

ANEC at 21



Message from the ANEC President



Since its creation in 1995, ANEC has grown to become one of the most effective and influential consumer organisations in the world. But we do not campaign. We leave that to others. Our principal role is to complement the contributions of business in order to ensure standards and related legislation protect European consumers and their welfare. There is always room for improvement, but we have achieved much in many sectors.

ANEC has been notably successful in improving product safety. Our consumer experts have ensured that products are safe and fit for purpose, including toys, childcare articles, and domestic appliances. We have introduced design-for-all principles into standards and legislation to overcome inequity and make sure older people and those with disabilities can use consumer products and services safely. We have been active in improving traffic safety, from improved child-restraint systems, to the safety of bicycles. We have also promoted the sustainable use of prod-

ucts and reduced environmental impacts. We have introduced foreseeable use into legislation on ICT products that include mobile phones.

Standards work on services was in its infancy in 1995. Businesses in the service sector do not have the same tradition as those that supply products, where standards have been a vital tool to deliver safety and performance over many years. Service quality has often been seen as providing competitive advantage to companies. However, standards, backed by legislation, can ensure services are safe and provide a level-playing field upon which businesses can compete fairly in the market place. This should be an important growth area for European standardisation and ANEC must pursue a proactive role in working with service sectors.

In some fields of standardisation activity, especially emerging fields, the complexity and levels of technical expertise needed by consumer experts to play an effective part in the standardisation

process has significantly increased. This is particularly challenging for ANEC but I believe has echoes across the whole standardisation landscape.

ANEC has a capable, experienced and committed staff, some of whom have been with the association from the very beginning. Their expertise is not simply in organising our volunteer consumer representation, but providing the essential political and technical contributions to the very many activities undertaken. The pace of development of standards and legislation has increased markedly over 21 years, and without these direct undertakings by staff, the work of our volunteers could not be as effective.

Our supreme body is the General Assembly. Formally, it is open to one individual from each EU and EFTA country, and candidate accession countries to the EU, representing all the consumer organisations in that country. Presently, we have 32 members out of a possible 33, the highest number of partici-

pating countries in our history. This link to the consumer movement in so many countries reinforces the credibility of ANEC in setting and pursuing its strategic objectives, and areas of priority.

Our volunteer experts are recruited from across the EU and EFTA. It is their collective voice that allows ANEC to speak with authority in standards committees and elsewhere, and to support the national delegation principle by providing the consumer view where one might not otherwise exist. They bring a wide range of experience and expertise to ANEC and to standards development. I thank them all for the detailed and demanding work they do, and for the many achievements ANEC can claim. We always need more experts, particularly in emerging sectors of activity. I know pressure to deliver standards more rapidly is challenging for volunteers who have relatively little time and receive only expenses for their work, and I believe it to be a future challenge for ANEC.

ANEC and its work are dependent on European public funding. This has been the case since 1995. The time of our volunteers has always been taken as contribution in kind and was worth some 400.000€ in 2014, adding almost 30% to the total value of our activities. Naturally, the global financial crisis of the past decade, and its impact on public resources, caused uncertainty and created some anxiety for ANEC. Nevertheless, we have reached a calmer sea. I am delighted that, during my term as President, we have achieved a formal legislative base for our activities through Regulation 1025/2012, and have Partnership Agreements in place with the EU and EFTA that should provide stability until 2020. I also thank the European Commission for finding a solution to cash flow problems that troubled ANEC for many years. This allows us to concentrate more fully on our primary objectives. However, we cannot be complacent and we are looking more into the future to ensure effective consumer participation in standardisation continues.

As we move further into our third decade, we must take stock and consider how ANEC can become even more efficient and effective. The Joint Initiative on Standardisation, now being agreed between the Commission and standardisation stakeholders, provides an opportunity to improve consumer representation and activities further. I also believe, by strengthening our alliances with BEUC, with Consumers International and with ICRT, we can become more proactive in identifying emerging issues that could be addressed by standards, especially where the standards are needed to underpin regulation.

ANEC has come of age. As a mature organisation, with care and commitment, it will continue to provide a unique voice for European consumers.

ARNOLD PINDAR
President

Messages from our friends and partners

Catherine **STIHLER**

*MEP & Vice-Chair
of the IMCO Committee
of the European Parliament*

Standards play a key role in the Single Market. They are fundamental enablers which facilitate trade and bring benefits by improving safety, enhancing performance and reducing costs. ANEC's continued contribution to the standards debate is vital as it ensures consumer interests are taken on board. We are now facing connectivity on a scale unrecognisable to previous generations. Many more devices will be connected to each other – ranging from cars and transportation systems, to e-health systems and smart cities. Maybe in a couple of decades, we'll all end up living in smart countries! Setting the right standards will ensure this and much more becomes our reality.



Dag Wernø **HOLTER**

Deputy Secretary General, EFTA

The European Free Trade Association (EFTA) appreciates the long-standing and successful partnership with ANEC.

Standards play a crucial role in the Single Market and facilitate cross-border trade. However, consumer interests are not always adequately represented. This is why EFTA supports ANEC's efforts to promote and improve the inclusiveness of consumer interests in European Standardisation activities. EFTA signed a new Framework Partnership Agreement with ANEC in November 2015 and looks forward to continuing the good cooperation. Happy 21st anniversary ANEC!



Catherine **VAN REETH**

*Director-General, Toy Industries,
Europe (TIE)*

As reputable toy manufacturers, TIE prioritises children's safety - effective standards help to make sure that our toys are safe for children to play with. As the European Consumer Voice in Standardisation, ANEC plays a central role in the development of safety standards for toys. We value the work we have done together in raising consumer awareness of the importance of toy safety, and the open and frank discussions on the development of safety standards that we have had over the years. We look forward to continuing this mutual dialogue and cooperation into the future.



Rodolfo **CATTANI**

*Executive Committee of the
European Disability Forum (EDF)*

EDF is grateful for the longstanding cooperation it has with ANEC, working together to ensure the interests of consumers in Europe are protected through effective standards. We have worked together on standards promoting accessibility, under M/376 and M/473, which will have a positive impact on Europe's 80 million persons with disabilities. We have worked together to gain political achievements on behalf of persons with disabilities, and we are working together on the adoption of the European Accessibility Act. Together, ANEC and EDF contribute to the safety and wellbeing of all citizens in an inclusive and rights-based European society. EDF congratulates ANEC on its 21st anniversary!



Monique **GOYENS**

*Director-General,
BEUC - The European Consumer
Organisation*

ANEC is a crucial stakeholder in the regulatory consumer environment. It is a strong and critical watchdog to ensure that technical standards are ambitious in protecting consumer safety. It plays a key role in advocating integration of specific needs of consumers with vulnerabilities. In spite of its too limited resources with regard to its mission, ANEC manages - thanks to committed and highly experienced staff - to keep consumer safety needs and expectations high on the political agenda. On behalf of BEUC, I wish ANEC another 21+ years of further development and success!



Jérôme **P. CHAUVIN**

*Deputy Director-General,
BUSINESSEUROPE*

BUSINESSEUROPE congratulates ANEC on representing consumers in the standardisation development process over the past 21 years. Effective consumer representation has a role to play in this crucial area, especially with regard to standards used by business to achieve public policy objectives aimed at furthering consumer interests. We should not do this without dialogue – therefore, we look forward to strengthening our relationship in this area and we welcome in particular the Commission’s recent Joint Initiative on Standardisation.



Elena **SANTIAGO**

Director-General, CEN-CENELEC

At CEN and CENELEC, we greatly appreciate the outstanding contributions made by our partner ANEC to the European Standardisation System, guaranteeing that the concerns and priorities of consumers are taken into account during the drafting and revision of standards at European level. ANEC plays a vital role in applying innovation in areas such as accessibility, smart appliances, and services. ANEC representatives participate in over 70 Technical Committees, Coordination Groups and Sector Fora within CEN and CENELEC. So we congratulate ANEC for all you have achieved so far and we look forward to continuing our collaboration in the future!



Luis Jorge **ROMERO**

Director-General, ETSI

ETSI is delighted to congratulate ANEC on achieving its 21st anniversary, and to have your membership of ETSI since 1996 in representing the interests of European consumers in our activities. ANEC’s role has been enhanced by its classification as an Annex III organisation under Regulation 1025/2012 and we look forward to working further with you to ensure consumer welfare is reflected in standards making. ETSI appreciates the activities of ANEC in our work – most specifically in areas such as accessibility, speech quality and, more recently, cybersecurity. Your part in representing consumer interests in ICT standardisation is recognised and we look forward to enhancing our collaboration with you in areas of importance to us all.



Adrian HARRIS

*Director-General, ORGALIME,
the European Engineering
Industries Association*

You might think that ANEC, which represents consumers in standardisation, and Orgalime, which represents manufacturers of many goods used by consumers, would find it difficult to see eye to eye; but over the years we have often managed to find common points on issues, such as on market surveillance where reputable companies want to make sure that consumers trust and are happy with their products. Our discussions on this and other issues have strengthened our organisations' understandings of each other and, through this, we have learned to work in confidence even when we differ. We look forward to continuing our constructive relationship.



Anne-Sophie PARENT

Secretary-General, AGE Platform

For several years now, AGE Platform Europe has been working with ANEC, contributing the perspective of older consumers on a variety of issues of direct concern for them. The role of ANEC in representing the voice of European consumers in standardisation is crucial for consumers of all ages. Through our work with ANEC on accessibility (design-for-all concept), digital services, health and long-term care services, etc, we hope to achieve a more age-friendly EU in the near future, where everyone is adequately protected and empowered to participate fully in society, regardless of age or country of residence.



John HIGGINS

Director-General, DIGITALEUROPE

Without any doubt, ANEC is a valued and competent stakeholder in European standardisation, and an important contributor to the process of European harmonisation, modernisation and growth. By effectively and constructively representing consumer interests and by contributing to key standardisation and policy domains - such as in the field of safety - ANEC helps ensure that the European Standardisation System remains an open, inclusive and transparent environment, which benefits citizens, society and economy alike. DIGITALEUROPE is pleased to work together with such a professional and approachable organization. We are grateful for the good work done and wish ANEC a future full of success.



Robert MADELIN

*Senior Adviser for Innovation
in the European Political
Strategy Centre
Former Director-General,
DG CNECT
Former Director-General,
DG SANCO, European Commission*

I am a fan of ANEC, which delivers great value on a very modest budget. That was true when I was most active with them 5-10 years back and has been true since. The digital standards policy just adopted by the Juncker Commission reiterates the need for strong and informed stakeholder voices in standards making. I am sure that ANEC can rise to this challenging opportunity.



Ratna **DEVI NADARAJAN**

*Chair of the ISO Consumer Policy Committee (ISO/COPOLCO)
CEO, Malaysian Association of Standards Users*

A Very Happy 21st Anniversary, ANEC! ANEC's contribution to ISO/COPOLCO is always important as not many regional consumer representatives in standardisation are as effective and as efficient as ANEC. ANEC's position papers have been key references for many ISO COPOLCO members. These papers provide a preliminary thought into similar issues in members' respective countries or regions. One such paper was the 2007 paper on services which I found useful for my work in Malaysia. I hope ANEC continues its important work and inspires consumer representation in standardisation in other regions.



Paolo **FALCIONI**

*Director-General, CECED,
the European Committee of
Domestic Equipment Manufacturers*

We share a common goal with ANEC: consumer well-being. Ensuring robust, safe, and accessible appliances for all is our core business. Standards play a key role here. ANEC's contribution in this field is of fundamental importance to us. Its feedback and expertise helps improve the quality, the safety and the usability of appliances. I see many opportunities, starting with the connected home in the frame of Internet of Things, to continue this working relationship. I am sure we will be able to improve the good level of cooperation between our two associations.



Laura **DEGALLAIX**

Director, ECOS

ECOS has worked alongside ANEC for many years, and applauds the remarkable work the organisation has done. Having worked for ANEC before joining ECOS, I know how difficult it is to defend the views of European consumers with limited resources in the market-driven and industry dominated standards development process. Just like ECOS, ANEC promotes and defends interests that would otherwise be absent. The work of ANEC enhances the quality of standards and ensures they reflect the needs of all stakeholders. Our close and long cooperation is invaluable in raising the quality of standards, promoting a holistic approach and underpinning the legitimacy of the European standardisation system.



Malcolm **HARBOUR**

*Former MEP, ex-Chair of
the IMCO Committee of
the European Parliament*

During 15 years in the European Parliament, focusing particularly on the single market, I had the pleasure of working closely with ANEC. I was able to observe their skill and attention to detail in pursuing consumer concerns in complex technical proposals and advocating solutions. They have also played an important role in raising global product safety standards. It is a tribute to their pioneering work that consumer engagement has been reinforced in the latest EU regulations. ANEC's role is even more important in today's connected world. On to the next milestone!



Paul HODSON

Head of Unit, DG Energy, European Commission

Standards are often invisible, at least to the public. This is unfortunate because they are workhorses of the internal market, and essential in supporting EU legislation on product safety, energy efficiency and environmental protection. It is vital for the voice of stakeholders, beyond industry, to be heard in standardisation. For 21 years, ANEC has been that voice for consumers. DG Energy will continue to be very supportive of ANEC's role in ensuring consumer interests are reflected in standards. This is essential if standards are to deliver not only competitiveness and innovation, but also consumer benefit. I wish ANEC every success with this important mission in the future.



Phil BUCKLE

General Secretary, EuroSafe

EuroSafe congratulates ANEC on reaching its 21st anniversary and the substantial contribution it has made over the past two decades to making European consumers safer. EuroSafe and its members have been delighted to have worked closely with ANEC on numerous projects, and particularly in the field of child safety and creating safer standards for toys, child care products and playground equipment. ANEC also vigorously supported European injury data collection efforts and the EU Injury Database coordinated by EuroSafe.



Sadie HOMER

Senior Policy Advisor, Consumers International

21 years ago, I attended the first training event for consumer experts held by ANEC. Twenty of us from around Europe met for the first time to work together to bring the consumer voice directly to European Standards. ANEC has continued to fulfil this role, pro-actively coordinating the consumer voice, making it a strong and effective one, bringing credibility and robustness to European standards. Today, at Consumers International, we collaborate with ANEC to provide sorely needed consumer stakeholder advocacy in the international standards arena to make sure products, services and, particularly, vehicles are both safe and meet consumer needs.



Glen DALE

General Director, Euralarm

Euralarm appreciates the continued support from ANEC in their representation of the consumer in Fire Safety and Security topics. Current joint initiatives include ensuring that Tourist Accommodation Fire Safety issues are adequately represented to the European Commission and MEPs. The need for pan-European collation of fire statistics and considered legislation, supported by relevant industry standards to ensure a harmonised minimum level of Fire safety across Europe, is paramount to the interest and safety of the European citizen. We look forward to strengthening even further our work with ANEC on these joint initiatives.



Antonio AVENOSO

Executive Director, the European Transport Safety Council (ETSC)

We congratulate ANEC on its 21st birthday. The organisation has played a crucial role in improving transport safety with its important, but often unheralded, work on technical standards for child restraints, bicycles and in numerous other areas. We wish you continued success and are looking forward to further cooperation over the coming years.





**For these and many more testimonials,
see www.anec.eu**

ANEC Office Bearers

ANEC Presidents

Koos **ANDERSON**
Feb 1995 to Nov 1996

Benedicte **FEDERSPIEL**
Nov 1996 to Jun 2007

Lothar **MAIER**
Jun 2007 to Jun 2011

Arnold **PINDAR**
Jun 2011 to date

ANEC Vice-Presidents

Peter **SIEBER**
Feb 1995 to May 2001

Franz **FIALA**
May 2001 to Jun 2007

Conchy **MARTÍN REY**
Jun 2007 to Jun 2009

Franz **FIALA**
Jun 2009 to Jun 2011

Conchy **MARTÍN REY**
Jun 2011 to Jun 2013

Dermott **JEWELL**
Jun 2013 to date

ANEC Treasurers

Lisbet **HJORT**
Feb 1995 to Nov 1996

John **COLGAN**
Nov 1996 to May 1998

Malcolm **BASSETT**
May 1998 to May 2005

Lothar **MAIER**
May 2005 to Jun 2007

Benedicte **FEDERSPIEL**
Jun 2007 to date

ANEC Secretaries-General

Bruce **FARQUHAR**
Feb 1995 to Oct 2000

Gottlobe **FABISCH**
Oct 2000 to Jan 2007

Stephen **RUSSELL**
Jan 2007 to date

1995 to 1998



1998 to 2001



2001 to date



ANEC thanks its friends & partners for the use of photos, especially those taken at ISO and ORGALIME events.