



Raising standards for consumers

ANNUAL REVIEW | 20 20



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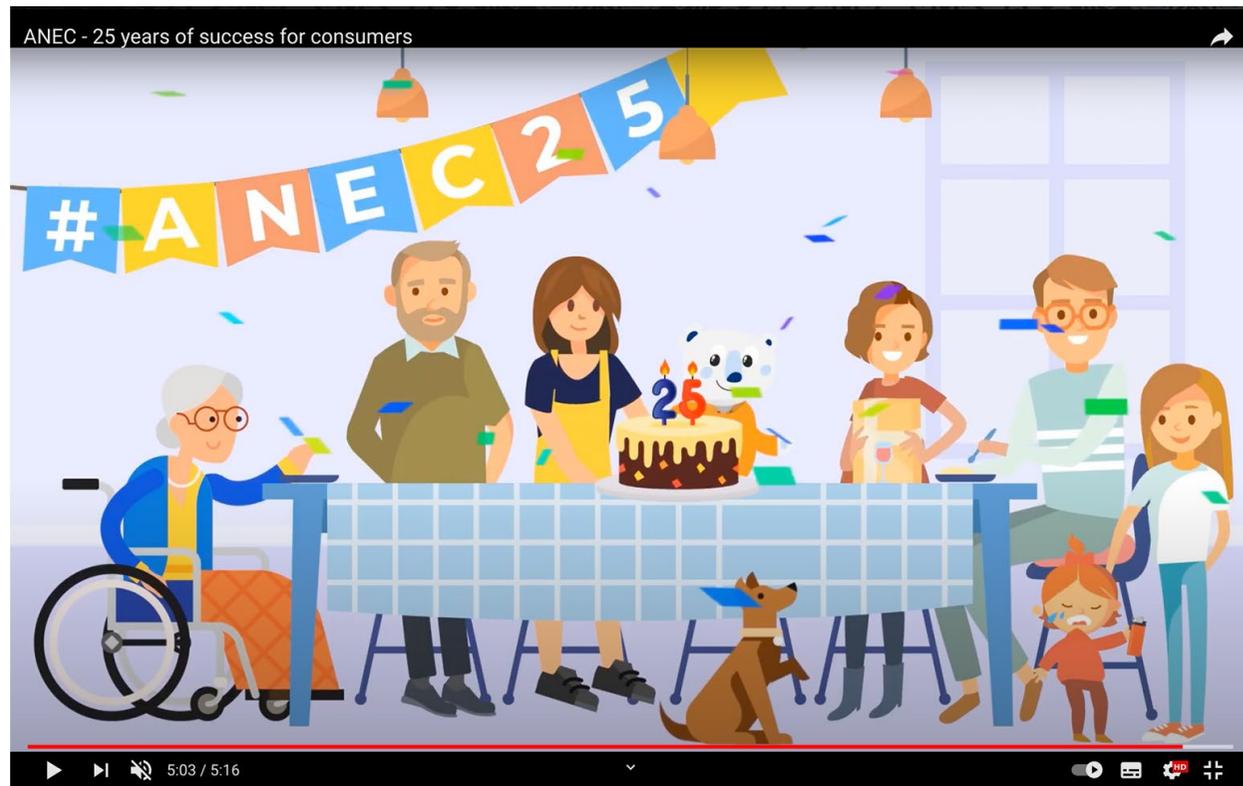
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Members of the
ANEC General
Assembly

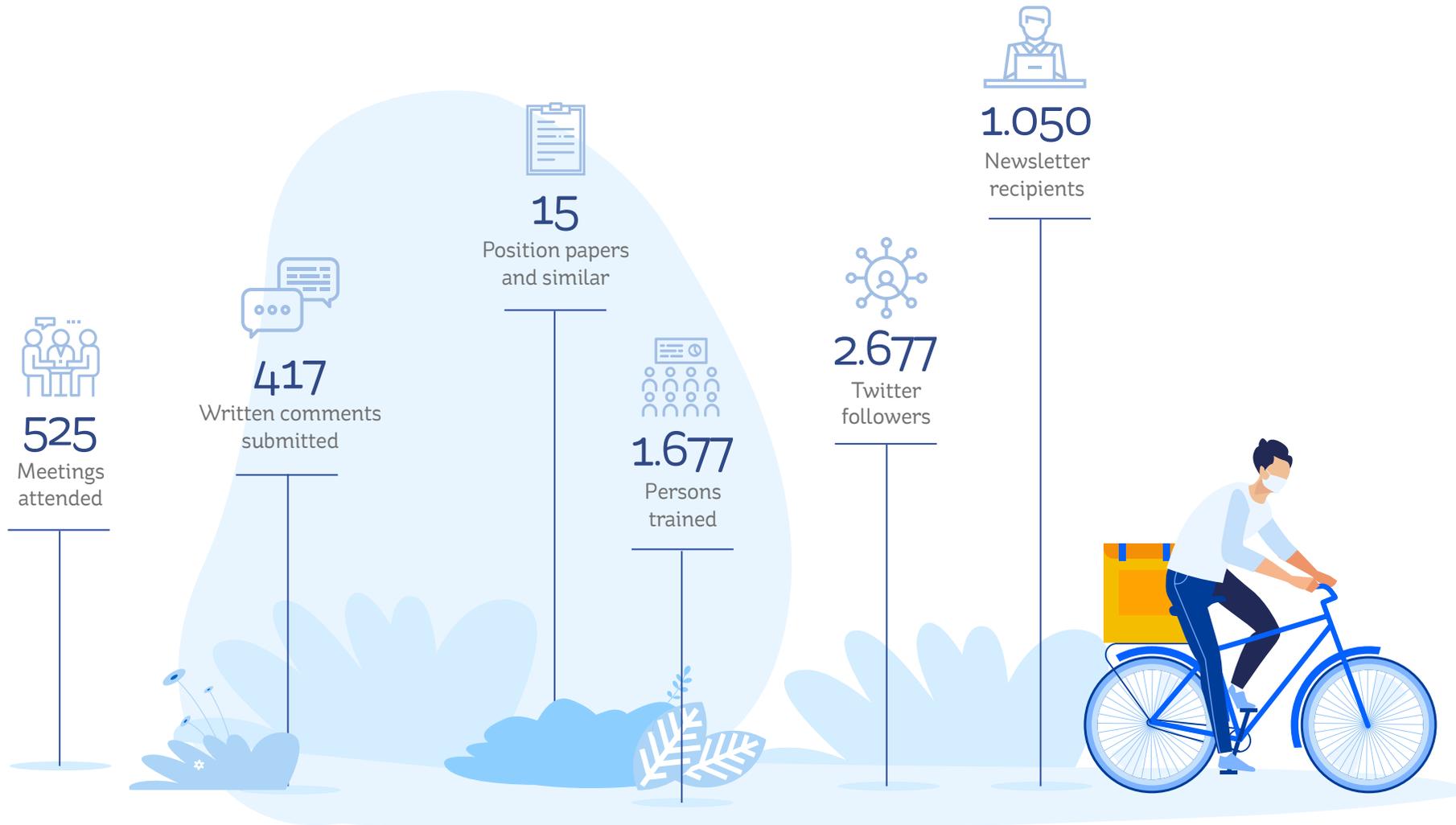


ANEC 25th
anniversary video:

<https://bit.ly/3v52e4o>



KEY FACTS AND FIGURES





ANEC'S MISSION



“

We are coming toward the end of a most extraordinary and difficult period in our lives.

COVID-19 has been unrelenting and non-selective in its targets. It has left us with significant challenges, across all elements of life and family – and no single individual or country has been immune to the fallout – which will continue for quite some time. In terms of everyday matters, it would be true to say that we have learned to expect the unexpected and, for too many of us, notably as consumers of goods and services, in ways that we would previously have dismissed as unbelievable and unrealistic.

I believe it is therefore important, and very heartening, that I have the opportunity here to point to the positivity of this Review. It reflects the enormous resilience and strength of support for continuity under exacting conditions from every contributing member of the team of staff, members, experts, committees and supporters that make ANEC the engaged, respected and supported entity that it is today.

You will see proof in this particular Review that, while life and the needs of the consumer naturally evolve, the work of standardisation, while it may be at a less frenetic pace than many would like, nonetheless moved in 2020 to assess the real and continuing challenges presented, and toward finding mutually agreeable solutions.

It also reminds us that our work is set to be even more demanding and important, which is why we now set our

focus to completion of our strategic review and planning to 2030. This will direct our areas of engagement and collaboration, notably, with the necessary and appreciated support and resources of the European Commission (EC) and of EFTA, as well as the many volunteer experts from the consumer movement without whom our work would not be possible.

In 2019, following my election as President, I noted how ANEC, as the voice of the European consumer in standardisation, would be an influencing agent for new deliverables and solutions in what was, and is, increasingly being referred to as the ‘new normality’ of life. More than ever, consumers need to have trust in the quality and reliability of the services and products that underpin their personal protections and lifestyle choices. For ANEC, this is not a new normality but an element of change that adds to the ongoing engagement and long may it continue.

Therefore, for me, this Review reflects engagement and progress that has been achieved with professionalism and passion – and in circumstances that must be valued and applauded.

This I do, heartily, with sincere thanks and congratulations to all concerned!

”

Dermott JEWELL
ANEC President
May 2021



ANEC'S AREAS OF PRIORITIES

In 2020, there were 7 fields of technical activity: Accessibility, Child Safety, Digital Society, Domestic Appliances, Services, Sustainability, and Traffic & Mobility.



Accessibility: Having access to products and services is a basic consumer right. Discrimination arises when older people and people with disabilities cannot use mainstream consumer products and services. Standards can be of major help in overcoming this prejudice if Design for All principles are applied.



Child Safety: Children are among the most vulnerable consumers. The driving force behind ANEC's work in child safety is to enhance the quality and safety of children's lives by ensuring that European standards and legislation offer the highest levels of protection and decrease the number of accidents where children are involved.



Digital Society: ICT products and services - such as mobile phones and the Internet - play an essential role in consumers' lives. ANEC aims to ensure the safety, accessibility, interoperability and privacy of ICT products & services, especially taking into account the risks posed by connected products and the Internet of Things.



Domestic Appliances: Consumers still suffer from injuries - sometimes fatal - in accidents caused by faulty appliances. ANEC participates in the standardisation of domestic appliances to avoid accidents and ensure appliances can be used safely by all consumers. We also strive to improve their energy efficiency.



Services: In today's service-oriented economy, ANEC aims to ensure the safety and quality of services for all consumers. We contribute to standards that lessen the potential risks of certain services- such as healthcare and tourism - and increase the quality provisions of other services of general interest.



Sustainability: Many consumers are increasingly basing their purchasing decisions not only on quality, price and availability, but also on environmental and social impacts. With the advent of the Green Deal, sustainability will play an even more significant role in influencing consumer policy and standards.



Traffic & Mobility: ANEC addresses both the active and passive aspects of road safety. These include ensuring that child-restraints systems in vehicles provide the highest levels of safety practicable; that road safety measures cover vulnerable consumers; that traditional and newer powered-forms of bicycles are safe, and that environmental priorities do not jeopardise the safety of motor vehicles or road users.

HORIZONTAL HIGHLIGHTS

2020 was dominated by the COVID-19 pandemic, certainly from March onwards. Despite the disruption caused by cancellation of physical meetings and imposition of working from home in Belgium (as in most countries), the ANEC Secretariat team adapted quickly to teleworking and facilitated the smooth transition of our members and experts.

On 14 October 2020, World Standards Day, the Consumers' Organisation of Macedonia (OPM), whose President is the ANEC General Assembly member for North Macedonia, hosted an online high-level meeting providing advice on legislative requirements related to product safety, and the conformity assessment of products and standards. The event was supported by the Ministry of Economy of the Republic of North Macedonia and ANEC, and attended by the public authorities, chambers of commerce and civil society organisations.

On 19 October 2020, ANEC/SG, Stephen Russell, joined a high-level panel as part of a Multi-Stakeholder Dialogue on the CEN-CENELEC Strategy 2030. With him were Kerstin Jorna, the Director-General of EC DG GROW; Markus Beyrer, Director-General of BusinessEurope, and Christoph Winterhalter, the CEO of DIN and present CEN Vice-President Policy. He pressed for consumers to be at the heart of the Green Deal and Digital Decade, noting that 54% of EU GDP before the pandemic was derived from consumer spending, and stressed the role of inclusive European standards in delivering the political expectations.



Consumers need to be at the heart of the Digital Decade and the Green Deal.

STEPHEN RUSSELL

Secretary-General

ANEC, The European consumer voice in standardisation



#STANDARDS2030

CEN-CENELEC Multi-Stakeholder Dialogue Standards - Driving Europe's Economic Recovery", 19 October 2020



In the context of the COVID 19 crisis, ANEC contributed to a CEN Workshop Agreement (CWA) on community face coverings, following an invitation from the EC to CEN to make a deliverable urgently available. ANEC contributed its expertise on child safety and consumer information. The CWA was published in mid-June 2020 after a development phase of only three weeks.

Also linked to the COVID-19 pandemic, ANEC joined the ETSI Industry Specification Group "Europe for Privacy-Preserving Pandemic Protection" (ISG E4P). The aim of the group is to develop a consistent set of specifications for proximity tracing systems, to enable development of applications and platforms, and facilitate international interoperability.

REVISION OF THE GPSD

Ahead of the expected revision of the General Product Safety Directive (2001/95/EC), ANEC and BEUC published a position on how the revision should contribute to higher levels of consumer protection in the EU. We also published a Factsheet with BEUC as a summary of our expectations.

The GPSD has proved a fundamental piece of consumer protection legislation. It established the obligation on producers to place only safe products on the market, beyond product-specific legislation of the New Approach. In practice, this means the GPSD is the main safety law for commodities as diverse as furniture, textiles and child-care products. But by 2020, it has become outdated, having been adopted in 2001.



BEUC and ANEC views for a modern regulatory framework on Product Safety:

<https://bit.ly/32upoWj>



ANEC-BEUC Factsheet: Sewing up the holes in Europe's product safety net:

<https://bit.ly/33lfyAa>

"EUROPEAN CONSUMER SAFETY NEEDS SOLID INJURY DATA"

To mark International Product Safety Week (IPSW), which took place online on 9-10 November 2020, ANEC joined forces with EuroSafe to call for a revitalisation of the European Injury Database (EU-IDB) in a joint position paper, "European consumer safety needs solid injury data" and an infographic.

Every year, about 20 million unintentional injuries ("accidents") happen at home or during leisure activities. Products are involved in more than 50% of these injuries (about 11 million injuries annually). Targeted prevention needs data about the frequency and severity of injuries, as well as on the concerned population group and circumstances. Without reliable information on risk factors, evidence-based priorities regarding population groups, products or settings cannot be set.

In order to re-establish a reliable evidence-base for consumer safety in the Single Market, we and EuroSafe find it necessary for:

- ★ the EC (DG JUST) to take back political responsibility for the present European injury surveillance system on products;
- ★ central services for the IDB database to be secured (i.e. handling of data at EU-level, the operation of the joint database, and provision of a user-friendly tool to access data);
- ★ the EC, Parliament and Council to strive for a legal framework that aids Member States in collecting and sharing data on injuries involving products.

We hope the latter can be achieved during the upcoming revision of the General Product Safety Directive and encourage all stakeholders to support our call.



ANEC-EUROSAFE joint position paper "European consumer safety needs solid injury data":

<https://bit.ly/2Jy6eYE>



ANEC-EUROSAFE joint infographic:

<https://bit.ly/3elA3RL>

LINKS TO OTHER ITEMS:



ANEC position on revision of the Machinery Directive (2006/42/EC):

<https://bit.ly/33UfNbc>



ANEC contribution to consultation on New Consumer Agenda:

<https://bit.ly/3foNsz3>



ANEC position on evaluation of New Legislative Framework (Decision 768/2008/EC and Regulation (EC) No 765/2008):

<https://bit.ly/2SockoE>



ANEC comments on Draft Annual Union Work Programme for European Standardisation 2021:

<https://bit.ly/2QlB5ra>



ANEC factsheet on World Consumer Rights Day, "Standards for sustainable consumption":

<https://bit.ly/3bzYlNh>



CHILD SAFETY

IMPROVED STANDARDS FOR CHILDREN'S HARNESSES AND CARRIERS

During 2020, ANEC welcomed adoption of EN 13210-1 for children's harnesses and reins, EN 13210-2 'Children's harnesses incorporating backpacks and reins' and EN 13209-1 'Child carriers - Framed back carrier', following our active participation and Favourable Opinions. EN 13210-1 specifies the minimum safety requirements and test methods for strap and/or fabric assemblies for restraining children from birth up to 48 months of age, while EN 13210-2 focusses on harnesses incorporating backpacks with a leading rein for restraining children when walking, for use up to 48 months of age. Finally, EN 13209-1 covers child back carriers with framed support to carry a child in a seated position, for use from 6 months of age up to a maximum weight of 18 kg. The three standards supersede the 2004 versions.



ANEC TECHNICAL STUDY - TRAMPOLINES & TRAMPOLINE PARKS

Trampolining is much enjoyed by children and adults, from a range of age groups and skill levels. In the past two decades, the use of trampolines in leisure and recreational activities has greatly increased worldwide. Despite several health benefits, trampolines are a common source of paediatric injury. ANEC commissioned a Technical Study to assess the dimension and characteristics of the problem and risk factors behind injuries, and to undertake a gap-analysis of the existing standards for trampolines and trampoline parks. The Study was published in November and will help underpin ANEC's participation in the development of prEN ISO 23659 'Sports and recreational facilities - Trampoline parks - Safety requirements'.



ANEC study on trampolines and trampoline parks:

<https://bit.ly/2M2rA18>

EXAMPLES OF STANDARDS FOR CHILDREN'S PRODUCTS THAT ANEC INFLUENCED IN 2020 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- ★ EN 14350 'Child care articles - Drinking equipment - Safety requirements and test methods'
- ★ EN 13210-1 'Child care articles - Part 1: Children's harnesses, reins - Safety requirements and test methods'
- ★ EN 13210-2 'Child care articles - Part 2: Children's harnesses incorporating backpacks and reins - Safety requirements and test methods'
- ★ EN 13209-1 'Child care articles - Child carriers - Safety requirements and test methods - Part 1: Framed back carrier'



ACCESSIBILITY

KEY STANDARD ON ACCESSIBILITY OF THE BUILT ENVIRONMENT ADOPTED

In the autumn of 2020, ANEC welcomed ratification of EN 17210 'Accessibility and usability of the built environment - Functional requirements'. The standard describes basic, minimum functional requirements & recommendations for an accessible and usable built environment, following the principles of Design for All and Universal Design. The Project Team responsible for the standard was led by ANEC.

The principles of the standard will facilitate equitable and safe use for a wide range of users, including persons with disabilities. Its requirements and recommendations are applicable across the spectrum of the built environment. These requirements and recommendations are relevant to the design, construction, refurbishment or adaptation, and maintenance of built environments, including outdoor pedestrian and urban areas.



ANEC WINS ON ACCESSIBILITY OF LIFTS

In 2017, ANEC appealed against the ratification by CEN of EN 81-70 'Safety rules for the construction and installation of lifts - Particular applications for passenger & goods passenger lift - Part 70: Accessibility to lifts for persons including persons with disability' because of inadequate requirements for the colour contrast of buttons in the control panels of lifts. After almost three years of discussions, we were delighted a solution to the appeal was reached in 2020.

Due to an uncertain start in the discussions to resolve the appeal, despite the creation of a dedicated WG7 in CEN/TC 10, we wrote to the EC to express our view that EN 81-70 did not meet the essential health & safety requirements of Directive 2014/33/EU on lifts and M/549. With the support of the European Blind Union and European Disability Forum, we opposed citation of the standard (notably Clause 5.1.2, Table 2) in the Official Journal of the EU. Indeed, the EC decided to reject EN 81-70 as a Harmonised Standard because of issues demonstrating non-compliance with M/549 and the drafting rules for standards. Other lifts standards were also rejected. The technical revision of EN 81-70 started in 2020.

EN 1332-3 ON KEY PADS

EN 1332-3 'Identification card systems - User Interface - Part 3: Key pads' was published in September 2020. ANEC welcomed the revised standard which specifies the arrangement, number and location of numeric, function and command keys, including placement of alphabetic characters on numeric keys. Design requirements and recommendations are also provided. The standard also applies to all identification card systems with a numeric keypad for use by the public for stationary or non-stationary devices.

It is an important win for ANEC as we initiated the revision, provided numerous comments and supported the project convenor.

EXAMPLES OF STANDARDS FOR ACCESSIBILITY THAT ANEC INFLUENCED IN 2020 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

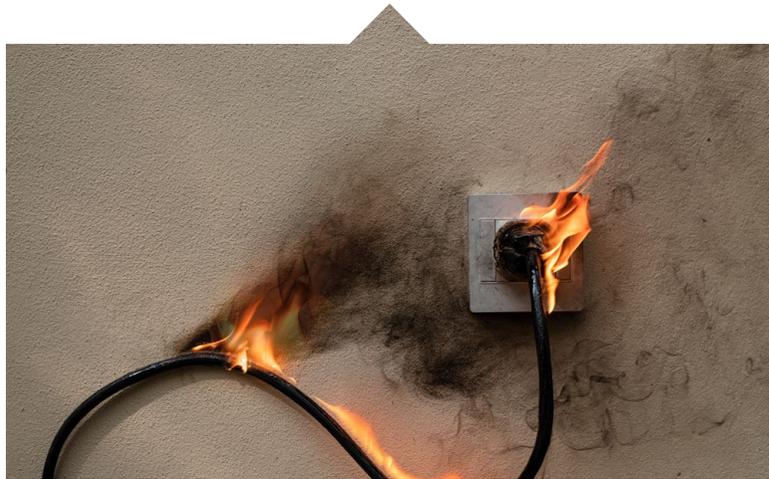
- ★ EN 17210 'Accessibility and usability of the built environment - Functional requirements'
- ★ prEN 17478:2020 'Transport Services – Customer communications for passenger transport services – A Universal Design approach'
- ★ EN 81-40 'Safety rules for the construction and installation of lifts - Special lifts for the transport of persons and goods - Part 40: Stairlifts and inclined lifting platforms intended for persons with impaired mobility'
- ★ EN IEC 63008:2020 'Household and similar electrical appliances - Accessibility of controls elements, doors, lids, drawers and handles'
- ★ CEN/TS 17470 'Service model for social care alarms'
- ★ prCEN/TR 17621, 'Accessibility and usability of the built environment - Technical performance criteria and specifications'

DOMESTIC APPLIANCES

IMPROVED FOCUS ON FIRE SAFETY

Following serious accidents and fatalities (e.g. Grenfell Tower in the UK) due to fires caused by faulty electrical household appliances, we were pleased in 2020 to see further commitment from IEC TC61 to create more robust fire prevention requirements for household appliances.

We also welcomed an EC invitation to join the Steering Group of the new EUFireStat Project. The European Parliament and the Fire Information Exchange Platform have identified a need to explore the potential of more coordinated and harmonised fire safety data and statistics at the European level. To this aim, the Parliament has initiated a Pilot Project and mandated the EC to manage it. The work will start in 2021 and we will participate, as “European consumer safety needs solid injury data”, as expressed in our common position paper with EuroSafe.



CHARCOAL BARBECUES AND CARBON MONOXIDE

ANEC and EC DG JUST joined forces in 2020 to warn consumers not to use barbecues indoors because of the risk of carbon monoxide poisoning:

In July, we supported its campaign on the safe use of barbecue grills. The campaign reflected a previous campaign by ANEC, in partnership with Consumer Safety International (CSI), to raise awareness that portable and disposable charcoal barbecues can be dangerous when not used under the correct conditions.

As carbon monoxide accidents are more common during colder months, in December, ANEC reminded consumers through social media that with temperatures dropping, they should never use a charcoal BBQ indoors as a heating source. DG JUST used the ANEC visual in a Twitter poll about BBQ usage during winter months.



ANEC and EC DG JUST campaign on the safe use of barbecue grills:

<https://bit.ly/2QQWfxT>



ANEC-CSI campaign 'Misuse of a BBQ grill, can kill!':

<https://bit.ly/3bBKztF>



ANEC-CSI Leaflet:

<https://bit.ly/2S4CXsK>



ANEC visual in an EC Twitter poll about safe BBQ usage during winter months:

<https://bit.ly/3ypk9ow>





EN IEC 63008:2020 ADOPTED

ANEC welcomed adoption in 2020 of EN IEC 63008 'Household and similar electrical appliances - Accessibility of control elements, doors, lids, drawers and handles', developed by WG11 of IEC TC 59 'Performance of household and similar electrical appliances'. Several ANEC members were involved in the drafting of this standard.

EN IEC 63008 contains requirements to enable more accessible use of certain elements found on household and similar electrical appliances by older persons and persons with disabilities. It provides guidance to achieve accessible design of control elements (e.g. knobs, buttons), including control panels, display screens & doors, lids, drawers & handles. It covers supporting functions a user performs regularly, as well as test methods.



EXAMPLES OF STANDARDS FOR DOMESTIC APPLIANCES THAT ANEC INFLUENCED IN 2020 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- ★ EN IEC 63008:2020 'Household and similar electrical appliances - Accessibility of control elements, doors, lids, drawers and handles'
- ★ EN IEC 62841-3-9:2020/A11:2020 'Electric motor-operated hand-held tools, transportable tools and lawn and garden machinery - Safety - Part 3-9: Particular requirements for transportable mitre saws'
- ★ EN 60335-2-21 'Household and similar electrical appliances - Safety - Part 2-21: Particular requirements for storage water heaters'
- ★ EN 60335-2-73:2003/AA 'Household and similar electrical appliances - Safety - Part 2-73: Particular requirements for fixed immersion heaters'

☐ DIGITAL SOCIETY

TOWARDS A COMMON CHARGER

We have urged manufacturers to provide a common external power supply (CEPS) for mobile phones (and products with similar charging needs, such as tablets) for over a decade. Despite a voluntary agreement in 2009 between the industry and the EC, Apple exploited a loophole in the agreement which allowed it to use an adaptor in the introduction of its new connector, Lightning (in 2012). The present plethora of chargers – both within brands and among brands – is an unnecessary cost to consumers in their direct (or implied) purchase. It also represents a significant cost to the environment in the extraction of the raw materials for the construction of chargers and in their disposal.

Nevertheless, ANEC is seeking to use the Radio Equipment Directive (RED) as a means to achieve the common charger. In response to our demands, the European Parliament took a Resolution in January 2020 seeking a common charger for mobile radio equipment, and we expect the EC to make a legislative proposal in late 2021.



STANDARDS FOR CYBERSECURITY

On 30 June, the ETSI Technical Committee on Cybersecurity (TC CYBER) published ETSI EN 303 645, a standard for cybersecurity in the Internet of Things. The standard establishes a security baseline for internet-connected consumer products and provides a basis for future IoT certification schemes.

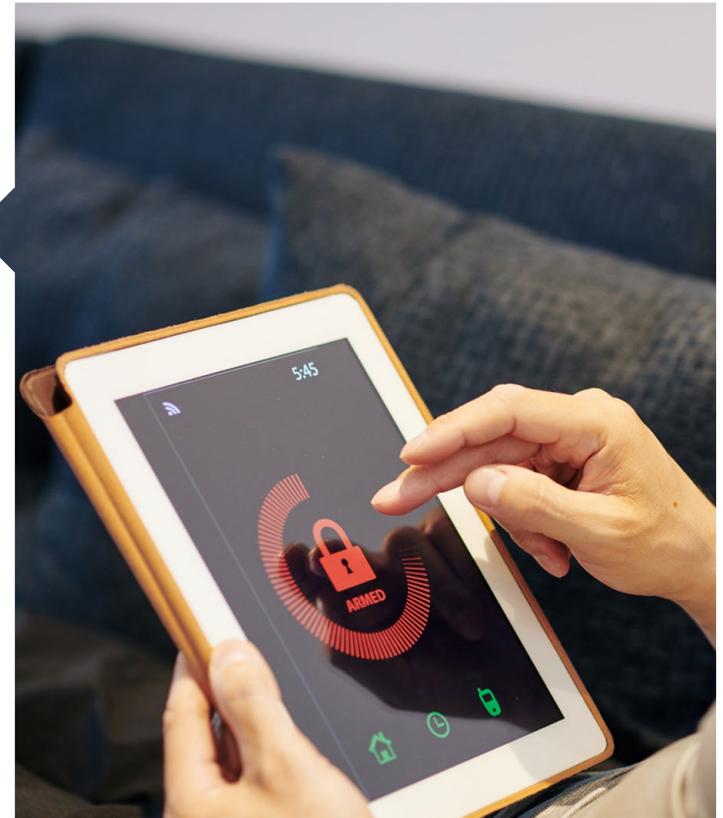
ANEC supported the standard, but we believe that it represents only a first step and starting point in the direction of making consumer IoT products secure and safe. Due to the fast pace of technological development, ANEC thinks the standard should be revised in order to be improved in the near and medium term.

Given more and more consumer products are connected, it is key to have clear security requirements able to protect consumers. This is the message we shall be giving to the EC Stakeholder Cybersecurity Certification Group (SCCG) to which ANEC has been appointed. The same message will be repeated by the ANEC Digital Society WG expert on cybersecurity who has been appointed to the Advisory Group to the EU Agency for Cybersecurity (ENISA) for the period 2020-2023.



ANEC factsheet on Common chargers for mobile telephones and other compatible devices:

<https://bit.ly/2RxllFV>



SMART CITIES AND COMMUNITIES

The ETSI Human Factors TC published ETSI TR 103 455 'Smart cities and communities: Standardization for citizens and consumers' following ANEC's proposal and leadership. Prepared with the support of the EC and EFTA, the Report aims to demystify standards to local communities, since the citizens' needs are often overlooked in the standardisation processes.

A broad set of recommendations is included in the report: for the preparation of guidance material to help cities, codes of conduct to help service to the citizen, and standard measures needed to design citizen services, and improve security, privacy and accessibility. We believe the COVID-19 pandemic underlines the importance of such standardisation as we move toward recovery.



Text of ETSI TR 103 455:

<https://bit.ly/3hCrknr>

LINKS TO OTHER ITEMS:



ANEC reply to EC consultation on an Inception Impact Assessment for a legal act laying down requirements for AI:

<https://bit.ly/3uHSjki>

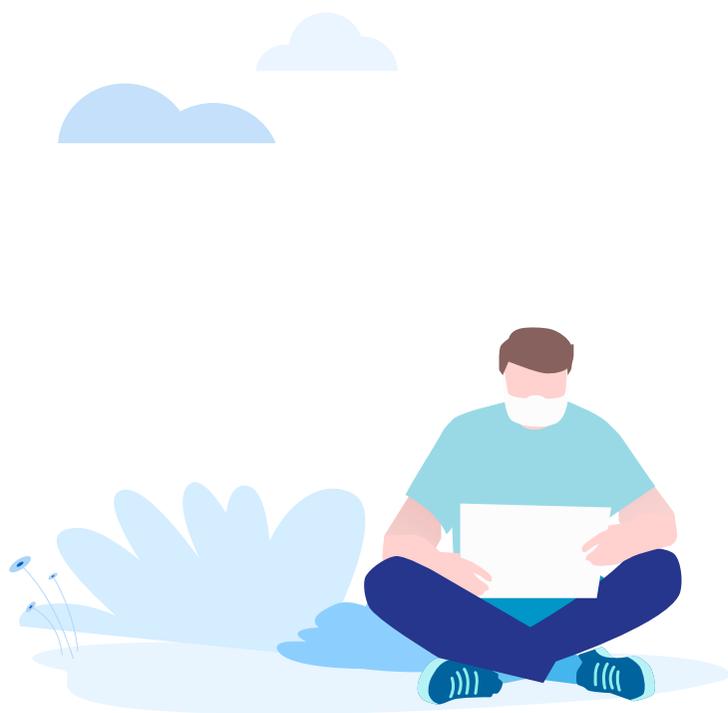


ANEC reply to the EC consultation on the White Paper on AI - A European Approach:

<https://bit.ly/3webJyr>

EXAMPLES OF STANDARDS FOR THE DIGITAL SOCIETY THAT ANEC INFLUENCED IN 2020 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- ★ ETSI TR 103 455 'Smart cities and communities standardization for citizens and consumers'
- ★ ETSI EN 303 645 'Cyber Security for Consumer Internet of Things'
- ★ prEN ISO/IEC 29100 'Information technology - Security techniques - Privacy framework'
- ★ FprCEN/TS 17489-1 'Personal identification - Secure and interoperable European Breeder Documents - Part 1: Framework overview'
- ★ prEN 17529 'Data protection and privacy by design and by default'





ECODESIGN INCREASES SAFETY AND PERFORMANCE

ANEC welcomes an increase in test methodologies supporting Ecodesign and energy labelling measures, especially to reflect how consumers use household products in real life.

ANEC continued to work with ECOS in 2020 on Eco-design standardisation of energy-related products, and the material efficiency of key consumer products, building on our partnership of recent years. ANEC's work focused on items of high consumer relevance, including work in CEN-CENELEC TC10 'Material Efficiency Aspects for Ecodesign', and on the Ecodesign aspects of household product groups, such as white goods & smart appliances in CEN-CENELEC TC 59X 'Performance of household and similar electrical appliances'.

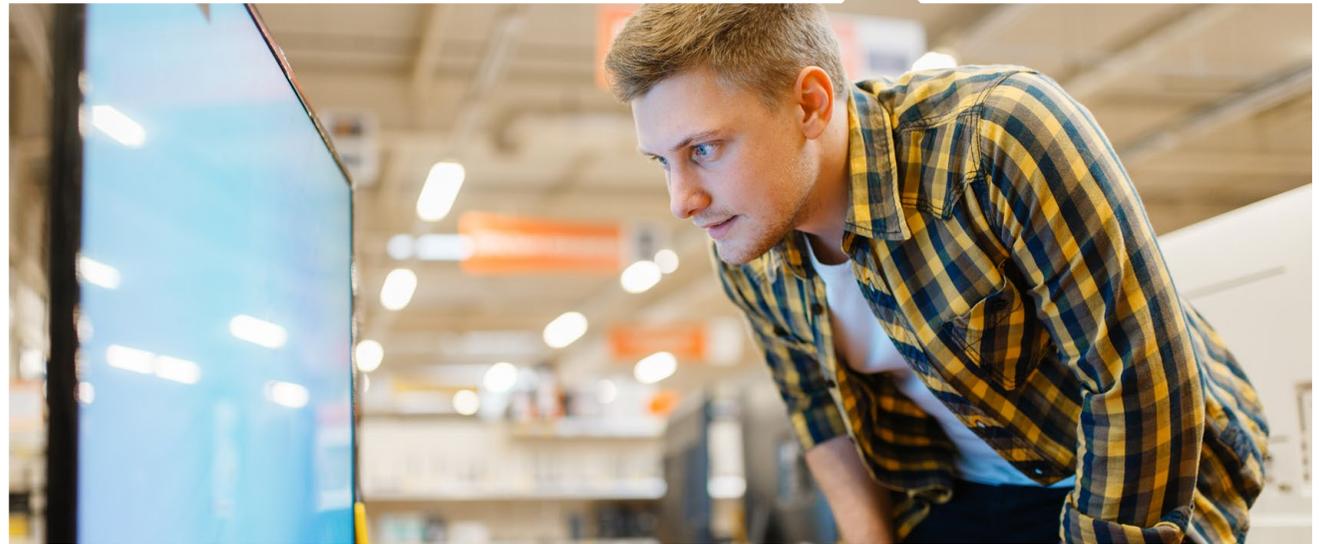
HORIZONTAL STANDARDS ON DURABILITY AND REPARABILITY

ANEC welcomed adoption by CEN-CENELEC of horizontal standards on durability (EN 45552) and repair, reuse and upgrade of energy-related products (EN 45554). The standards result from the work of CEN-CENELEC/JTC 10 'Material Efficiency Aspects for Ecodesign' in which ANEC participates. Interestingly, EN 45552 notes there may be a trade-off between durability and reparability, as it is possible a design feature that supports durability and reliability could hinder easy repair. This tends to support the ANEC view that products should be durable in the first instance, so avoiding the need for (frequent) repair.

NEW WORK IN AV AND MULTIMEDIA SYSTEMS

ANEC started participating in the work of CENELEC/TC 100X, appointing a new expert who has been active in the SRAHG meetings for electronic displays, as well as ad hoc meetings of the CENELEC/TC 100X. Given the relevance of the international standardisation discussions, ANEC has also established an A-liaison with IEC TC 100.

ANEC highlighted the importance of identifying which television configuration should be used under test. We also noted the importance of effectively dealing with tolerance issues when measuring luminance (from the television) and illuminance (in the room used for testing) when LED light sources are used.

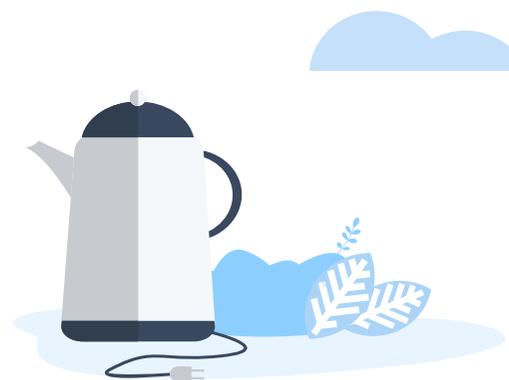


COLLABORATION WITH BEUC IN ECODESIGN POLICIES

Throughout 2020 we continued to work with BEUC to ensure consumer interests are reflected in Ecodesign policies. We were involved in development of the preparatory work and review studies for Ecodesign and Energy Labelling measures of five consumer relevant product groups (Space & Water Heaters, Smartphones & Tablets, Electric Kettles, Photovoltaics, and Computers). We successfully contributed to a more systematic inclusion of material efficiency aspects in the future Ecodesign measures.

In September 2020, the EC published its inception impact assessment for the Sustainable Product Initiative. We welcomed the initiative which aims to bring more sustainable products to consumers by, among other measures, broadening the scope of the Ecodesign Directive beyond energy-related products. This is one of our long-standing recommendations to trigger more energy and material efficiency savings to the benefit of consumers and the environment. During 2021, we shall continue to contribute to the development of the initiative and possible revision of the Ecodesign Directive.

In March 2021, we welcomed the new energy label for five domestic appliances (fridges, dishwashers, washing machines, TVs and lamps). This is a notable achievement for the consumer movement, as the new label removes the confusing A+ classes that appeared over the years and gives consumers more clarity on the energy efficiency of their appliances. "Buy A" again has real meaning for consumers.



PROMPT

ANEC and BEUC are members of a consortium undertaking a testing programme on premature obsolescence: PROMPT. The programme considers reliability and reparability, among other aspects that lead to products being thrown away too soon. It applies such testing to smartphones, washing machines, vacuum cleaner and TVs.

The four-year project, which started in May 2019, comes at a perfect time for standardisation, with development of horizontal standards on material efficiency in CEN-CENELEC JTC 10 (reparability, durability, remanufacturing) that will now need to be adapted to the product level.

Since the outset, ANEC has worked to identify standardisation processes that can inform the evolution of the programme, as well as use opportunities to disseminate the project outcomes. In 2020, ANEC developed a factsheet to communicate the project to policymakers.



EC Inception impact assessment:

<https://bit.ly/3fxXH3U>



ANEC-BEUC views on the implementation and enforcement of the Ecodesign Directive:

<https://bit.ly/3v7goDW>



ANEC-BEUC Press release on new energy label:

<https://bit.ly/3v56yAL>



Premature Obsolescence Multistakeholder Product Testing Programme (PROMPT) website:

<https://bit.ly/3hCecyF>



PROMPT Project Factsheet:

<https://bit.ly/3ovFJ6v>



SERVICES

FIRST ISO STANDARD ON HOTEL SERVICES

Looking ahead to the end of the COVID-19 pandemic, a first ISO standard on hotel services could help reinvigorate service providers in meeting the expectations of their customers. ISO 22483 'Tourism and related services – Hotels – Service requirements'.

Mindful of the absence of comparability among national hotel ratings, ANEC contributed to the development of this standard which provides an internationally-agreed reference for these services for the first time.

TOWARDS BETTER SOCIAL CARE

In June, EN 17398 'Patient involvement in health care – Minimum requirements for person-centred care' was published, having been drafted by CEN/TC 450 with ANEC's participation.

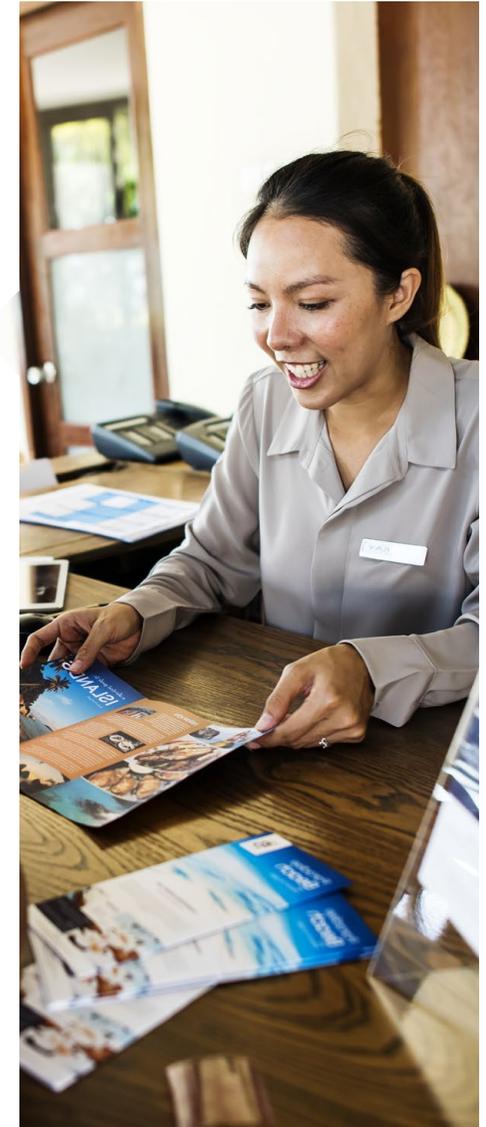
The standard focuses on specifying minimum requirements to enable patient involvement, which is a key aspect in facilitating person-centred care. As such, special attention is given to the partnership between patient and healthcare personnel, the patient's story and importance of information-sharing and documentation. It does not address

the medical profession. It is intended to be applicable to different types of healthcare services such as hospital care, general practice, primary care centres, dental practices etc. An extension of its use to social care is possible.

We were also pleased to see publication of CEN/TS 17470:2020 'Service model for social care alarms', drafted by CEN/TC 431. This Technical Specification offers good practice in service provision, and recommendations on the roles and responsibilities of actors in the service chain.

QUALITY OF TOURISM ACCOMMODATION

In April, ANEC joined a multi-stakeholder platform on the quality of tourism accommodation services. The platform is to deliver recommendations to enhance transparency, consistency and comparability of online consumer review and rating schemes across booking platforms and websites. The aim is to improve the decision-making power of consumers in the process of researching and booking tourism accommodation. The platform gathers 20 experts, with meetings foreseen between July 2020 and August 2021. The platform was established in the context of a study for DG GROW.





SUSTAINABILITY

REDUCING PACKAGING WASTE

In July, we commented on the EC Roadmap for the review of packaging rules and measures to reduce packaging waste.

We welcome the initiative, as the essential requirements of the Packaging Directive are vague and do not give clear instructions to business on how to reduce, reuse and recycle packaging. We trust the revision of the rules will allow for the development of detailed legal requirements for packaging.

Our paper summarises recommendations on how to address the crucial objectives in this area. Prevention must be top priority. We recommend establishing reduction goals for single use packaging; setting clear-cut and enforceable rules for prevention of excessive packaging and banning specific forms of packaging. Moreover, we believe it essential to prevent use of hazardous chemicals both to protect the consumer and prevent impediments to recycling. We want systematic expansion of reuse systems at the expense of single use packaging, wherever possible and useful. To achieve that, we suggest product-specific reuse targets; a ban on corresponding single-use product systems; and standardising the shapes and other features of reuse containers, alongside tax incentives.



ANEC position on the Review of the EU requirements for packaging and other measures to prevent packaging waste:

<https://bit.ly/3huL2xR>

SUBSTANTIATING GREEN CLAIMS

We believe the intention of the Green Deal to tackle misleading green claims is laudable. In our paper on the future legislative proposal on substantiating green claims, we explain why we disagree that the substantiation of claims is done using the PEF/OEF method, as the options identified in the roadmap suggest. We urge a different approach, with a regulation that could specify conditions of use of certain claims. Such regulation could specify in detail the conditions and binding requirements for use of specific terms, based on ISO 14021 'Environmental labels and declarations – Self-declared environmental claims (Type II environmental labelling)'. This would also include requirements for evaluation of environmental claims. Any verification would be based on a relevant test procedure (e.g. chemical analysis) or other conformity assessment procedure (e.g. to trace origin of bio products).



ANEC contribution to EC Roadmap for a Legislative Proposal on Substantiating Green Claims:

<https://bit.ly/34oWYmo>



CHEMICALS

NEW CHEMICALS STRATEGY

On 14 October, the EC also published the Chemicals Strategy for Sustainability as part of its zero-pollution ambition for a toxic-free environment.

The Strategy aims to boost the innovation of safe and sustainable chemicals, and increase the protection of human health and the environment from hazardous chemicals. This includes prohibiting use of the most harmful chemicals in consumer products, unless proven essential for society, and ensuring that all chemicals are used more safely and sustainably.

The EC intends to introduce legal requirements for the presence of substances of concern in products through its initiative on sustainable products. The strategy is ambitious and in line with the demands ANEC has been making on behalf of consumers for many years. We look forward to seeing how the detail of the measures respond to ANEC call to develop a dedicated, consistent approach to address chemicals in products beyond REACH.



EC Chemicals Strategy for Sustainability:

<https://bit.ly/2HsTzVu>



Roadmap for Communication Chemicals Strategy for Sustainability (toxic-free EU environment):

<https://bit.ly/3jeYfM4>



ANEC reply to EC Consultation on Roadmap for Communication Chemicals Strategy for Sustainability (toxic-free EU environment):

<https://bit.ly/3ypxRru>

IMPROVED DRINKING WATER IN THE PIPELINE

After a positive vote in the Council, in mid-December, the European Parliament adopted the revised text of the Drinking Water Directive. The Directive entered into force in January 2021, giving Member States two years to transpose it.

The improvements made in the Directive reflect our contribution of the past years, especially on the safety of materials in contact with drinking water and addressing emerging pollutants. We can applaud the new Directive as a success for better protection of consumers' health and the environment.



EP Press Release:

<https://bit.ly/3hAYfc7>



ANEC views on materials in contact with drinking water:

<https://bit.ly/3ypBQVd>



FOOD CONTACT MATERIAL (FCM)

In September, we adopted a position on the development of the legislative framework on Food Contact Material. It outlines deficits in the present framework, examines why self-control by industry must not be allowed, and concludes with an alternative approach. This alternative focuses on assessments by national authorities and the EFSA being much reinforced.

Key recommendations include radical reduction of substances and materials; elimination of substances of high concern and pre-market authorisations.



ANEC reflections on the basic directions for the future development of the EU legislative framework on Food Contact Material (FCM):

<https://bit.ly/3eZYTOS>



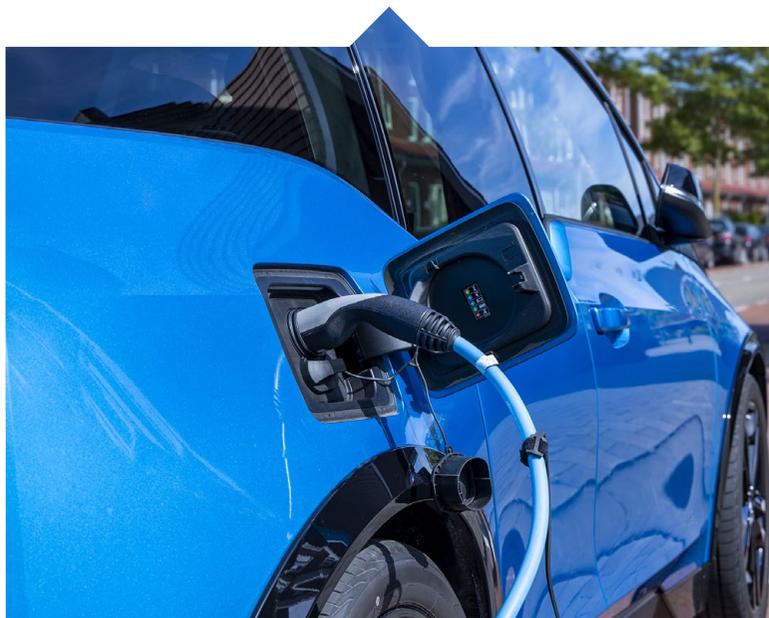
Roadmap for the Impact Assessment on the review of EU rules for FCMs:

<https://bit.ly/2QAag6y>

TRAFFIC & MOBILITY

CHILD RESTRAINT SYSTEMS (CRS)

ANEC maintained its influence as a key player, and lone voice of consumers, in the UNECE work on CRS. Noting that all parts of Regulation 129 (R 129) on “enhanced CRS” are now complete, ANEC won a decision in November to enforce a short transitional period for belted integral seats. This will see a faster phasing out of approvals under the old Regulation 44 (R 44) for CRS now covered by R 129, so offering the youngest consumers improved protection when travelling. The latest date for the issue of a type approval to R 44 is 1 September 2023, earlier than we had expected.



SMART MOBILITY & SUSTAINABLE TRANSPORT

ANEC has established a new Project Team on Smart Mobility & Sustainable Transport in order to support consumer involvement in Cooperative, Connected & Automated Mobility (CCAM). We are also members of the EC Expert Group on this topic, as well as in the MVWG sub-group on access to vehicle data & cybersecurity. ANEC and its members want to see networks that can underpin the EU’s goal of sustainable and safe transport for all.

Our new competence allowed us to contribute to several consultations carried out by the EC. For example, we welcomed evaluation by the Commission of its 2011 White Paper, ‘Roadmap to a Single European Transport Area – Towards a competitive and resource efficient transport system’. The White Paper defined a long-term vision for the transport sector, and actions to respond to future constraints. It also looked to promotion of road safety technology, reducing accidents and injuries, and the advancement of training and education of road users. These are key aspects in the work programme of the ANEC Traffic & Mobility Working Group.

Moreover, our new expertise allowed us to publish a well-received position paper, ‘Smart and safe mobility in the context of EU standards.’ was shared widely among the ANEC network, including with the European Commission.



ANEC position paper ‘Smart and safe mobility in the context of EU standards’:

<https://bit.ly/3tYEMV5>



ANEC reply to consultation on ‘EU strategy for a sustainable and smart mobility’:

<https://bit.ly/3uaDNBC>



ANEC reply to consultation on ‘low emission vehicles – improving the EU’s refuelling/recharging infrastructure’:

<https://bit.ly/341iAPG>



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NOTE: each member of the ANEC General Assembly is nominated to represent the interests of all national consumer organisations in his or her home country. Hence the organisations listed provide only a contact address for the GA member.

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Raising standards for consumers

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ANEC is the European consumer voice in standardisation, defending the collective consumer interests in the processes of technical standardisation, conformity assessment, accreditation and market surveillance as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 34 countries.

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