

ANEC-SECT-2022-G-025

Call for expert to represent the consumer interests in Postal Services

ANEC is looking for an expert to provide us with technical expertise and to represent our organisation and defend the consumer interests in standards on the quality of, and access to, postal services such as in the **CEN TC 331 'Postal Services' and WG 1 'Quality of postal services'**, and the evaluation of the **Postal Services Directive 97/67/EC**¹ as of May 2021.

ANEC provides input into the discussions on standards on the quality of, and access to, postal services in **CEN TC 331 'Postal services'**. ANEC suggested new work items (e.g. measurement of wrong delivery and re-forwarding), which have been developed with **CEN TC 331 WG 1 'Quality of postal services'**. At the policy level, ANEC contributes to the discussions on **legislation** related to postal services and parcel delivery markets.

Background on our activities in the postal sector:

CEN TC 331 develops standards in the field of Postal Services. The objective is to improve interoperability and quality of services in the postal value chain. The scope of the **CEN TC 331** includes the postal market which ranges from non-express letters to parcels including the extension to the digital services linked with the physical postal products or services. The work of **CEN TC 331** is mainly focused on the standardization of various aspects of the measurement of quality of service, hybrid mail, (automatic) identification and tracing of mail items, apertures in letter boxes, receptacles, address data, and forms.

The postal market has changed significantly in the last few years. Letter post has dramatically fallen in volume while parcel post, due to the increase in e-commerce and moreover since the Covid-19 pandemic has significantly increased postal deliveries. The Commission is particularly interested in promoting cross border e-commerce and their current mandate to the committee on postal services has concentrated on this. Our survey on consumer problems in the [study 'European cross-border online shopping - Learning from consumer experiences'](#) published in

¹ Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of Community postal services and the improvement of quality of service (OJ L 15, 21.1.1998, p. 14), as amended by Directives 2002/39/EC with regard to the further opening to competition of Community postal services and 2008/6/EC with regard to the full accomplishment of the internal market of Community postal services.



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Raising standards for consumers

December 2015 has helped to advise our input into this Committee. Following the results in our survey on consumer problems with parcel delivery, we have successfully incorporated 'mis-delivery' as a measurement in the current revision of EN 14012 Complaints standard finalised in March 2019.

We also successfully got a TR on 'damage', which our research showed was of consumer concern. As agreed, this has now been incorporated into the revision of the of EN 14012 complaints standard.

Next steps:

The current objectives of **CEN/TC 331** are to elaborate or maintain standards on:

- input into the discussions on standards on the quality of, and access to, postal services;
- new work items, which are now under development with CEN TC 331 WG 1 relating to quality of services supported by ANEC.
- ANEC needs to decide our view on any proposals for a possible revision of the **Postal Service Directive**. The evaluation being published by the Commission in 2021².
- E-commerce has, for the first time, introduced an environmental aspect into our considerations. ANEC will also need to make sure sustainability aspects are addressed in the next developments.

Profile of the expert:

- Understanding of the Postal Sector;
- Knowledge of consumer needs related to postal services and e-commerce;
- Interest in standardisation;
- Interest in consumer affairs;
- Strong communication and analytical skills;
- Proficiency in English as a working language;
- Willing to work on voluntary basis and travel (expenses reimbursed);
- No conflict of interest between the role as an ANEC Representative and other responsibilities or work undertaken.

² EC Evaluation and Fitness Check Roadmap: <https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/11965-Report-on-the-Application-and-Evaluation-of-the-Postal-Services-Directive>

The tasks of the expert include:

- to participate in and present ANEC's views in the meetings of CEN TC 331 and WG 1 (the work will be done mainly by correspondence, 3-4 meetings in 2021);
- participate in European Commission workshops on EU postal services policy;
- report back to the Services WG (including presentations at meeting(s));
- to draft technical comments and provide input into position papers;

Although we are unable to offer a salary or honorarium, we do cover the travel, accommodation and subsistence and connection expenses of our experts in line with the rules laid down by the European Commission and EFTA Secretariat. Above all, we offer the possibility to our experts to influence legislation and technical standards to the benefit of all those in society.

ANEC reimbursement terms and conditions are available on request.

We would be grateful if you could let us know of your interest by **28 April 2023**. Also, if you have any questions please let us know.

Please send an up-to-date CV and letter of motivation (in English) to hcl@anec.eu

About ANEC

ANEC is the European consumer voice in standardisation, comprising members from 34 European countries. It defends consumer interests in the processes of standardisation and conformity assessment, and in the development of related legislation. More information at www.anec.eu.