



Raising standards for consumers

WORK PROGRAMME

ANEC Work Programme **2019**



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ANEC is supported financially
by the European Union & EFTA



Ref: ANEC-GA-2018-G-016

21/01/2019

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Detailed description of activities

a) **Political & Horizontal Activities**

1. Implementation of the ANEC Strategy 2014 to 2020

General objective: Improved consumer protection and welfare through standardisation

In June 2013, the ANEC General Assembly adopted a Strategy for 2014 to 2020¹ as the framework for activities of the association, following a public comment phase. It is intended to achieve the ANEC Vision 2020:

- *A sustainable Europe where the health, safety and well-being of consumers is paramount, where goods and services are accessible, fit for purpose and in compliance with legislation and standards;*
- *A European Standardisation System in which the consumer interest is not only represented in standards work that will affect consumers but is influential, innovative and key in decision-making;*
- *A Europe where consumer engagement is achieved at national and European level, with balance between consumer and business interests;*
- *A balance between legislation and standardisation that ensures the highest levels of protection and welfare for all European consumers, regardless of age or ability.*

The Strategy is supported by 10 strategic objectives and implementation is intended to be achieved through annual action plans, adopted by the General Assembly and managed on its behalf by the Steering Committee as the Board of the Association.

The ANEC Rolling Action Plan 2018 was adopted by the ANEC/GA in June 2018 and a progress report on its implementation was given at the meeting on 5-6 June 2018. The majority of actions were successfully completed, although several remained unachievable due to external political factors (e.g. impasse on the revision of the General Product Safety Directive). The 2019 priority is further progress under Objective 10 on sustainability of the European consumer voice in standardisation post-2020. We will also start to vision a new strategy post-2020 which will have also to address the possible negative impact of Brexit on ANEC's pool of experts and finances.

A key task under this activity remains the efforts to diversify the financing of ANEC by seeking funds from the private sector (trusts and foundations) to co-finance our mission in standards development. The task focuses on two strands. The first is continued prospecting by the ANEC-BEUC-ICRT Fundraising Officer, recruited on a contract of 36 months in April 2017. The second is implementation of an action plan that looks at

¹ <http://goo.gl/olp1LN>

actions beyond fundraising and aims to secure improved awareness and knowledge of ANEC. In 2018 the activities focused on influencing the relevant programme of the draft Multiannual Financial Framework (MFF) and we plan to continue in 2019.

During 2019, we shall start to vision the ANEC Strategy for 2021 to 2027 with a dedicated session of the ANEC General Assembly planned.

2. ANEC contribution to Implementation of Regulation (EU) 1025/2012

General objective: Improved consumer protection and welfare through standardisation

ANEC is an observer member of the Committee on Standards and participates in its meetings. In 2019, it is expected a draft of the Annual Union Work Programme 2020 will be issued, based on the results of the Interinstitutional dialogue on standardisation. ANEC will comment on the proposals relating to consumer protection & welfare, and suggest topics we believe the Commission should also address. Meetings are also expected between the European Commission and the 'Annex III Organisations', as well as with the ESOs, to ensure an effective coordination and exchange of information on activities. ANEC intends to continue bilateral regular meetings with the Commission as part of a structured dialogue on operational issues and reporting.

ANEC welcomed the EC Communication of January 2018 which reported on the implementation of EU standardisation policy, and the contribution of European standards to EU policies. It documents the actions taken to promote innovation; increase quality, safety, security and the sustainability of goods & services. It provides the state of play on the Joint Initiative on Standardisation (JIS), and measures taken to strengthen the inclusiveness of the European Standardisation System (ESS), in line with our position. We were pleased to contribute to the first Interinstitutional dialogue among the Commission, Parliament and Council on standardisation, and appreciated the consensus there that recognised the contribution of an inclusive ESS should make to European products and services on the global market. We look forward to supporting these high-level initiatives further.

ANEC also welcomed the draft AUWP 2019 and called for more consumer protection and inclusiveness. As well as participating in the JIS Steering Group, ANEC plans to contribute to the development of actions that we believe will have most impact on the effective participation of consumers, particularly at the national and European levels. However, we are concerned by the lack of progress and national interest in Actions 9 and 10. While regretting it, we believe it confirms the importance of the representation of consumers interests at the European level and we will continue to leverage on our function of European hub and role of Annex III organisation.

JIS Action		ANEC participation	Expectations in 2019
1	Study on the economic and societal impacts as well as access to standards in the EU and the EFTA Member States.	Co-sponsor	<i>Award of the contract and an least an interim assessment of how European standards concretely promote health, safety, environmental and consumer protection in European public policy areas</i>
8	Provide high quality standards delivered and referenced in a timely manner.	Co-sponsor	<i>Optimisation of the three key strands – the development of standardisation requests; the development of harmonized standards; citation in the OJEU – does not prejudice the consumer interest (e.g. shorter timeframes do not risk the breadth of consensus behind an EN, or limit the contribution from public interest participants).</i>
9	Inclusiveness, transparency & effective participation of all stakeholders in the European Standardisation System.	Co-sponsor	<i>Building on the established "right of Opinion" in CEN-CENELEC on draft ENs sent to Enquiry/Formal Vote, a similar right in ETSI, complemented by the right in ETSI for the Annex III Organisations to submit their pan-European comments directly to the ETSI Secretariat.</i>
10	Facilitating participation of all stakeholders at national level.	Co-sponsor	<i>Development of a toolbox of measures that could be used at national level in order to achieve the more optimal participation of all stakeholders in standardisation, notably those historically "underrepresented" and from the public sector.</i>

12	Encouraging the greater development and use of European Service Standards to help integrate Europe's service markets.	Co-sponsor	<i>Further implementation of the CEN strategy on service standardisation, while noting the constraints on the value of b2c standards in the continued absence of a pan-European harmonising framework on the safety of services.</i>
15	Pilot Project – Improve the representation of the interests of SMEs (and societal stakeholders) in Europe in international standardisation processes.	Co-sponsor ²	<i>With the support of ISO/CS and IEC/CO, raised awareness of the Annex III Organisations in the ISO and IEC communities (while not prejudicing the status of European NSBs and NCs as independent members of ISO/IEC).</i>

3. Enhancing consumer participation in standardisation

General objective: Improved consumer protection and welfare through standardisation

Noting the ambition of the Regulation for the long-term strengthening of the consumer voice at national level, reflected in the ANEC Strategy 2014 to 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 lack of progress of JIS Action 10 [at the time of writing] and the current financial and political 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.

After delays on the part of CCMC in progressing the CEN-CENELEC interactive eLearning tool for societal stakeholders, ANEC took the leadership of the development of the interactive modules. The tool should be launched at the EC-EFTA-ESOs conference for World Standards Day on 12 October 2018. In 2019, we will promote its use by our members and stakeholders to offer an effective and sustainable training opportunity. The aim of the tool is to strengthen the knowledge needed by consumer representatives to be successful in their work at the national, European and international levels. It

² ANEC became a co-sponsor of Action 15 on 3 October 2017

comprises four parts: a general introduction on standardisation and three thematic parts on consumers, environmental interests and workers. It was developed and financed jointly by CEN-CENELEC, ANEC, ECOS and ETUC.

Separately, but not unrelatedly, ANEC and its Annex III peers need to ensure the planned revision of our Partnership Agreements with CEN-CENELEC and implementation of the revised CEN-CENELEC Guide 25³ does not undermine the intent of the Regulation for the voices of Annex III Organisations to be improved, noting that the Guide and individual Partnership Agreements govern the additional rights granted to the Societal Stakeholder Organisations in particular.

ANEC intends to continue to make full use of the right to submit an Opinion on draft standards sent to Enquiry or Formal Vote granted by CEN and CENELEC to the Societal Stakeholder Organisations (SSOs) recognised through Annex III of Regulation (EU) 1025/2012. This is a vital achievement for ANEC as, until now, we have been unable to show support for the adoption of a standard when we may have committed many days to its drafting, or to voice concern if we think the standard fails to address essential consumer elements. ANEC submitted 28 Opinions (21 'Favourable' and 7 'Not Favourable') to 30 June 2018. The CEN-CENELEC BTs and CEN-CENELEC SSG positively evaluated the first year of the implementation of the right of Opinion but agreed the Opinions should be submitted digitally and not manually, as we requested. This should happen by the end of 2018 or early in 2019.

We believe ETSI needs to ensure the "effective participation" of the Annex III Organisations foreseen in Article 5 (1) of Regulation (EU) 1025/2012.

Although we have welcomed the agreement of ETSI to allow the Annex III Organisations to sit apart from the Belgian national delegation, it remains inappropriate (and "ineffective") for the pan-European views of the Annex III Organisations on ETSI draft standards to be required to be submitted through the Belgian NSO (as by their very nature, they may be distinct from the consensual Belgian national position). It would be better, and in line with the provisions of the Regulation, for the Annex III Organisations to be able to submit comments directly to the ETSI Secretariat. Despite this case being put forward by the 3SI Advocate, the proposal has been firmly objected by ETSI (whose Legal Advisor considers ETSI to be meeting the requirements of Regulation 1025 in full).

We would also welcome a Right of Opinion in ETSI, similar to that successfully established in CEN-CENELEC since January 2017. Although the Annex III Organisations are indeed full members of ETSI, the single vote each has is meaningless in the ETSI process. As in CEN-CENELEC, we would like to be able to submit an "Opinion" while, not affecting the outcome of the ballot of NSOs, would require the ETSI TC to consider and respond to a "Not Favourable" Opinion. However, as with the submission of comments,

³ CEN-CENELEC Guide 25 "The concept of Partnership with European Organisations and other stakeholders"

ETSI believes such a step to be unjustified, and considers that it would place Annex III Organisations in a preferential position compared with other ETSI members.

Noting the growing influence of international value chains in influencing standardisation, we shall follow activities of ISO/COPOLCO (Consumer Policy Committee) in coordination with Consumers International under our renewed collaboration. It is also possible that negotiation of relevant free-trade agreements, such as the dormant EU-US free trade agreement (TTIP), will need ANEC to join discussions on the use of standards with our international partners (e.g. the Trans-Atlantic Consumer Dialogue (TACD)).

Finally, although ANEC prioritises means of training that are both sustainable and cost-effective, such as the CEN-CENELEC e-learning course (www.standards4all.eu), following the success of two regional training seminars during 2018 on the value of the European standards for playgrounds, which ANEC co-sponsored, we may look to engage in a further regional (or national) seminar during 2019 in a newer or accession Member State. A provision of 10.000€ has been included in the budget 2019.

4. Training of consumer experts and consumer representatives

General objective: Improved consumer protection and welfare through standardisation

In order to strengthen the knowledge of experts within the ANEC Working Groups on legal and standardisation developments, we plan to hold further mentoring and training sessions as part of the meetings of the Working Groups. In the first half of 2018, training sessions were held in the sectors of Child Safety (15 participants), Digital Society (13 participants), Services (14 participants), and Traffic & Mobility (18 participants).

Since 2014, we have also organised webinars & web-meetings on specific subjects (such as the new standardisation requests). We intend to continue in this direction. In 2019, we will look at the possibility of creating a private sub-channel of the ANEC YouTube channel to be used as a repository of trainings available to our experts.

We also plan to hold trainings on the use of the new interactive e-learning course developed with CEN-CENELEC and planned for launch in October 2018.

5. Participation in CEN and CENELEC technical and corporate governance

General objective: Improved consumer protection and welfare through standardisation

ANEC intends to use its participation in the corporate and technical governance bodies to promote its positions on enhanced consumer participation in standardisation and technical issues of consumer relevance. The CEN-CENELEC Partnership Agreements grant ANEC the right to call on the CEN-CENELEC Presidential Committee on matters of political and strategic importance. The Committee set up the Societal Stakeholders Group (SSG), of which ANEC is a member, to oversee the participation of societal stakeholders in CEN-CENELEC. The issue of effective participation in international

standardisation has still to be satisfactorily addressed by CEN-CENELEC. ANEC will need to ensure it can continue to press for more inclusiveness in the framework of the CEN-CENELEC Strategic Plan for Digital Transformation, which aims to digitise the standards-making process and deliverables, and to make the CEN-CENELEC system more agile and adaptable to market and technological innovations. However there is a risk observers such as ANEC are become side-lined by increased use of digital technologies in the standards development process.

The CEN-CENELEC General Assemblies are held in June. Meetings of the Technical Boards (BT) take place two or three times annually, with a common session.

6. Contribution to the EU Consumer Programme

General objective: Improved consumer protection and welfare through standardisation

Under the EU Consumer Programme⁴, the European Consumer Consultative Group (ECCG) is the Commission's forum to consult national and European consumer organisations. ANEC is a member, with BEUC and national consumer organisations. ECCG gives opinions on matters affecting the protection of consumer interests, and advises the Commission on draft policies and activities affecting consumers. ANEC seeks to use its seat in ECCG to promote support for better consumer protection and welfare.

7. Strengthening the framework for market surveillance

General objective: improved consumer safety and compliance

Even the best legislation and standards are worthless if not applied or enforced. Within the Internal Market, market enforcement authorities have responsibility to protect consumer health and safety. Market surveillance activities are undertaken by Member States exclusively and individually at the national level as market surveillance falls under shared competence. This leads to inconsistencies and, above all, sees insufficient resources available to police the many products on the market. As a result, the consumer expectation for safe products is not always met. The 'Compliance and Enforcement Package' (COM(2017)795/Document-2017-82474) proposed by the European Commission in December 2017 went to legislative approval in 2018. We welcomed some aspects of the legislative positions while proposing some elements of improvement. Its final approval is expected in 2019 before the end of the legislative term. ANEC will continue with BEUC to call for better market surveillance to increase product safety for consumers.

With funding from the EC, PROSAFE presently coordinates Joint Market Surveillance Actions undertaken by Member States. However, as participation of the Member States is voluntary, no action includes all national authorities at any time. ANEC follows the

⁴ <http://goo.gl/iBao2O>

actions to contribute to its discussions on the implementation of standards, and to make proposals for joint actions on issues of consumer protection. Ongoing joint actions cover child care articles (baby carriers and cots), toys (electric toys), power tools (impact drills) and electrical household appliances (hair care appliances). ANEC participates as stakeholder in all these joint actions.

Coordinated activities on market surveillance financed by the EC will be managed differently in 2019, and will feature a procurement procedure. In response to a call for tender, ANEC is part of consortium bidding for one of three Framework Partnership Agreements. If successful, ANEC will provide support to the project leader in answering calls for specific product tests⁵.

8. Strengthening the framework for the safety of consumer products

General objective: improved consumer safety

As part of the Product Safety Package 2013, the Commission published a draft Consumer Product Safety Regulation to replace the General Product Safety Directive (the mandating of standards for which now falls under Regulation (EU) 1025/2012). However, 'country of origin' marking has blocked agreement in the Council of Ministers for several years. ANEC plans to continue to call for adoption of the Consumer Product Safety Regulation as a tool to aid the protection of consumers, and meanwhile to participate in the GPSD Committee and Consumer Safety Network (CSN), and to comment on proposals to reference standards in the OJEU, as well as on draft safety requirements and draft standardisation requests.

Connected and automated decision-making (Artificial Intelligence) technologies are finding their way in consumer products, bringing new challenges for product safety and consumer protection. In 2019, we will need to assess together with BEUC whether existing legislation can satisfactorily deal with specific aspect of product safety linked to Internet connectivity and algorithm decision-making (see also WP 6).

9. Governance of ANEC and collaboration in the decision-making process

General objective: Improved consumer protection and welfare through standardisation

ANEC is an association comprised of members. It is therefore important to enable members to meet in order to steer development of strategy, objectives, expenditure, activities & priorities, in line with the consumer expectations articulated through national consumer organisations. A reporting template is used to allow members to report on their undertakings and to share experiences. The reporting exercise is done annually. In 2019, we will also develop a charter between ANEC collectively and its

⁵ See item 4 under 7 c) of this work programme.

national members, including clear explanation of how ANEC processes the personal data of its members.

The Steering Committee meetings oversee actions taken between meetings of the General Assembly. The General Assembly and Steering Committee are consulted on policy and horizontal issues, while ANEC Working Groups are responsible for technical comments on standards & specific positions.

In June 2019 the ANEC General Assembly will be renewed, and elections held for the Steering Committee and Office Bearer (President, Vice-President and Treasurer) positions.

ANEC's priorities & activities in the policy field are described in Work Package 1.

Political & Horizontal Activities
Description of work in terms of activities and/or tasks
<p><i>T1.1 Implementation of the ANEC Strategy 2014 to 2020</i> - development of <i>Rolling Annual Action Plans</i>, adopted by the General Assembly and managed on its behalf by the Steering Committee, supporting 10 strategic objectives; reporting on the execution of Action Plans. The Action Plan 2019 will include further development of actions in support of Objective 10 to enable sustainability of the European consumer voice in standardisation post-2020, and noting the publication in June 2018 of a draft Regulation for the Single Market in the next MFF; first consideration of the ANEC Strategy beyond 2020.</p> <p><i>T1.2 ANEC contribution to Implementation of Regulation (EU) 1025/2012 and AUWP</i> - participation in the Committee on Standards; participation in EC Coordination Meetings; participation in EC review meetings; contribute to and comment on the Annual Union Work Programme, draft standardisation requests and other elements related to AUWP; contribution to Joint Initiative on Standardisation, its Steering Group and relevant Actions; related activities under the Single Market Strategy such as inter-institutional dialogue; drafting and submission of the Article 24 report; liaison with peer Annex III Organisations and actions in the common interest.</p> <p><i>T1.3 ANEC Work Programme</i> – drafting and submission of Progress Report & Final Report on Work Programme 2019, including financial reports; drafting and submission of ANEC Work Programme 2020; provision of any other reports required by the EC (or EFTA) related to the execution of the ANEC Work Programme.</p> <p><i>T1.4 Enhancing consumer participation in standardisation</i>- participate in ISO/COPOLCO meeting in coordination with Consumers International (CI); participate in CEN-CENELEC Societal Stakeholders' Group Task Force on e-training to promote use of interactive eLearning course by our members and stakeholders. Collaborate with</p>

consumer organisations on standards-related aspects of relevant free-trade agreements; respond to requests from the Institutions or ESOs to provide training to experts from third countries.

T1.4 bis in support of the regional training activities sponsored by ANEC during 2018 in the Balkan countries and Czechia, to explore the possibility of organising a regional or national outreach event to aid interaction between the consumer movement and standardisation later in 2019, through working to build relationships between consumers, national standards organisations and national authorities.

T1.5 Training of consumer experts and consumer representatives- organisation of mentoring/training sessions as part of the meetings of ANEC WGs; organisation of webinars/web-meetings on specific subjects, including new e-learning course.

T1.6 Participation in CEN-CENELEC technical and corporate governance- participation in CEN/BT & CENELEC/BT meetings (and common sessions) to react on relevant issues; participation in CEN-CENELEC Annual Meetings to react on relevant issues; participation in CEN-CENELEC Societal Stakeholders' Group (SSG) to press for further rights, and monitor the revision of Partnership Agreements and implementation of CEN-CENELEC Guide 25; participation as needed in CEN-CENELEC WG Policy and other relevant policy groups.

T1.7 Contribution to the EU Consumer Programme- participation in European Consumer Consultative Group meetings to react on issues with the ANEC scope.

T1.8 Strengthening the framework for market surveillance- participate in general market surveillance fora (e.g. joint market surveillance actions) in order to detect and react to issues in the consumer interest; influencing the standards-related aspects of the draft Regulation 'Compliance and Enforcement Package' to be adopted in 2019.

T1.9 Strengthening the framework for the safety of consumer products- influencing the standards-related aspects of the draft Regulation on Consumer Product Safety (CPSR) as part of the Product Safety Package or any successor initiative from EC; participation in activities and bodies under the General Product Safety Directive; collaboration with BEUC on impact of connected and automated decision making (Artificial Intelligence) technologies on product safety legislation and standards. Participation in the European Accreditation Advisory Board (EAAB);

T1.10 Governance of ANEC and collaboration in the decision-making process- organisation of General Assembly meeting and elections; organisation of Steering Committee meetings and elections; briefing and debriefing of ANEC members; coordination & drafting of comments, reporting on execution of strategy & budget; consultation of General Assembly & Steering Committee members on standardisation policy & horizontal issues; annual reporting from members of the General Assembly, drafting of a membership charter for ANEC members.

T1.11 Fundraising – building on recruitment of the common ANEC-BEUC-ICRT Fundraising Officer in April 2017, we shall continue to bid for Horizon 2020 /Horizon Europe projects, and approach the private sector (trusts and foundations), to fund cross-cutting priorities shared by ANEC, BEUC & ICRT in the first instance (e.g. smart home & energy;); in the second instance, specific ANEC priorities (accessibility; child safety). All leads will be in line with the ANEC policy on fundraising from the private sector adopted in November 2017.

10. Communications, Events & Dissemination of information

General objective: Improved consumer protection and welfare through standardisation

Although communication with most individual consumers is via the national consumer organisations represented through the General Assembly, ANEC makes publications, press releases & position papers open to the widest audience possible. Beyond being available on the ANEC website, and to members through email and dedicated extranet, the ANEC Annual Review, monthly e-Newsletter, and all press releases & position papers are posted on social media (Facebook, LinkedIn and Twitter).

All ANEC publications & documents carry the EU and EFTA logos, with reference to the financial support made available. We would also welcome partnering further with the EC in communication campaigns, and look to partner with other associations (building on campaigns developed with BEUC, CI & ICRT; Norwegian Consumer Council; Swedish Consumers' Association; ECOS & ETUC; Toy Industries Europe; European Disability Forum; CEN-CENELEC).

In order to reach the widest audience possible, ANEC will continue professionalising its use of social media, and take a systematic approach to creating engaging content. In parallel, we will aim at improving our other existing communication tools, such as the monthly e-Newsletter, Annual Review and website.

Finally, noting the success of the ANEC corporate video released in March 2018, and further translated in French, Italian & Lithuanian with the help of our members, we will continue developing visual material to explain ANEC and its successes in the simplest of terms. We shall focus on particular sectoral stories (such as the new standard on fuel compatibility identifiers) that could be supported (and possibly co-financed) by partners. In this way, we could aim to achieve two goals of our action plan on diversification: a raised profile for ANEC and the generation of income (albeit small sums).

Note that the translation of ANEC deliverables is conditioned by English being the working language of European & international standardisation, and lack of a dedicated budget. The ANEC General Assembly meeting in 2008 confirmed the principle that deliverables should be published in English only.

Communications, Events & Dissemination of Information
Description of work in terms of activities and/or tasks
<p><i>T2.1 ANEC e-Newsletter-</i> drafting content of the ANEC e-Newsletter, formatting, circulation and dissemination (electronic format and social media).</p>
<p><i>T2.2 Annual Review</i> – developing the content of the Annual Review, formatting, circulation and dissemination (electronic format and social media).</p>
<p><i>T2.3 Press Releases and Position Papers</i> - drafting of press releases and position papers in association with the members of the responsible ANEC body, circulation and dissemination (electronic format and social media).</p>
<p><i>T2.4 ANEC leaflets and similar</i> – developing leaflets/infographics in association with members of the responsible ANEC body to support relevant communication campaigns; formatting and publication (in-house);</p>
<p><i>T2.5 ANEC website</i> –frequent update of website to mirror developments in ANEC activities;</p>
<p><i>T2.6 Social media</i> - posting of deliverables D2.1-4 with limited advertising of selected posts of most interest to the individual consumer; dissemination and information about ANEC activities & news; communication with relevant stakeholders; “re-tweeting” of social media activities from trusted third-parties on measures related to consumer protection and welfare.</p>
<p><i>T2.7 Promotional videos</i> – developing engaging visual material - including videos - that aim to explain ANEC and its successes in the simplest of terms. The videos are to focus on particular sectoral stories that could be supported (and possibly co-financed) by partners.</p>

b) Technical & Sectoral Activities

Under the framework of the ANEC Strategy 2014 to 2020, and decisions of the General Assembly on implementation of the Strategy, ANEC pursues technical activities in key sectors decided by the General Assembly. Given the multi-annual nature of European standardisation - where an EN takes about 2.5 years typically to develop, and where an ESO work programme often foresees development of standards in sequence and in parallel - these key sectors (and even details of the supporting work programmes) tend to be stable over the course of a Framework Partnership Agreement. Nevertheless, the Secretariat and ANEC Working Groups keep more detailed work programmes under continuous review and adapt & prioritise in response to new or emerging needs. A review of the key sectors will be taken in the preparation of the next ANEC Strategy.

Each field of priority in which ANEC operates, determined by the ANEC General Assembly and Steering Committee, has a Working Group (ANEC/WG) as its focus. Each WG has a Chair (appointed as an observer to the General Assembly) and Secretary (a Manager from the ANEC Secretariat). Its members are (almost exclusively) voluntary experts drawn from across the countries of the ANEC membership. Among other responsibilities, each WG is responsible for defining the priorities in its sector. Each year the WGs elaborate a work programme for their areas of competence, selecting the sectoral technical and policy priorities for the year to come and taking stock of the progress made. A prioritisation of the items within each area of work is done. Reference to relevant legislative and policy documents is made to provide context for the ANEC's priorities. Finally, there is a possibility that the WGs will deal with new issues where the decision as to whether to become involved will depend on evidence and information gathered during the year. If needed, the decision to become involved in a new work item is done with the support of an internal priority-setting.

1. Child Safety

General 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.

As vulnerable consumers, children are often unaware of the dangers they face and require high levels of active and passive protection. The ANEC Child Safety WG seeks to enhance the quality & safety of children's lives by ensuring that European standards can be effective in providing better protection for children and decreasing the number of accidents in which children are involved. The Child Safety WG aims to ensure during standardisation work that any new standard (or revision of a current standard) in the child safety field takes a hazard-based approach and that the programme of work reflects risk.

In 2017 & 2018, ANEC expressed concern about the lack of interest of Member States in the work of the Consumer Safety Network Expert Groups set up to establish safety requirements for children's shoes, pushchairs and playing field equipment. As no activities of the above mentioned CSN Expert Groups are foreseen in 2019, these activities do not feature in our Work Programme 2019.

The joint market surveillance action on playgrounds, in which ANEC participated as a stakeholder, came to an end in 2018 and has therefore been deleted from our Work Programme 2019. We will continue to participate as a stakeholder in joint actions on toys, child care articles and children's furniture (JA2016), and in future joint market surveillance actions related to child safety.

CEN TC 136 WG 17 'Trampoline parks' was created in 2018. Such parks are becoming increasingly popular in Europe. The individual halls are equipped according to the

requirements of the manufacturer and are often run as halls featuring different sports. Many children and teenagers use these halls for e.g. birthday parties. But there are also hall concepts that are mainly addressed to groups with professional sports knowledge. One of the challenges of these parks is that the trampolines are used in combination with other products or activities (e.g. climbing walls, basketball goals). A high number of accidents with severe injuries have been reported. In 2019, ANEC will participate in the work of CEN TC 136 WG 17.

In 2018, CEN activities re-started the following topics in which ANEC was previously involved:

- CEN TC 364 'High chairs': the revised standard EN 14988 'Children's high chairs - Requirements and test methods' was published in 2017. In 2018, CEN PC 364 started to address technical interpretation of the standard. ANEC has included its planned contribution under task T3.7.
- CEN TC 33 WG 3 TG 3 'Internal blinds': in 2018, a Preliminary Work Item (PWI) for the revision of EN 13210+A1 'Internal blinds - Performance requirements including safety' was registered. As a result, the tasks from the ANEC Work Programme 2018 under T3.10 (Child resistant lighters) and T3.11 (Child appealing products) have been grouped now with the work of CEN TC 33 WG 3 TG 3 (internal blinds) as T3.10 'Other issues relevant to child safety'. Although not child products as such, they can affect child safety.

Elsewhere, ANEC plans to participate in (or follow) the same committees and working groups as in 2018.

Child Safety
Description of work in terms of activities and/or tasks
<p><i>T3.1 Child safety falling under GPSD</i> - participation in EC GPSD Committee, Consumer Safety Network.</p> <p><i>T3.2 Chemicals in products related to child safety</i> - monitoring problems, intervention as needed.</p> <p><i>T3.3 Horizontal issues in relation to child safety</i> – monitor the revision of relevant ISO/IEC Guides and CEN-CENELEC Guides; monitor the work of CEN TC 122 WG 1 TG 1 ad hoc-group Anthropometric data of children, act as appropriate; monitor follow-up of DG JUST & DG JRC final workshop on the feasibility study on injury data collection; participation in joint market surveillance actions.</p> <p><i>T3.4 Playground equipment & sports equipment</i> - participation in (or monitoring) work of CEN TC 136 & SC1 & its bodies.</p>

T3.5 Domestic swimming pools – monitor work of CEN TC 402 & its bodies.

T3.6 Child care articles - participation in work of CEN TC 252 and its bodies and in the work of CEN TC 248 WG 34; monitoring work of ISO PC 310 (subject to approval of liaison status); participation in joint market surveillance actions.

T.3.7 Children's furniture - participation in work of CEN TC 207 WG2; monitoring work of ISO TC 136 WG on children's furniture (subject to approval of liaison status) and of CEN TC 364 'High chairs'; participation in joint market surveillance actions.

T3.8 Toy safety - participation in DG GROW Expert Group on toys and subgroup on chemicals in toys; participation in CEN TC 52 & its bodies; monitoring work in ISO TC 181; participation in joint market surveillance actions.

T3.9 Products worn by children – monitoring CEN TC 248 WG 20; monitoring CEN TC 162 WG 10.

T3.10 Other issues relevant to child safety - participation in ISO TC 61 SC 4 WG 10 'Child resistant lighters'; participation in CENELEC TC 61 WG8 'Child appealing products' (under the lead of the ANEC DOMAP WG); monitor work of CEN TC 33 WG 3 TG3 'Blind cords' and participate if needed.

T3.11 Management of Child Safety WG – briefing and debriefing of ANEC experts, organisation of WG meetings and teleconference meetings, validation of representatives' reports, recruitment and (on-going) training of experts, coordination and drafting of comments; contribution to Activity Reports and ANEC publications.

2. Accessibility

General objectives: Safety/usability of products & services for people with disabilities & older people; Access to information society by older people & people with disabilities (e-Accessibility).

A deeper and fairer Internal Market is one of the European Commission's priorities and European consumer policy aims to maximise consumer participation and trust in the market. However, while the majority of consumers can reap the benefits of a greater choice of products and services in the Single Market, vulnerable consumers - such as older people & those with disabilities - are still faced with safety and access problems to mainstream products and services.

The ANEC Accessibility work programme is elaborated against the background of the ageing European population and the recent regulatory context showing a commitment to tackle issues of accessibility and discrimination as far as disability is concerned (UN Convention on the rights of persons with disabilities and the European Commission initiative for an Accessibility Act). In June 2017, ANEC welcomed the European Parliament own initiative report "European Standards for the 21st Century", as it has allowed useful reflection on the progress achieved under Regulation (EU) 1025/2012,

notably inclusiveness and the need to systematically incorporate vulnerable consumers requirements in standardisation, in line with ANEC's vision. ANEC's unique role in fostering accessibility through standards is well-known and recognised by the relevant stakeholders.

The European Commission adopted, on 2 December 2015, the long-awaited proposal for a Directive on the accessibility requirements for products and services (European Accessibility Act). ANEC welcomed it, as we supported elaboration of a legal basis for the accessibility of products and services, underpinned by standardisation. We also stressed importance of effective market surveillance and free movement of goods. This is what was put forward by the Commission in its proposal. The European Parliament and Council started debating the proposal and ANEC was invited to present its position on several occasions. ANEC's views were appreciated and were taken into account in the legislative process in 2017 and in the first half of 2018. After the adoption by the Council of their position in December 2017, the dialogues started beginning 2018 under the Bulgarian Presidency (March 5, April 12 and May 15). The role of standards was agreed to remain the same (presumption of conformity to the legal requirements), in line with our position. The Austrian Presidency committed in its work programme to "endeavour to conclude the negotiations on the European Accessibility Act" by end 2018. However, work was delayed by July 2018, and we may need to continue our efforts towards the adoption of the Act in the first half of 2019.

In June 2016, several revised product safety directives - such as the Low Voltage Directive, the Lifts Directive and the Radio Equipment Directive (RED) - became applicable. ANEC had successfully lobbied for the concept of foreseeable use to be included in the legislation in order to have the needs of all consumers taken into account. We are of the opinion that consumers can be effectively protected only if their (foreseeable) behaviour is duly taken into account by manufacturers when designing products. We also welcomed the need for standards supporting the Low Voltage Directive to respect the UN Convention on the Rights of Persons with Disabilities. The above directives set the legal basis for safety and accessibility standards to meet the needs of all consumers. New standardisation requests were approved in 2016. Work started in 2017 should continue in 2019 on household appliances (CENELEC TC 61) and lifts (CEN TC 10).

In addition, in December 2016, the Directive (EU) 2016/2102 on accessibility of public sector websites was published in the Official Journal. It became applicable in September 2018. ANEC welcomed it as it reflects many of the aspects we have been advocating (standards, market surveillance, reporting). A Committee and Expert sub-group ('WADEX'), comprised of Member States and stakeholders, has been set up to advise the EC in execution of its implementing powers under the directive. ANEC is participating in the sub-group. The execution of the standardisation request for standards on the accessibility of apps and mobile apps, supported by ANEC, should continue in 2019, after the approval of the first revision of EN 301 549 'Accessibility requirements suitable

for public procurement of ICT products and services in Europe'. For 2019, a second revision of EN 301 549 is going to take place to cover more requirements. ANEC intends to contribute to the revision.

ANEC intends to continue taking an active role in the execution of the second phase of standardisation mandate M/420 - European accessibility requirements for public procurement in the built environment, as well as in relevant international standardisation.

ANEC will also continue to be involved in the standardisation of assistive products- such as wheelchairs (CEN TC 293/ISO TC 173) - and in the field of ergonomics (CEN TC 122/ISO TC 159). Accessibility depends on mainstreaming Design for All as well as the safety and quality of specific products and services.

ANEC also joined CEN TC 452 'Assistance dogs' and started a collaboration with the European Guide Dog Federation to contribute to this work which should continue in 2019.

Despite this, evidence that the incorporation of the needs of older and disabled people is systematically taking place in the standardisation system is lacking. This is why ANEC is supporting the work of CEN BT Working Group 213 'Strategic Advisory Group on Accessibility' (SAGA) to coordinate the execution of Mandate M/473 to include "Design for All" in relevant standardisation initiatives (CEN-CLC JTC 12 'Design for All'). This aligns with ANEC's call for a mechanism to be set up to provide standards-makers with the technical knowledge for meeting the needs of older and disabled people.

Moreover, more needs to be done on the accessibility of services, where there are challenges as services need to adjust to digital technologies that empower older people (ISO PC 311 on inclusive services, CEN TC 431 'Service Chain for Social Care Alarms' and CEN TC 449 'Quality of care for older people').

The Accessibility WG members propose for the coming years to consolidate the progress achieved in the following areas: safety and usability of products and services for people with disabilities, including access to the built environment, horizontal approach to accessibility standardisation, access to digital products and services or eAccessibility, and horizontal advice to other ANEC WGs.

It should be noted that due to the horizontal nature of Design for All and accessibility, some overlap among the different areas of priority, or with the work of other ANEC WGs, might arise, especially with the Digital Society and DOMAP WGs. Consumer vulnerability concerns in particular not only people with disabilities and older consumers, but also younger people and children.

Accessibility
Description of work in terms of activities and/or tasks
<p><i>T4.1 European Accessibility Act</i> – contribute to final approval of European Accessibility Act with special focus on use of standards to complement legislation.</p> <p><i>T4.2 Horizontal approach to accessibility in standardisation</i> - participation in CEN-CENELEC BT WG 213 'Strategic Advisory Group on Accessibility' in the execution of standardisation mandate M/473 to include 'Design for All' in relevant standardisation initiatives, and training material on accessibility standardisation; participation in CEN-CENELEC JTC 12 (Mandate M/473) to contribute to finalisation of EN 17161 'Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users'; participate in ISO PC 311 'Inclusive service – Identifying and responding to consumers in vulnerable situations' to contribute to the drafting of ISO 22458 'Inclusive service: Identifying and responding to consumers in vulnerable situations'.</p> <p><i>T4.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety WG & DOMAP WG)</i> - participation in the meetings of CENELEC TC 61 'Safety of Household Appliances' and WG 1 and/or Task Forces 'TF 2-9' (toasters) and 'TF 2-14' (blenders); contribute to the maintenance of Parts 2 of EN 60335; participation in IEC TC 61 and its MT 4 on surface temperatures; monitor the work of CENELEC TC 116 WG 5 to follow-up possible revision of EN 50636 Parts 2; participation in other European & international fora as needed.</p> <p><i>T4.4 Accessibility & usability of the built environment</i> - participation in ISO TC 59 SC 16 in order to work on revision of ISO 21542 'Building construction - Accessibility and usability of the built environment'; participation in CEN-CLC JTC 11 'Accessibility in the built environment' to work on 2nd phase of mandate M/420 'European accessibility requirements for public procurement in the built environment'.</p> <p><i>T4.5 Lifts</i> - participation in CEN TC 10 and its technical bodies (WG 7 on 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', WG 8 on the revision of EN 81-41 'Stairlifts and vertical lifting platforms for persons with impaired mobility' and EN81-40 'Safety rules for the construction and installation of lifts — Special lifts for persons with impaired mobility'; WG 6 'Fire related issues' and WG 9 'Inclined lifts').</p> <p><i>T4.6 Assistive products and services for people with disabilities</i> - participation in CEN TC 293 'Assistive products for people with disability'; monitoring ISO TC 173 'Assistive products for persons with disability' and contributing to WG 10 'Assistive Products for Cognitive Disabilities'; participation in CEN TC 452 'Assistance Dog & Guide Dog</p>

Teams Standards and Instructors Competences' and WG 1 'Terminology' and convening WG 6 'Accessibility'.

T4.7 Ergonomics - participation in CEN TC 122 'Ergonomics' and monitoring ISO TC 159 'Ergonomics'.

T4.8 Accessibility of services (with ANEC Services WG) - collaboration with ANEC Services WG for participation in CEN TC 431 'Service Chain for Social Care Alarms'; CEN TC 499 'Quality of care for older people' and ISO TC 228 WG 14 'Accessible tourism'.

T4.9 Web & eAccessibility legislation (with Digital Society WG) - Participation in EC WADEX sub-group on implementation of web accessibility directive.

T4.10 Accessibility of electronic communications (with Digital Society WG) - Follow revision by ETSI TC HF of EN 301 549 'Accessibility requirements suitable for public procurement of ICT products and services in the Europe' and execution of standardisation request to implement web accessibility directive (M/554) and contribution to new work on smart cities standardisation; participation in CEN/CENELEC/ETSI Joint Working Group 'eAccessibility' on revision of EN 301 549; possible participation in CEN TC 224 WG 6 'User Interface' on revision of prEN 1332-3:2016 'Identification card system - User Interface-Part 3: Keypads' and any other relevant standard.

T4.11 Liaison with other ANEC Working Groups and collaboration with other organisations- liaison with other ANEC Working Groups when relevant; collaboration with EDF, EBU and AGE Platform Europe on common priorities such as the draft European Accessibility Act (accessibility legislation underpinned by standards) and the EU Covenant on Demographic Change.

T4.12 Management of Accessibility WG - briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments.

3. Domestic Appliances (DOMAP)

General objectives: to reduce number of accidents from use of domestic appliances & their severity, and encourage the environmental & performance aspects of household appliances; to reduce the number of (fatal) accidents due to CO emissions and poisonings.

Standardisation linked to domestic appliances covers a broad range of products: from toasters, microwave and simple ovens, to hairdryers, water heaters and garden equipment. Apart from safety and performance, accessibility is also a key aspect (where the DOMAP WG works with the Accessibility WG). Furthermore, market surveillance and

enforcement is considered a vital contribution in ensuring (future) consumer confidence in domestic appliances.

Despite ANEC's Not-Favourable Opinions and comments during the Enquiry and Formal Vote stages, EN 50291-1 'Gas detectors - Electrical apparatus for the detection of carbon monoxide in domestic premises - Part 1: Test methods and performance requirements' was adopted by CENELEC and published in May 2018. Unless there is a need, ANEC will not participate in CLC TC 216 meetings in 2019 but will monitor the work. In addition, we will continue to intervene on other issues related to the prevention of CO poisoning when needed.

Following a number of injuries from drones to people on the ground, including children, ANEC welcomed the initiative from the European Commission to develop an aviation regulatory framework, as well as a standardisation request, ensuring safe use of all kinds of drones. In 2018, a draft delegated EC regulation was published on making available on the market unmanned aircraft intended for use in the 'open' category. Early in 2019, the EC plans to adopt a standardisation request covering requirements defined in the delegated regulation. The Domestic Appliances WG will monitor developments in cooperation with other ANEC Working Groups in 2019.

No activities of CEN TC 152 are foreseen for 2019 as the three revised standards for amusement park equipment were adopted in 2018, with support from ANEC.

The Consumer Safety Network Expert Group on ladders (under the General Product Safety Directive) is inactive and so this activity has been deleted from our Work Programme 2019. We shall continue to monitor (other) relevant work under the GPSD.

Elsewhere, ANEC plans to participate in (or follow) the work of the same standards committees and working groups as in 2018.

Domestic Appliances
Description of work in terms of activities and/or tasks
<p><i>T5.1 Electrical household appliances under Low Voltage Directive</i> - participation in EC LVD Working Party.</p>
<p><i>T5.2 Safety of electrical appliances</i> - participation in CENELEC TC 61 and IEC TC 61; monitoring CENELEC TC 116 WG5; monitoring IEC ACOS and participate when needed.</p>
<p><i>T5.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety & Accessibility WGs)</i> - participation in CENELEC TC 61 WG 1; participation in IEC TC 61 and its MT 4 (using results of ANEC technical studies); participation in other European & international fora as needed. This activity is foreseen to be supported by a subcontracted expert to assist and aid ANEC in the</p>

continuing revision Parts 2 of EN and IEC 60335 standards with respect to the safety of children, older persons and persons with disabilities. The work will entail providing expertise in terms of written comments, advice to ANEC members and ANEC Secretariat on standards work in this area, as well as promoting and defending these positions in meetings, mainly in IEC.

T5.4 Child appealing (electrical) products - participation in CENELEC TC 61 WG 8.

T5.5 Gas appliances & Gas Appliances Regulation (GAR) - monitor the agenda of the Commission meetings on the Gas Appliances Regulation (GAR) and participate if necessary; monitoring CEN TC 49 'Gas cooking appliances' and participate when needed.

T5.6 CO emissions & preventing poisoning - monitor work of CENELEC TC 216 and participate when needed; intervene on other issues related to the prevention of CO poisoning when relevant/needed.

T5.7 Safety of Machinery - monitoring CEN TC 144 WG 7 'Garden equipment' and CEN TC 153 'Machinery intended for use with foodstuffs and feed'; monitor developments concerning drones, in cooperation with other ANEC Working Groups.

T5.8 Domestic appliances under General Product Safety Directive - monitor relevant work under the GPSD.

T5.9 Surface temperatures - monitor implementation of CENELEC Guide 29 & EN ISO 13732-1 by relevant bodies.

T5.10 Market surveillance - participate in meetings on joint market surveillance actions in the DOMAP field.

T5.11 Management of Domestic Appliances WG – briefing and debriefing of ANEC experts, organisation of WG meetings and of teleconference meetings if relevant, validation of representatives' reports, training of experts, coordination and drafting of comments.

4. Digital Society (including Innovation)

General objectives: access to the Information Society by older people & people with disabilities; the safety & security of electronic communication products, networks & services; interoperability; privacy.

Digital products and services, such as mobile phones, the internet and apps, play a key role in consumers' everyday lives, from shopping on-line to listening to music. However, while they have the potential to improve consumer welfare by making more products and services available, digital technologies also pose several challenges in terms of protection of traditional consumer rights in an on-line environment (notably privacy, data protection, cybersecurity and accessibility by the more vulnerable consumers).

The creation of a true Digital Single Market is at the centre of the European Commission priorities in order to ensure better access on-line and tackle any barriers .

ANEC follows standards issues through its Digital Society WG. The WG members' aim is to promote and defend consumers' interests in this specific field which is one where standards can be used effectively to complement regulation and policies and meet the challenges. It should be noted that standardisation in this domain is to some extent different from the traditional "New Approach" sector: although there are some standards in that scope, the standards are often global and elaborated according to "informal and fast" procedures.

Furthermore, the Standardisation Regulation allows for certain ICT technical specifications produced by informal standardisation bodies - fora and consortia - to be used in EU policies and public procurement, to increase, inter alia, interoperability of ICT for consumers. ANEC thinks that interoperability is a key issue for consumers, together with private data protection, security and accessibility and usability.

With this in mind, ANEC monitors the implementation of these provisions by following the work of the Multi-Stakeholder Platform (MSP) on ICT Standardisation, set up in connection with the Regulation.

The Digital Society WG members have proposed for the coming years to continue to consolidate the progress achieved in the following: Access to the Information Society by older people and people with disabilities (e-Accessibility); electronic communication products, networks and services; E-Recognition, and Privacy and Cybersecurity Standardisation.

In addition to safety of physical devices such as smart phones and tablets (CENELEC TC 106x and 108x) and the accessibility of ICT products and services for consumers with disabilities (CEN-CLC-ETSI JWG eAccessibility and ETSI TC Human Factors), the Digital Society WG plans to continue to follow the activities around privacy and security standardisation of CEN TC 224 'Personal identification and related personal devices with secure element, systems, operations and privacy in a multi sectorial environment', CEN-CENELEC JTC 8 'Privacy management in products and services' and of CEN-CENELEC JTC 13 'Cybersecurity and data protection'. The last activity should be seen in the context of the draft European Cybersecurity Act which refers to standards and should be approved in 2019. We will participate in ETSI TC CYBER if we receive funding through the StandICT project.

Consumer privacy and security are also at the centre of a newly set up ISO PC 317 'Consumer protection: privacy by design for consumer goods and services' which we plan to follow thanks to the funding for a new representative provided by the StandICT.eu project. ANEC was one of the proposers, together with ISO/COPOLCO and BSI CPIN.

Conversely, the CEN-CENELEC BT WG on Fintech will be disbanded in autumn 2018 after publication of its mapping report. ANEC was able to influence the content of the report in the interest of consumers. ANEC has also stopped following the CEN Workshop on a “Unique Identifier for Personal Data Usage Control in Big Data” (CEN WS ISÆN) as no activities took place.

Privacy, security and accessibility, as well as interoperability, remain the main issues advocated by ANEC in smart cities standardisation (CEN-CENELEC-ETSI Smart and Sustainable Cities and Communities Sector Forum (SSCC-SF) which should be led by a new Technical Committee in 2019.

In March 2016, ANEC submitted a proposal to ETSI TC ‘Human Factors’ for a work item on “Smart cities and communities standardisation for citizens & consumers”. It was approved by the ETSI/OCG and a slightly-modified version sent to the ETSI Board for endorsement. In September 2018, ETSI informed us that the EC had approved the proposal for financial support (under the ICT Standardisation Rolling Plan). The aim of the item is to assess the different citizen-related issues that smart city-related standardisation in the ICT domain needs to address. The TR will state the key citizen/consumers concerns and issues (for example, accessibility or privacy), and recommend how standards could meet them.

Connected and automated decision-making (Artificial Intelligence) technologies are finding their way into consumer products, bringing along new challenges for product safety and consumer protection. In 2019 we will assess with BEUC whether existing legislation can satisfactorily deal with specific aspects of product safety linked to internet connectivity and algorithm decision-making. In 2018, ANEC joined the European Commission AI Alliance and the Open Community for Ethics in Autonomous and Intelligent Systems standards (OCEANIS) to contribute to discussions on standardisation priorities in 2019.

At the beginning of 2018, ANEC was invited to join the CEN Workshop ‘Journalism Trust Initiative’ (JTI) aimed at developing a CEN Workshop Agreement (CWA) with verifiable set of rules and benchmarks for trustworthy news and journalism. The CWA proposers are Reporters Without Borders (RSF), supported by the Global Editors Network (GEN), the European Broadcasting Union (EBU), and the ‘Agence France Press’ (AFP). Reporters Without Borders and BEUC were members of the High-Level Group on fake news set up by DG CNECT. ANEC will ensure coordination with BEUC on the position on fake news. The work should continue in 2019.

As active engagement of consumers will be pivotal to the success of smart meter deployment, ANEC will continue to contribute to the activities of the European Commission Smart Grids Task Force (SGTF) and ESOs Smart Meters Coordination Group (SMCG) to deal with consumer-relevant issues. The continuation of work on interoperability, data sharing procedures and cybersecurity is anticipated by the

European Commission but cannot yet be guaranteed and will become clear only after the steering committee meeting at the beginning of 2019.

It should be noted that, due to the convergence of technologies, some overlap among the different areas of priority, or with the work of other WGs, can arise, especially with the Accessibility WG and the Smart Meters and Smart Grids Ad Hoc Group. Consumer vulnerability concerns in particular not only people with disabilities and older consumers, but also younger people and children.

Digital Society (including Innovation)
Description of work in terms of activities and/or tasks
<p><i>T6.1 Web & e-Accessibility legislation</i> – see T4.9.</p> <p><i>T6.2 Accessibility of electronic communications</i> – see T4.10.</p> <p><i>T6.3 Product legislation, Radio Equipment Directive (RED)</i> - participation as an observer in the EC Expert Group on Radio Equipment (established under the RED Directive), provided selection is successful, in order to detect issues of consumer interest and follow up on proposal for an EC delegated act on privacy and security essential requirements; follow-up implementation of relevant consumer aspects of the M/536 standardisation request to implement the Radio Equipment Directive.</p> <p><i>T6.4 Human exposure to electromagnetic fields</i> - participation in CENELEC TC 106X which works on the subject of human exposure to electromagnetic fields (EMF) to comment on relevant documents, working drafts and/or draft standards; participation in CENELEC TC 106X WG 20 on “reasonably foreseeable conditions of use” to comment on relevant documents, working drafts and/or draft standards.</p> <p><i>T6.5 Safety of IT audio-video equipment</i> - participation in IEC TC 108 and CENELEC TC 108 and WG 3 on safety of Personal Music Players and contribution to execution and finalisation of the standardisation Mandate M/452 on safety of Personal Music Players.</p> <p><i>T6.6 e-Recognition</i> - participation in CEN TC 224 ‘Personal identification and related personal devices with secure element, systems, operations and privacy in a multi sectorial environment’ in order to comment on relevant documents, working drafts and/or draft standards; participation in CEN TC 225 ‘AIDC Technologies’ in order to comment on relevant documents, working drafts and/or draft standards.</p> <p><i>T6.7 Biometrics</i> - participation in CEN TC 224 WG 18 on Interoperability of Biometrics to comment on relevant documents, working drafts and/or draft standards; Participation in CEN TC 224 WG 19 ‘Breeder Document’ to comment on relevant documents, working drafts and/or draft standards.</p>

T6.8 Privacy & Cybersecurity Standardisation - participation in CEN-CENELEC JTC 8 'Privacy management in products and services', to work on execution of the standardisation request on privacy management in the design and development and in the production and service provision processes of security technologies (M/530); participation in ISO PC 317 'Consumer protection: privacy by design for consumer goods and services' to comment on relevant documents, working drafts and/or draft standard (financial support from StandICT project); participation in CEN-CENELEC TC 13 'Cybersecurity and data protection' to comment on relevant documents, working drafts and/or draft standard and follow up on ANEC proposal on testing programme; participation in ETSI TC CYBER to comment on relevant documents, working drafts and/or draft standard (subject to recruitment of suitable expert).

T6.9 Smart & sustainable cities - participation in CEN-CENELEC-ETSI Sector Forum on Smart and Sustainable Cities and Communities (SSCC-SF) to comment on relevant documents, working drafts and/or draft standards; participation in possible CEN-CENELEC-ETSI Technical Committee to comment on relevant documents, working drafts and/or draft standards; contribution to ETSI TC HF STF on smart cities based on ANEC's proposal.

T6.10 Policy on ICT standardisation - participation in EC ICT Multi-Stakeholder Platform, comment on ICT Rolling Plan; monitoring of implementation of ICT Priority Plan.

T6.11 Smart Meters and Smart Grids - participation in CEN-CENELEC-ETSI Smart Meter Coordination Group, European Commission Smart Grid Task Force and related expert groups (such as Expert Group 1).

T6.12 Connected and automated decision making (AI) products and services - participation in AI meetings and workshops to comment on relevant documents, working drafts and/or draft standards; contribution to assessment of legislation and standards on safety of connected products.

T6.13 On-line disinformation and 'fake news' - Participation in CEN Workshop 'Journalism Trust Initiative' (JTI) to comment on relevant documents, working drafts and/or the draft CWA.

T6.14 Management of Digital Society WG and Smart Meters & Smart Grids ad hoc group - briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments.

5. Services

General objectives: to obtain a legal framework for the safety of services that guarantees a consistent approach across sectors; ensure consumer concerns are addressed in the regulations and standards for services.

Although the Internal Market for products is well-established, no such seamless environment exists for services in the EU, despite the intent of proposals such as:

- the Single Market Acts;
- the provisions of Regulation (EU) 1025/2012;
- European Consumer Agenda;
- numerous initiatives taken by CEN.

The absence of a legal framework for the safety of services has the potential to create high levels of consumer detriment. Hence the role of the Services WG is to influence legislation that enables service standards developed at the European level to be effective, and to participate in the development of the standards themselves. The majority of service standards tend to be developed at national level, with businesses keen to develop certain B2B standards at European level (e.g. standards for management consultancies). Consumer services also saw an increasing development of international standards due to the global nature of certain activities.

Through Mandate M/517, the Commission proposed development of a range of horizontal services standards. CEN TC 447 'Services - Procurement, contracts and performance assessment', is developing the standards under Phase 2 of M/517 capable of flexible application across a wide range of services on topics (such as procurement and pre-contract information provision, contracts and performance assessment). Importantly, the part on contracts will also cover business to consumer (B2C) services.

In the measures issued in June 2016 in the Standardisation Package II, the Commission expressed the intention to step up efforts and set practical solutions to promote the greater development and use of European service standards, improve awareness, and address the barriers faced by European service providers. ANEC intends to continue contributing to the development of these actions.

Furthermore, the evolution of products is increasingly leading to the development of new services (e.g. community-based integrated health & care services) and the continuing growth of the service sector demands a cross-sector overview by ANEC.

In 2019, ANEC plans to participate in (or follow) the work of the same standards committees and working groups as it did in 2018.

In line with ANEC's Favourable Opinion, the standard EN 16844 'Aesthetic medicine services - Non-surgical medical treatments', was published in September 2017. Nevertheless, we highlighted overlaps with the work of CEN TC 409 'Beauty Salon

services' and some CEN members also noted the need for clarification of ambiguities regarding competences in the two standards. Though, the work in CEN TC 403 'Aesthetic surgery and aesthetic non-surgical medical services' came to an end in 2017, the Project Committee was tasked to develop a European standard to set requirements in relation to aesthetic surgery services to patients. ANEC supported the creation of this TC and participated in the development of the standard. ANEC will follow the development of a Technical Specification on advanced treatments, which may follow in 2019.

Services
Description of work in terms of activities and/or tasks
<p><i>T7.1 Horizontal service standardisation & policy</i> – participation in CEN SAGS; participation in CEN TC 447 'Services – Procurement, contracts and performance assessment' and in M/517 implementation; participation in ISO COPOLCO WG 18 on services; ISO TC 176 SC 3 WG 18 'Customer satisfaction'; participate in policy debates on future service legislation & standardisation; monitor the developments of ISO 10004 in relation to work carried out in CEN TC 447; participate in developments on ISO 10008 (e-commerce) and its possible revision.</p> <p><i>T7.2 Health, support & well-being services</i> - Participate in revision of work of CEN PC 409 'Beauty salon services'; monitor ISO TC 228 WG 2 'Health Tourism' and provide consumer input to work on medical spas; participate in CEN TC 449 'Quality of care for older people' in collaboration with ANEC Accessibility WG, also based on joint 2014 DfA/Services R&T Study on "Models of special Accommodation for Older People across Europe"; participation in CEN TC 450 on 'Minimum requirements of patient involvement in person-centred care'; monitor EC work on indoor UV exposure services; participate in CEN TC 448 'Funeral services'; participate in CEN TC 431 'Service Chain for Social Care Alarms'; collaborate with Accessibility WG on accessibility of services; monitor work on tattoo services in CEN TC 435, liaising with ANEC chemicals PT where needed; use of ANEC 2017 technical study in ANEC participation in meetings on healthcare services standardisation; use ANEC 2018 technical study in ANEC participation in meetings on cross border services, sharing of results with Commission; participate in development of an ISO Standard on Inclusive Services to address needs of vulnerable consumers following COPOLCO Resolution 8/2015.</p> <p><i>T7.3 Tourism, leisure & sports services</i> - monitor follow up actions to the EC Communication on the Future of EU Tourism Policy and promote ANEC position on tourism services policy and standardisation; participate in Expert group on maritime safety; monitor activities related to Leaseurope guidelines on car rental services; monitor CEN TC 329 'Tourism Services'; participate in ISO TC 228 'Tourism and related services' and its WG 15 with a view to bringing the consumer perspective;</p>

participate in ISO TC 228 WG 14 'Accessible tourism', liaise with Accessibility WG on accessibility of tourism services; participate in CEN TC 136 WG 2 'Fitness centres'; liaise with Domestic Appliances WG and Child Safety WG on safety of leisure products.

T7.4 Safety of accommodation - follow-up campaign actions on tourism for consideration of input on accommodation safety, following COM (2014) 464 and EP resolution of 29 October 2015 on new challenges and concepts for the promotion of tourism in Europe (2014/2241(INI)); collaborate with partners to promote and progress the set-up of a pan-European injury database on (fire) accidents in tourism services; monitor NWI in CEN to detect and react to issues in the consumer interest in the area of tourism accommodation (fire) safety and security (e.g. CEN TC 391 'Societal and citizen security'); continue liaising with ANEC Sustainability WG on (fire) safety of buildings; liaison with the ANEC Accessibility, Domestic Appliances and Child Safety WGs on respective issues of mutual importance (e.g. evacuation of persons with special needs and gas safety, injury databases).

T7.5 Postal services - participation in CEN TC 331 and CEN TC 331 WG 1 notably in the implementation of *standardisation request M/548 as regards postal services and the improvement of quality of service in support of Directive 97/67/EC*; monitor developments following the plan to boost e-commerce that included a Proposal for a Regulation on cross-border parcel delivery services in light of ANEC study on e-commerce; promotion of ANEC position on cross border parcel delivery services; participate in "Keep me posted EU" campaign steering group meetings.

T7.6 Cross-Border online services - monitoring of policy developments regarding collaborative economy and online platforms; participate in standardisation debate on sharing/collaborative economy in ISO/COPOLCO; liaison with BEUC and Digital Society WG on issues of common relevance.

T7.7 Financial services - monitor activities of CEN TC 445; participate in EPC Scheme End User Forum (SEUF); explore cooperation with Consumers International to monitor follow-up of COPOLCO investigation on consumer concerns in financial services or possible activities of interest at ESOs level; ANEC Services WG to monitor and input if need be in the work of Digital Society, Accessibility and Sustainability WGs of relevance to financial services.

T7.8 Management of Services WG - briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, social media promotion, coordination and drafting of comments.

6. Sustainability

General objectives: to improve the environmental performance of products and contribute to their safety; to ensure innovative technologies are safe when used in products, that claims are verifiable & adequate information is provided to consumers;

to encourage the setting of mandatory requirements for product design; to enable consumers to adopt more sustainable consumption behaviours; promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products etc).

The Sustainability WG aims to improve environmental performance of products by assessing the environmental aspects over their entire life cycle. It seeks to achieve mandatory requirements for inclusion in product design, such as energy efficiency, hazardous substances and waste treatment, without which standards cannot achieve sustainable goals and improve consumer welfare. It wants consumers to be able to make sustainable choices, by providing them with a wider range of green products, as well as simple, reliable and easy-to-use eco-labels. It also intends to ensure consumer interests are protected in novel technologies such as the nanotechnologies.

Certain key areas of work – such as the Ecodesign of products and hazardous chemicals in consumer articles - have become controversial issues in recent years, notwithstanding support from most Member States. Hence, consumer organisations will need to push arguments in favour of European action.

In 2019, we foresee the continuation of activities carried out in 2018 and further activities in light of the 2017-2018 EU actions (especially next steps in the field of chemicals legislation relating to products; EU non-toxic environment strategy, EU plastic strategy; EC consultation on interface between chemicals, waste and products legislation; transition phase of the Product Environmental Footprint programme; the revision of energy-related products legislation, ongoing work in Material Efficiency and the revision of the Drinking Water Directive).

Sustainability
Description of work in terms of activities and/or tasks
<p>T8.1 <i>Hazardous chemicals in consumer products</i> - call for regulatory framework based on the strategy in ANEC paper from 2014; continue liaising with collaborators of the 2013, 2015 events and possible new allies in NGOs movement for possible joint activities; participation in CEN TC 437 'Electronic cigarettes and e-liquids' and CEN TC 436 'Cabin Air Quality on commercial aircraft – Chemical Agents' and the stakeholder panel of EASA related project; continue contributing to the discussion on the safety of tattoo products in ECHA activities; liaise with other civil society organisations in call for mandatory transparency measures regarding products containing nanomaterials, and participate in related EU policy developments; monitoring and participation in as CEN TC 352 WG 2 'Nanotechnologies - Commercial and other stakeholder aspects' and ISO TC 229 'Nanotechnology' WG 3 PG 14 to follow any other consumer relevant issue emerging; assist CEN SABC in the development of a detailed implementing strategy to support Guide 16; follow up on the policy activities</p>

for the enhancement of the European regulation on food contact materials following the European Parliament analysis and DG SANTE initiatives; monitor and comment on any standardisation request which may be prepared by the Commission on the topic of Drinking Water and Materials in Contact with Drinking Water.

T8.2 Sustainable consumption & production (SCP) - participate in EC fora on sustainable consumption and production (SCP) e.g. IPP/SCP Regular Committee;; collaborating with BEUC, promoting consumer understanding and benefits of the A-G label and defending the consumer interests during the implementation of the new Regulation revising the directive for the Energy Label; ANEC will aim to make use of its positions regarding substantive sustainability indicators and reporting in emerging policy areas such as sustainable financing; participation in CEN TC 415 and ISO TC 34; follow-up on evidence of monitoring and influencing of developments related to the standardisation on traceable and sustainable cocoa; lobbying jointly with BEUC for a comprehensive SCP policy framework covering all relevant products and addressing relevant sustainable aspects.

T8.3. Sustainability of construction works - follow-up on evaluation of proposed revision of Energy Performance of Buildings Directive (EPBD) and possible revision based on ANEC position set out in ANEC paper 'Laying the foundations for sustainable buildings', and 2016 contribution to EC discussion on indicators for the environmental performance of buildings; promote ANEC position on sustainable construction and LCA assessment; monitor developments in CEN TC 350, and with ECOS participation in standards work relevant for the Energy Performance of Buildings Directive.

T8.4 Environmental labelling - call for alternatives to EC approach to Life-Cycle Analysis by using the work in ISO TC 207 and subsequent ANEC positions and research/technical studies; pursue synergies in instruments on environmental information to ensure coherency and clarity among product labels aimed at consumers; monitoring the work of ISO TC 207; follow EC actions in the development of EMAS sectoral reference documents for buildings.

T8.5 Integration of environmental aspects into product standards - participate in ENIS meetings; participate in CEN/SABE meetings; monitor the effectiveness of the Environmental Helpdesk (EHD); coordinate with ECOS where relevant; monitor of work of SABE/EMT in order to ensure ANEC analysis of ISO standards in the field of environmental management is reflected in EMT recommendations.

T8.6 Resource efficiency and packaging waste - promotion of ANEC position regarding a broader sustainable consumption and production approach to the circular economy, going beyond efficiency gains; collaboration with BEUC case-by-case regarding SCP policies, including resource efficiency policies and development of related indicators; monitor work in CEN TC 261 SC 4 'Packaging & the Environment' e.g. development of standard for home-compostable packaging; monitor developments in the EU plastics strategy.

T8.7 Management of Sustainability WG – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, social media, coordination and drafting of comments.

7. Traffic & Mobility

General objectives: to influence related legislation & standards in order to provide the highest levels of safety practicable to car occupants; to contribute to a high level of safety for vulnerable road users; to ensure efficient, user-friendly & safe infrastructures for innovative transport; to ensure environmental priorities do not jeopardise the safety of motor vehicles.

The Traffic & Mobility WG seeks to contribute to a high-level of safety among road users and especially vulnerable road users. It defines the ANEC contribution to standardisation work in UNECE on Child Restraint Systems (car seats), and other aspects of motor vehicle safety, where ANEC is the sole representative of the consumer interest, under the umbrella of Consumers International. It also decides the ANEC position in the development and revision of standards for bicycles and accessories in ISO and CEN. Its aim is to ensure environmental priorities do not jeopardise the safety of motor vehicles, and it looks for an efficient, user-friendly & safe way to recharge electric vehicles as well as the safety of personal light electric vehicles (segways, scooters etc). Intelligent Transport Systems are gaining importance, not only in the area of 'automated driving', but also 'the car as data generator': i.e. what data does the car generate? who has access and what will happen with those data? This is monitored at international level by UNECE WP 29 and at European level under CEN TC 278 'Intelligent Transport Systems'. The work on standards in UNECE (confusingly known as 'Regulations' as their use is mandatory in UNECE member countries) is complex and one of only two areas where ANEC is using a paid expert as such expertise is not available voluntarily. Nevertheless, positions are still decided upon by the Traffic & Mobility WG on the advice of the expert.

In 2019, ANEC intends to continue participating in (or monitoring) the work of the same standards committees and working groups it did in 2018 with few changes:

Work on Regulation 129 (Enhanced Child Restraint Systems) was finalised in June 2018 with the adoption of Phase 3 of the regulation (covering belted universal baby/toddler enhanced child restraint systems). Hence, the UNECE Informal Group on ECRS was disbanded in March 2018 on completing its mandate. ANEC will seek a proposal to stop R44 approvals for belted integral CRS are continued in order for R44 to be phased out as soon as possible. One remaining issue are booster cushions without backrest that remain under R44. ANEC will push for a swift move from R44 to R129.

With respect to work on helmets for speed pedelecs, CEN TC 158 'Head protection' had decided to create WG 15 'S-EPAC/pedelec helmets'. ANEC nominated a representative to contribute as we encourage the use of green alternative transport: heavy, bulky

helmets should not jeopardise this. Work has started in 2018. During an enquiry, most CEN members voted in favour of a Technical Specification instead of an EN.

WG 17 'Urban ITS' has been established under CEN TC 278 'Intelligent Transport Systems (ITS)'. Such ITS technologies must ensure integrity, confidentiality and secure handling of data, including personal and financial details, and ensure that consumers' rights are protected. So far, discussions have not touched on the consumer aspects. Nevertheless, ANEC will continue monitoring this WG.

ANEC had participated in the work of CEN TC 441 on fuel labelling for motor vehicles. Its standard, EN 16942, was published in October 2016 and will become effective from October 2018. There was no meeting in 2018, but the TC has not been disbanded yet. ANEC is preparing communication material (statement, press release, video, infographics) to inform consumers about the new fuel identifiers that will appear in filling stations from 12 October 2018.

In 2018 ANEC joined forces with Global NCAP on the need for more stringent requirements for L 6/7 category vehicles (quadracycles) as they show severe shortcomings in frontal and side protection. A proposal by ANEC and Global NCAP was tabled at the GRSP May 2018 session to start discussions. ANEC and Global NCAP will urge during 2019 to incorporate requirements for frontal impact protection for category L-6/7 category vehicles in UNECE Regulation R137.

Traffic & Mobility
Description of work in terms of activities and/or tasks
<p><i>T9.1 Child Restraint Systems (CRS)</i> - participate in UNECE WP 29 and the GRSP in order to provide guidance during the further improvement and refinements of the Regulation 129 on ECRS; develop guidance to consumers in transition phase from R44 to R129; propose to make dormant the remaining part of R44 as soon as possible after adoption of phase 3; participate in ISO TC 22 SC 36 WG 2 to contribute to the discussions on lower tether anchorages (LTA); continue to bring new facts on pirated/non justifiable CRS to the attention of authorities; collate injury information where available ahead of future revisions of R129.</p> <p><i>T9.2 Children left in cars</i> - monitor continuing instances at European level (in particular, if possible, collecting appropriate statistics from first aid/ambulance services), survey of measures/requirements in different countries, in particular in the Mediterranean countries; evaluation of new achievements, devices, intelligent solutions (using smartphones as a possibility); monitor ISO TC 22 SC 36 WG 2 that intends to investigate the possibilities and opportunities of new technology enabling</p>

detection of child and CRS presence and other aspects; monitor development in EuroNCAP Roadmap 2025.

T9.3 Protection of pedestrians from cars - participate in UNECE WP 29 and its bodies in the development of amendments to R127 and the Global Technical Regulation 9 to ensure testing regimes focus on better pedestrian protection in event of collision with a motor vehicle, and contribute to the revision of the Pedestrian Safety Regulation 78/2009 and Vehicle General Safety Regulation. A proposal to include deployable devices to reduce injuries (pop-up bonnets) has been tabled by Korea. ANEC will monitor this.

T9.4 Perception of silent cars - monitor developments at EC and UNECE level and intervene as needed. With the increased use of electro-mobility, a new risk has arisen for vulnerable road users that ANEC will monitor. The UN regulation was adopted at the WP 29 session in March 2016 and amended in March 2017 to address shortcomings. Work on the GTR has started and ANEC will follow.

T9.5 Bicycles and accessories - participate in CEN TC 333 and ISO TC 149 on continuous improvement of the standards for bicycles and accessories, in particular in implementation of bicycle use classes and further development of test procedures for braking and the fully assembled cycle; participate in ISO TC 149 SC 1 WG 14 'Revision of ISO 8090:1990 Cycles -Terminology'; continue participation in CEN TC 252 WG 7 in the revision of EN 14344. The publication of the revised draft standard prEN 14344 was expected for early 2018 but there were delays due to several technical discussions. Public Enquiry expected in late 2018 and a meeting after the public enquiry is intended for early 2019.

T9.6 Electrically Power Assisted Bicycles (EPAC) - participate in ISO TC 149 WG 15 'EPACs' to contribute to development of the ISO standard for EPAC (ISO 4210-10); participate in CEN TC 333 WG 5 to contribute to the development of the new standard for electric mountain bicycles (EN 15194-2); participate in UNECE GRSP meetings to monitor and contribute to discussions on helmets for speed-pedelec users (supporting user-friendly and safe solutions for users); participate in CEN TC 158 WG 15 'Helmets for speed-pedelec users'.

T9.7 Safety, efficiency & emissions of motor vehicles – monitor the developments in UNECE WP 29 on implementation of the worldwide harmonised light vehicles test procedures (WLTP); developments at WP 29 on Tyre Pressure Monitoring Systems (TPMS); monitor the developments regarding tyre labelling; participate in the meetings of CEN TC 441 to contribute to raising awareness on EN 16942 and monitor implementation; participate and monitor developments in the UNECE GRSP Informal group on helmets for motorcyclists (GRSP decided to update the outdated UN Regulation 22 on motorcycle helmets based on new biomechanical research and developments on the market); participate in the CEN/WS 90 'Real drive test method for compiling comparable emission data' to contribute to the Workshop Agreement.

T9.8 Head restraints in cars – monitor the developments at UNECE WP 29 that head restraints offer a state of the art solution, both within Europe and internationally.

T9.9 Frontal impact protection - monitoring work in UNECE WP 29 and GRSP concerning the revision of Regulations of frontal and side impact protection to detect and react to issues of consumer interest; monitoring work in UNECE WP29 and GRSP concerning the development of a global Technical Regulation on Pole Side Impact phase 2; advocate for the incorporation of requirements for frontal impact protection for category L-6/7 vehicles in regulation 137.

T9.10 Intelligent Transport Systems (ITS) - participate in CEN TC 278 and monitor CEN TC 226 WG9; participate in WP 29 and the Informal Group on ITS to monitor developments in automated driving. Monitor CEN TC 278 WG 17 on urban ITS. Through TC 278, monitor ETSI work on C-ITS.

T9.11 Electro mobility - vehicle – participate in the Electro-mobility Coordination Group to monitor and influence developments related to the standardisation of electric and plug-in hybrid vehicles and to advocate safe and user-friendly electric vehicles; continue participation in CEN TC 301 and WG 14 to contribute to the European standard (EN 17186) on labelling of electric vehicle (EV) charging and in CEN TC 354 WG 4 to contribute to the European standard (EN 17128) on 'Light electric vehicles and self-balancing vehicles'.

T9.12 Electro mobility - infrastructure - follow draft standards in eMobility Coordination Group and CEN TC 301 'Road vehicles' to ensure that infrastructures are in place to charge batteries of electric and plug-in hybrid vehicles (and standardised in an efficient, user friendly and safe way).

T9.13 Management of Traffic and Mobility WG – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments, management of subcontracted expert, preparation of updates on horizontal issues of relevance to other ANEC WGs.

8. ANEC technical studies (ANEC Research & Testing Projects) & technical subcontracting

ANEC technical studies & the subcontracting of experts

Rationale and objectives:

This activity aims at providing the empirical evidence needed to support ANEC positions in the standards development process or at political level, or in providing subcontracted expertise where such expertise is not available to ANEC voluntarily.

ANEC commissions technical studies and subcontractors systematically, on the basis of transparent procedures, selection criteria and calls for tender. The priorities are identified by the ANEC Working Groups according to their sectoral work programmes. A political priority may be identified by the ANEC Steering Committee.

In 2019, the following studies and subcontracting will be pursued:

1. Child Safety/Services WGs: Study on trampolines and trampoline parks.

The purpose of this study is to provide ANEC with proposals for the improvement and/or development of applicable standards for different kinds of trampolines (domestic use, professional use, sports activities, use in trampoline parks, in playgrounds, ...) and trampoline parks.

2. Traffic & Mobility WG: Sub-contracting an expert for the ANEC Traffic & Mobility WG for 2019.

The specialist knowledge needed requires ANEC to use a contracted expert for the UNECE work on standards for vehicle safety.

3. Digital Society WG: Sub-contracting an expert on cybersecurity and privacy standardisation for the ANEC Digital Society WG for 2019.

The specialist knowledge needed requires ANEC to use a contracted expert for the work on cybersecurity standardisation.

4. DOMAP/Accessibility WGs: Sub-contracting an expert for the work on the safety of children, older persons and persons with disabilities in electrical household appliances standards ("removal of the exclusion clause") in 2019;

The scope of the activity of the "exclusion clause" subcontracted expert would be to assist and support ANEC in the continuing revision Parts 2 of EN and IEC 60335 standards with respect to the safety of children, older persons and persons with disabilities. The work will entail providing expertise in terms of written comments, advice to members and the ANEC Secretariat on standards work in this area, as well as promoting these positions in meetings, mainly in IEC.

5. Child Safety/Sustainability WGs: Proposal for a study on colourants in toys and other articles for children.

The purpose of this study is to analyse samples of toys and other articles for children to identify the kind and amount of colourants used.



ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and the use of standards, 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.

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.

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ANEC is supported financially by the European Union & EFTA

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