientific level in this sector. In 2013 ANEC contributed in CEN TC 352 WG 2 "Nanotechnologies-Commercial and other stakeholder aspects" to the elaboration of prCEN ISO/TS 13830 "Manufactured nanoparticles - Guidance on labeling". After the lead for the development of the standard was moved to ISO, ANEC joined ISO TC 229 "Nanotechnologies". We plan to continue to work on prCEN ISO/TS 13830, which now will focus only on business-2-consumers communication, until its completion, foreseen for beginning 2014.

## 7.8 Traffic

### 7.8.1 Child restraint systems (CRS)

*Related long-term objectives: to amend related legislation and standards in order to provide the highest levels of safety practicable for children.*

*European Commission's Policy orientations on road safety 2011-2020*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*UN General Assembly Resolution 64/255 of 10 May 2010 on improving global road safety*

*Uniform Provisions Concerning The Approval Of Restraining Devices For Child Occupants Of Power-Driven Vehicles ("Child Restraint System")*

*Consumer Agenda key 2020 objective: increasing consumer protection (protection of vulnerable consumers, market surveillance)*

*European Parliament's Report on European road safety 2011-2020 (2010/2235(INI))*

The only international regulations governing the construction of child restraints in Europe are UN-ECE Regulation 44 and Regulation 129; there is no alternative European Directive on CRS at present. It is important to focus on the revision of Regulation 44 because there is no side impact test, there is a need to implement measures for misuse reduction and the complicated classification based on mass groups must be reconsidered. Furthermore, rearward facing (RWF) transport in CRS needs to be encouraged until later stages (more than just 9 kg/6 months). Aiming at improving the above mentioned shortcomings of ECE R 44, a new regulation (R129) on CRS is being developed at UNECE (GRSP Informal Group on CRS). ANEC will continue its representation in the GRSP informal group in order to provide guidance during the further development of the Regulation 129 so that ANEC's view on rearward facing is reflected and the Regulation 129 includes accessible classification for consumers. Phase I of the Regulation 129 was adopted at the 50<sup>th</sup> session of GRSP in December 2011. The parental Committee WP 29 adopted it in November 2012.

The compatibility between CRS and the car's adult belts and head restraints is another important topic to be followed closely. This is dealt with in phase 2 (non- integral Isofix CRS).

In 2010 and 2011 pirated CRS with false approval marks appeared on the European market following similar cases in South America. This raised

ANEC's concern as it undermines credibility of the approvals system. ANEC brought this issue to the attention of GRSP and WP29 as well as the European Commission and will further follow up on this with the support of other stakeholders until more actions for stricter policing are being taken.

ANEC will monitor the market via the ANEC network in Member States.

In the meantime members notified ANEC on unjustified/questionable approvals for CRS. ANEC will monitor this issue and continue to bring these cases to the attention of experts at the GRSP and WP 29 as well as RAPEX if the CRS poses risks to the safety of children.

The emerging of the questionable approvals for CRS shows once more the importance of an effective pan-European market surveillance system as called for in the joint ANEC/Orgalime call for. Europe can have the best legislation. Europe can have the best standards. But without enforcement, both become worthless.

ANEC will also follow field evidence that undesirable solutions in CRS are addressed in regulation (e.g. Concern on shield type of CRS (concern of abdominal injuries))

Another issue emerged in 2013 as the European Seat belt wearing Directive states that only ECE R44 approved CRS should be used in vehicles. This would mean that until the Directive is revised, it would be illegal to use i-Size CRS. ANEC will monitor that this will be swiftly repaired and that in the transition period i-Size can be used.

### **7.8.2 Children left in cars**

*Related long-term objectives: to amend related legislation and standards in order to provide the highest levels of safety practicable for children.*

*European Commission's Policy orientations on road safety 2011-2020*

*EU road safety guidelines 2011-2020 include estimated time of the year this 20 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*Consumer Agenda key 2020 objective: increasing consumer protection (protection of vulnerable consumers)*

The Child Safety WG meeting in 2010 discussed several deaths due to parents forgetting young children in cars. The French CSC delivered a recommendation to the French Government. The Child Safety WG consulted with the Traffic WG to add the issue to its Work Programme in order to monitor the issue and to take action when needed. It was decided to add this topic as a potential new work item to the Work Programme for 2011 and the Traffic WG to take the lead.



### **7.8.3 Pedestrian protection**

*Related long-term objectives: to contribute to a high level of safety for vulnerable road users.*

*Regulation of the European Parliament and of the Council on the protection of pedestrians and other vulnerable road users*

*European Commission's Policy orientations on road safety 2011-2020*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*UN General Assembly Resolution 64/255 of 10 May 2010 on improving global road safety (GTR on pedestrian safety)*

*Consumer Agenda key 2020 objective: increasing consumer protection (protection of vulnerable consumers)*

Each year, over 9,300 pedestrians and cyclists die on EU roads and around 200,000 are seriously injured. ANEC welcomed the European Commission's proposal for a regulation on the protection of pedestrians and other vulnerable road users, which was adopted by the European Parliament at first reading. ANEC will monitor the developments with respect to the implementation of this Regulation 129 at GRSP and European level. For ANEC it is paramount that active safety measures do not replace the passive safety measures.

ANEC participated in the meetings of WP29 and GRSP to monitor developments. The Global Technical Regulation 9 has been adopted by WP29. The implementation in the corresponding ECE regulation has been adopted by GRSP and by WP29 in March 2012, as the EU had to fulfil internal procedures before being able to block vote in favour. In the meantime changes in both GTR (Global Technical Regulation) and ECE regulation are proposed, most important being the introduction of the flexible leg impactor, an improved, more bio-fidelic tool. ANEC will keep monitoring the issue.

#### **7.8.4 Pedestrian safety and silent cars**

*Related long-term objectives: to contribute to a high level of safety for vulnerable road users.*

*Regulation of the European Parliament and of the Council on the protection of pedestrians and other vulnerable road users*

*European Commission's Policy orientations on road safety 2011-2020*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*UN General Assembly Resolution 64/255 of 10 May 2010 on improving global road safety*

*GTR on quiet vehicles under development*

*Consumer Agenda key 2020 objective: increasing consumer protection (protection of vulnerable consumers)*

The ad hoc group on silent cars comprising Traffic WG and DfA WG members published a position paper in August 2010 which drew attention on the needs of an important group of consumers, ranging from blind people, children, hard of hearing people to other pedestrians, including elder people and cyclists, who are exposed to an increased danger of accidents posed by "silent cars" as they no longer are alerted by the engine noise of an approaching vehicle. We highlighted that it is essential to introduce appropriate technical solutions to address the new risks posed by cars that do not emit noise engine.

Although we welcome the current international standardisation activities developing "minimum sound levels" for electric and hybrid cars (UNECE WP 29), we called on the European Commission to urgently undertake the assessment of crash safety requirements in order to prevent that the absence of engine noise of electric and hybrid cars becomes an additional factor of risks for vulnerable road users.

The Traffic WG (in collaboration with the DfA WG as needed) will monitor developments and inform other WGs/relevant parties.

A GTR is under development at UNECE to be finalised by 2014. ANEC will continue to monitor.

## 7.8.5 Bicycles

*Related long-term objectives: to contribute to a high level of safety for vulnerable road users.*

*European Commission's Policy orientations on road safety 2011-2020*

*General Product Safety Directive (GPSD) 2001/95/EC*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*European Parliament's Report on European road safety 2011-2020 (2010/2235(INI))*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*Consumer Agenda key 2020 objective: increasing consumer protection (protection of vulnerable consumers)*

Cyclists are vulnerable road users. It is important when integrating transport and safety policies to improve both the conditions for cyclists (infrastructure, driver awareness) and their protection (equipment, behaviour). Structural safety of child transport systems for bicycles and standards for bicycles, as well as related equipment and infrastructure are of particular concern to ANEC.

The Traffic WG has been monitoring the work carried out in CEN TC 333 'Cycles' and CEN TC 333 WG 1 (Cycles - Bicycle trailers). ANEC commented in 2010 on the draft standard for bicycle trailers (prEN 15918) during the enquiry and final vote phase. In 2011 the draft standard was published for formal vote and adopted. Although ANEC welcomed the adoption of the standard, we regretted that the requirement for reflectors to be fitted to trailers was demoted to be only a recommendation in the final text. Several National Standards Bodies also made technical comments during the Formal Vote. Hence CEN/TC 333 made a revision of the standard, which included ANEC's demands. Additionally work is starting on trailer cycles which will be followed closely by ANEC.

In view of the revision of the bicycles standards ANEC has nominated an ANEC representative to CEN TC 333 WG 1, 2, 3, 4 and 5 to monitor closely the developments and contribute to the revision of the standards during 2012/2013.

Work on the revision of the bicycle standards will be carried out at ISO level and adopted as EN once finalised. ANEC nominated a representative to the ISO TC 149 SC 1 'Cycles and major sub-assemblies' as well as WG 9 "Revision ISO 4210 and ISO 8098" and WG 10 "Lighting and retro-reflective devices" to follow and contribute to the revision.

The ANEC concern on the visibility of bicycles has resulted in an R&T project, which was carried out in 2012. The results of the ANEC study on bicycle lighting and reflectors will be used to influence the revision of bicycles standards and the new ISO standards on bicycle lighting in 2013/2014.

A new work item emerged in the second half of 2013: CEN/TC 354 created WG 4 to work on "Light electric vehicles and self-balancing vehicles". ANEC believes it is important to follow this topic to defend the consumer view.

### **7.8.6 Electrically Power Assisted Bicycles (EPACs)**

*Related long-term objectives: to guarantee efficient, user-friendly and safe infrastructures for innovative transport.*

*EU Machinery Directive 2006/42/EC (New Approach Directive)*

*European Commission's Policy orientations on road safety 2011-2020*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make vehicles and infrastructure safer*

*European Parliament's Report on European road safety 2011-2020 (2010/2235(INI))*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*Consumer Agenda key 2020 objective: increasing consumer protection (protection of vulnerable consumers)*

EPACs/E-bikes were added as new work item to the Work Programme 2011 of the Traffic WG. There are problems that need to be addressed. For instance: almost every EPAC bike uses its own battery with unique dimensions and connectors for the external charger – there is almost no interoperability. Additional problems and possible safety risks could be caused by: (electrical discharge; heavier weight due to the additional electrical equipment, insufficient structural strength of the frame and dimension of the brakes etc.).

ANEC will participate in the CEN TC 333 WG 5 'EPACs' to contribute to the revision of the standard and advocate the consumer needs. ANEC participated to the revision of the standard during 2013 and submitted comments. Work will continue during 2014 to have a draft standard ready for enquiry during 2014.

### **7.8.7 Safety & emissions of motor vehicles**

*Related long-term objectives: to ensure that environmental priorities do not jeopardise the safety of motor vehicles.*

*EC White Paper on transport 2011, Roadmap to a single European transport area – towards a competitive and resource-efficient transport system, COM(2011) 144 final*

*Consumer Agenda key 2020 objective: travel and transport (CO2 cars labelling); increasing consumer protection*

*European Commission's Policy orientations on road safety 2011-2020*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*UN General Assembly Resolution 64/255 of 10 May 2010 on improving global road safety*

*The European Green Cars Initiative*

ANEC welcomes and supports the introduction of measures intended to reduce emissions from vehicles and increase their energy efficiency. However, the achievement of such measures must not be at the expense of safety or 'closed shopping' to consumers.

ANEC will continue to monitor developments in UNECE WP 29 on worldwide harmonised light vehicles test procedures (WLTP), contributing as needed to discussions on MAC (Mobile Air Conditioning), Gear shift indicators (GSI) and OCE (Off-Cycle Emissions) introduction of PN limit values for the fine particles. ANEC will also continue contributing to discussions on Tyre Pressure Monitoring Systems (TPMS) and their interoperability with Tyre Pressure Gauges (TPG) in discussion at CEN TC 301. A standard for communication between TPMS and TPG is under development and being monitored by ANEC. The standard is expected to be ready for enquiry by February 2014.

ANEC participates in the European Commission's Motor Vehicle Emissions Group (MVEG) in order to monitor developments regarding the revision of the cars/CO<sub>2</sub> labelling Directive 1999/94/EC and ensure that information for consumers on fuel economy and emissions of new cars is clear. ANEC will also continue to follow the work on Euro 6(VI) standards (reduction of pollutant emissions from passenger cars and light duty as well as heavy duty

vehicles).

The comparability of vehicle emissions and fuel consumption through standardized testing was not added to the Work Programme 2011, but this will be brought to the attention of the authorities during the revision of the Directive 1999/94/EC.

Regarding WLTP, the current CO2 limits (based on NEDC) need to be adjusted to the new procedure. The new limits should reflect best practise, which will be monitored by ANEC.

Additionally it is of importance to explore if there is any possibility to develop a well to wheel approach taking into account the emission in the whole chain in order to prevent false claims of car manufacturers, e.g. on emissions , especially concerning plug-in hybrid and pure electric vehicles.

In 2014 ANEC will continue to monitor developments regarding implementation of tyre labelling as we had reservations regarding safety aspects conveyed by the label. Furthermore, ANEC will monitor developments and research concerning tyre performances.

### **7.8.8 Regulations on head restraints in cars**

*Related long-term objectives: to amend related legislation and standards in order to provide the highest levels of safety practicable for car occupants.*

*Consumer Agenda key 2020 objective: increasing consumer protection*

*UN General Assembly Resolution 64/255 of 10 May 2010 on improving global road safety*

UNECE has adopted a Global Technical Regulation (GTR) on Head Restraints (1<sup>st</sup> phase). At the June 2010 meeting of UN-ECE WP 29, a two-step approach was agreed to develop a low speed test and use the BioRID III dummy, and decide on a high speed test at the November 2010 session. An informal group has been established. Our concern is that the international requirements for head restraints will not rise above the lowest common denominator. In Europe, market forces are steered by EuroNCAP which operates a state of the art whiplash test. Discussions are still on-going and monitored by ANEC as there are issues that need still to be solved, e.g. the biorid dummy and the definition of the minimum height of head restraints. On the other hand the measuring procedure issue has been tackled at the 51<sup>st</sup> GRSP and is well on its way.

### **7.8.9 Frontal and side impact protection**

*Related long-term objectives: to amend related legislation and standards in order to provide the highest levels of safety practicable for car occupants; to guarantee efficient, user-friendly and safe infrastructures for innovative transport.*

*European Commission's Policy orientations on road safety 2011-2020*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*'Towards a European road safety area: policy orientations on road safety 2011-2020' (COM(2010)0389)*

*UN General Assembly Resolution 64/255 of 10 May 2010 on improving global road safety*

*Consumer Agenda key 2020 objective: increasing consumer protection*

The revision of Regulation 94 and 95 (frontal and side impact protection) has been on the agenda of UNECE for many years. It is of utmost relevance to consider compatibility between different classes within the vehicle fleet when dealing with frontal impact protection. An informal working group under WP29 has been created in 2008 and started working on Improved Frontal Impact Protection. From a consumer perspective it would be desirable to offer a certain level of protection to every car occupant (elderly, small sized occupants etc.), irrespective of the car they are driving; hence ANEC will monitor this issue.

Development of the GTR on pole impact is another important issue in view of the protection of the car occupants and needs to be monitored by ANEC.



### **7.8.10 Intelligent Transport Systems**

*Related long-term objectives: to guarantee efficient, user-friendly and safe infrastructures for innovative transport.*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*Consumer Agenda key 2020 objective: increasing consumer protection*

An area of growing importance is eSafety. Most car manufacturers incorporate high-tech electronic solutions to make car driving more comfortable, easier or safer. These technological developments are taking place rapidly and leading to informal standards, as traditional standardisation processes are considered too slow.

There is insufficient coherence among these systems, leading to risk of confusion, driver distraction or even unforeseen misuse. In many cases there is no research available on the safety impact of these new technologies.

In 2010, CEN TC 278 WG 15 'eSafety' had worked on the development of 4 standards. ANEC commented on the privacy aspects in these standards, which were expected to be adopted in 2011. In 2012, ANEC will continue monitoring the activities in case any new work item of relevance to consumers emerges. A new work item emerged in CEN TC 278 WG 3 which wants to develop a standard on combi-ticketing also valid for trains. With political pressure to reduce the traffic in cities, transport will become more multi-modal, thus it was decided that ANEC should support standardisation on ticketing and get involved.

Developments on ITS are also being monitored at UNECE WP 29. After establishing GTR's on Lane Departure Warning Systems (LDWS), and Advanced emergency braking systems (AEBS), now work has started on a new Regulation on e-call systems under the 1958 agreement.

### **7.8.11 Electric vehicles**

*Related long-term objectives: to guarantee efficient, user-friendly and safe infrastructures for innovative transport.*

*EC White Paper on transport 2011, Roadmap to a single European transport area – towards a competitive and resource-efficient transport system, COM(2011) 144 final*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*The European Green Cars Initiative*

A new work item emerged in 2010 as more and more vehicle manufacturers have started to add electric and plug-in hybrid vehicles to their ranges. ANEC expects these vehicles to be reliable in terms of safety. Additionally, in UN-ECE, the Regulations 12, 94 and 95 (frontal and side impact protection) have been modified recently to include electrical vehicles (EVs) alongside traditional internal combustion engined vehicles. Furthermore, Regulation 100 covers in-use safety of electrical vehicles.

At the 155th session of WP 29 in November 2011 a proposal dealt with the establishment of an informal working group working on a GTR on EVs. EVs are common priority in Japan, USA and Europe, and therefore a suitable subject for harmonising standards in a GTR. The EU considers this a flagship. Two informal (sub) groups were be formally established in March 2013, one dealing with safety, the other with environmental issues. The safety group will address safety for occupants in use and post-crash. REESS (Rechargeable energy storage systems) will also be taken into account because of sensitivity of Lithium batteries. REESS's new Terms of Reference –also including L vehicles – were endorsed in WP 29 March 2013. Target is to have the GTR adopted in 2014. ANEC will monitor developments under WP 29.

Moreover, taking account of the short range of pure electrical vehicles, consumers should be able to make informed choice as regards range and CO<sub>2</sub> emissions before the purchase decision and also have the possibility of information on the range while driving (including the influence of the air-conditioning system, heating, radio etc.).

The noise of electric vehicles is dealt with under Pedestrian safety and silent cars (point 7.8.4)

### **7.8.12 Infrastructure for the charging of batteries of electric vehicles**

*Related long-term objectives: to guarantee efficient, user-friendly and safe infrastructures for innovative transport.*

*EC White Paper on transport 2011, Roadmap to a single European transport area – towards a competitive and resource-efficient transport system, COM(2011) 144 final*

*EU road safety guidelines 2011-2020 (to cut European road deaths by 50 % by 2020 and serious injuries by 60 %), seeking to make to make vehicles and infrastructure safer*

*The European Green Cars Initiative*

A new work item emerged in 2010 as more and more vehicle manufacturers have started to add electric and plug-in hybrid vehicles to their ranges. If these vehicles - able to contribute to the European target for reducing CO<sub>2</sub> emissions - are to become mainstream, it is essential to provide infrastructure that achieves consumer confidence. This infrastructure must include equipment that allows the recharging of batteries in an efficient, user friendly and safe way. Interoperability of plugs and sockets needs be assured, as well as billing process. In the meantime the plugs and sockets for A/C charging have been agreed upon while discussions are still on-going on the D/C connector. The charging at domestic socket outlet at homes should be possible as well.

ANEC will also monitor the development of smart charging and smart grids. ANEC will nominate a representative to the CEN/CENELEC Smart Grids Coordination Group.

## 7.9. Political

### 7.9.1 Implementation of the ANEC Strategy 2014 to 2020

*General objective: strong consumer representation in standardisation*

*EU Standardisation regulation 1025/2012: effective consumer participation in standardisation*

The ANEC Strategy 2014 to 2020 was adopted at the GA meeting on 14 June 2013 (ANEC-GA-2013-G-010draft). An Action Plan for 2014, implementing the first year of the ANEC new strategy, will be developed by the ANEC Secretariat in the second half 2013.

#### **ANEC Strategic Objectives for 2014 to 2020:**

##### **Objective 1**

ANEC will set areas of priority that reflect both established and emerging threats to the health, safety & welfare of consumers; the needs of consumers as voiced by the ANEC members; the availability of experts and of resources to ANEC; and the potential for ANEC to achieve change.

##### **Objective 2**

Within these areas of priority, and recalling the pre-eminence of legislation over standardisation, ANEC will aim to ensure the balance of standards and legislation that best meets the expectations of consumers, and achieves its vision of better protection & welfare for consumers of all ages and abilities.

##### **Objective 3**

In a climate of long-term financial uncertainty, and reduced public expenditure, ANEC will intensify its work to demonstrate that effective consumer participation is an investment with high returns to society and to business, and is not a cost on national or European public finances with few returns.

##### **Objective 4**

Noting that perceptions are increasingly used as a driver in forming policy, ANEC will ensure it develops positions that respond to the real threats and risks to the health, safety & welfare of consumers.

**Objective 5**

In order to strengthen the promotion of its positions and leverage its influence, ANEC will look to build “coalitions of the willing” among those who have common interest in its goals, and to position itself as a thought leader.

**Objective 6**

ANEC will seek to use the provisions of the EU Standardisation Package, as well as the expectations of other legislation and European public policies (such as the Single Market Acts), to ensure the effective participation of the consumer voice in the European Standardisation System at the strategic and technical levels.

**Objective 7**

Given that the health, safety & welfare of consumers is critically dependent on the effective implementation of pre-market actions (e.g. legislation & standards, conformity assessment & accreditation), ANEC will seek to strengthen political support for post-market actions (e.g. public market surveillance & enforcement).

**Objective 8**

In a globalised goods and services market, and with the advent of new consumer markets, ANEC will seek to ensure European standards stay effective in meeting the needs of European consumers, European legislation and public policies.

**Objective 9**

Noting the continued predominance of the national delegation principle in formal standardisation, ANEC will seek to strengthen interaction between the consumer movement and standardisation nationally, through working to build relationships between consumers, national standards organisations and national authorities in the recruitment & training of experts, within a framework of support that is both tailored and sustainable.

**Objective 10**

Noting the particular pressures on the resourcing of the consumer movement, and impact of the convergence of technologies on the identification of experts, ANEC will strive to ensure consumer participation in European Standardisation remains viable and effective in the years after 2020.

## 7.9.2 Implementation and review of the Standardisation Regulation

*General objective: strong consumer representation in standardisation*

*EU Standardisation regulation 1025/2012: effective consumer participation in standardisation*

*ANEC Strategy 2014 to 2020 objectives 3, 6, 10*

The Standardisation Regulation (1025/2012) entered into force on 1 January 2013. As well as setting a new legal basis for the public funding of ANEC and the other European stakeholder associations (the "Annex III Organisations" defined in the Regulation), the Regulation sets political expectations for the positioning of the Annex III organisations in the European Standardisation System.

In the first half of 2013, CEN/CENELEC adopted the new CEN/CENELEC Guide 25 "New Concept of Partnership with European Organisations" meant to define the implementation of these expectations. CEN/CENELEC Guide 25 will enter in full force in January 2014 with the aim of ensuring that the concept of an "effective participation" for the representatives of ANEC, ECOS and ETUI in the technical committees of CEN and CENELEC is realised.

Article 22 of the Standardisation Regulation sets up a Committee (Committee on Standards) to assist the Commission in the implementation of the Regulation. Its role includes giving opinion on draft decisions on mandates, formal objections, consultation on the workprogramme for standardisation and draft decisions on formal objections. ANEC is an observer member of the Committee on Standards.

According to Article 24.2 of the Standardisation Regulation, the European stakeholder organisations that receive Union financing in accordance with the Regulation shall send an annual report on their activities to the Commission. The European Standardisation Organisations are also required to report about their activities, with special focus on stakeholder participation in standardisation. ANEC will use the opportunities provided by this reporting, and its positioning in the European Standardisation System (ESS), to ensure consumer representation is being strengthened at both European and national level.

Before the end of 2013, the Commission should launch an independent review of the governance of the standardisation system to evaluate whether the strategic objectives of the Standardisation Regulation are being achieved. It will assess whether the ESS is proving able to adapt to a quickly-evolving environment and can contribute to Europe's strategic internal & external objectives, especially the fields of industrial policy, innovation & technological development. It will also examine whether the ESS is adequate from the perspective of market needs, of inclusiveness and of representativeness. The results will be assessed by the Commission to identify options that could further improve the ability of the ESS to support Europe's strategic policy objectives.

### **7.9.3 Enhancing consumer participation in standardisation**

*General objective: strong consumer representation in standardisation*

*EU Standardisation Regulation 1025/2012: effective consumer participation in standardisation*

*ANEC Strategy 2014 to 2020 objectives 3, 8, 9, 10*

Noting the ambition of the draft Standardisation Regulation for the long-term strengthening of the consumer voice at national level, reflected in the ANEC Strategy 2014-2020, ANEC aims to continue to support its members in their lobbying of Member States about the need for organised consumer expertise in standardisation, and the reliance of the CEN/CENELEC process on the 'national delegation principle'. But, given the financial climate, it must be doubted whether Member States have the resources to commit to building the consumer voice at national level, noting their systematic withdrawal from many standardisation activities over the past 15 years and the long-term consequences of the financial crisis. ANEC intends undertake a preliminary study on the benefits of standardisation for consumers, which could be the precursor to further research and actions by the European Commission.

ANEC will continue to support sustainable capacity-building activities, such as the e-training tool being developed by CEN/CENELEC on European standardisation. CEN/CENELEC and the Commission have agreed for an SME tool to be adapted for use by societal stakeholder organisations. At its December 2012 meeting, the CEN/CENELEC Societal Stakeholders Group created two Task Forces the develop and adapt the SMEs e-training tool on standardisation, and to develop and adapt an SME "toolbox". The initiatives reply to ANEC proposals to provide its members with sustainable training. ANEC is committed to helping adapt the modules and beta-test the tool, as well as revising the SME toolkit to societal stakeholder needs. Both should be finalised in 2014 or start of 2015

Separately, but not unrelatedly, ANEC and its Annex III partners will need to ensure that the implementation of CEN/CENELEC Guide 25 about the new modes of cooperation between CEN/CENELEC and third parties does not undermine the intent of the Standardisation Regulation for the voices of the Annex III Organisations to be strengthened in the European Standardisation System.

In order to strengthen the knowledge of experts within the ANEC Working Groups on the latest legal and standardisation developments, we plan to

hold further “mentoring sessions” as part of the annual meetings of the Working Groups. These sessions will also be dedicated to the on-going update of the ANEC Guide for Representatives, first issued in 2013.

Bearing in mind the growing importance of international trade and related standardisation, we will build, when possible, on the event we hosted during the ISO/COPOLCO (Consumer Policy Committee) plenary week in Malta, on 20 May 2013. The event ‘The consumer right to protection: a right without borders’ updated European & international consumer representatives of the latest developments within Europe (e.g. the Standardisation Regulation) and consequences for work in the consumer interest in CEN and in ISO (especially parallel work under the Vienna Agreement). We intend to carry on this task in coordination with Consumers International under our renewed collaboration (“Supporter category”) also announced in Malta last year.

It is also possible negotiations on the planned EU-US free trade agreement (TTIP) will require ANEC to become involved in discussions on the role and use of standards. Collaboration with the Trans-Atlantic Consumer Dialogue (TACD) is foreseen.



#### **7.9.4 The external representation of ANEC at political level**

*General objective: strong consumer representation in standardisation*

*EU Standardisation Regulation 1025/2012: effective consumer participation in standardisation*

*ANEC Strategy 2014 to 2020 objectives 3, 8*

ANEC seeks to use its representation in bodies of the Commission, the European Standards Organisations and others (e.g. ICPHSO) to promote its agenda in support of raised consumer protection and welfare. The meetings identified below may not be exhaustive and do not include conferences, workshops or seminars that may be at the planning stage but for which an invitation for ANEC participation has yet to be made. Those shown as 'tentative' may be planned but ANEC participation is not certain.

#### **7.9.5 Functioning of ANEC and collaboration in the decision-making process**

*General objective: strong consumer representation in standardisation*

*EU Standardisation Regulation 1025/2012: effective consumer participation in standardisation*

*ANEC Strategy 2014 to 2020 objective 9*

ANEC is a membership organisation. It is therefore important to enable members to meet formally in order to steer the development of the organisation's strategy, objectives, funding, activities and priorities. The annual General Assembly meeting represents the occasion for members to discuss and decide upon policy issues, while the Steering Committee meetings are meant oversee the actions taken between ANEC/GA meetings.

It is expected that the ANEC/GA and ANEC/SC meetings in 2014 will be dedicated principally to implementation of the ANEC Strategy 2014-2020 and first Action Plan as well as any relevant policy activity.

## 7.9.6 Market surveillance

*Consumer Agenda key 2020 objective: improving consumer safety (market surveillance)*

*Proposal for a Consumer Programme 2014-2020 objective: Safety – enhance product safety through effective market surveillance throughout the EU*

*Directive 2001/95/EC on General Product Safety*

*Low Voltage Directive (2006/95/EC) and RTTE Directive (1999/5/EC) (New Approach Directives)*

*ANEC Strategy 2014 to 2020 objectives 2, 7*

By end 2013 or beginning 2014, the European Parliament and the Council of Ministers should adopt the European Commission's "Product Safety Package" comprising a proposal for a Consumer Product Safety Regulation (CPSR) to replace the General Product Safety Directive (GPSD), a proposal for a Market Surveillance Regulation and multiannual market surveillance plan.

ANEC welcomed the Commission proposal, made in February 2013, as it met our call for a harmonised European framework for market surveillance. We were also able to welcome the draft IMCO legislative report, published in June 2013, which foresaw a coherent and properly-resourced system of surveillance & enforcement within a European market. In October 2013, IMCO adopted its legislative report on the proposed MSR. In line with the ANEC position, this report *inter alia*:

- called for an explicit reference to the precautionary principle to remain;
- called for consumers to be informed immediately in case of danger;
- called for penalties to be proportionate and dissuasive;
- called for cooperation between market surveillance authorities and consumer organisations to be facilitated;
- called for internet sales to be included in the scope of the MSR;
- called for a pan-European accident & injuries database to be established.

It is important for ANEC to continue to lobby for the adoption of the MSR by the Parliament and the Council of Ministers.

It should be noted that market surveillance activities focus on specific products or sectors and so reference is made in the appropriate Tables 6.

### **7.9.7 Revision of the General Product Safety Directive (2001/95/EC)**

*Consumer Agenda key 2020 objective: improving consumer safety*

*Directive 2001/95/EC on General Product Safety*

*ANEC Strategy 2014 to 2020 objectives 2, 7*

By end 2013 or beginning 2014, the European Parliament and the Council of Ministers should adopt the European Commission's "Product Safety Package", comprising a proposal for a Consumer Product Safety Regulation (CPSR) to replace the General Product Safety Directive (GPSD), a proposal for a Market Surveillance Regulation and a multiannual market surveillance plan.

In October 2013, the Internal Market & Consumer Protection (IMCO) Committee of the Parliament adopted its legislative report on the proposed CPSR. In line with the ANEC position, this report *inter alia*:

- called for the precautionary principle to be maintained as an explicit pillar, as it is of the present legal framework;
- called for development of a comprehensive framework for the safety of services;
- called for more prescriptive warnings and instructions for use;
- called for measures to ensure the safety of products that appeal to children and to protect vulnerable consumers.

We intend to continue to lobby the European Legislators throughout the adoption process to ensure the new CPSR provides a high level of consumer protection.