

ANEC Strategy 2014 to 2020

Annual Action Plan 2014

Progress Report – December 2014

I. Introduction

In June 2013, the ANEC General Assembly adopted the ANEC Strategy 2014 to 2020, comprising a Vision and Mission supported by ten Strategic Objectives¹.

As indicated during the development of the Strategy, including during its public consultation phase, the actions intended to implement the Strategic Objectives are set out in Annual Action Plans. These are developed by the ANEC Steering Committee (the Board of ANEC) and approved by the General Assembly. The management of the execution of the Plan rests with the Steering Committee.

Each Plan is a publicly-available annex to the Strategy 2014 to 2020. It needs to be taken into account in operations of the association at all levels, including by the ANEC Working Groups & Project Teams.

Naturally, the parameters of each Action Plan reflect the environment in which the Strategy itself was developed and adopted:

- ANEC is an international non-profit association established under Belgian law, and has to comply with the corresponding rules and regulations (eg: social and labour law).
- Its statutory objective is to promote, defend and represent the collective consumer interest in the work of the European Standards Organisations and any similar bodies concerned with standards that directly or indirectly affect consumers. This is because consumer expertise for standardisation work is weak or non-existent in most countries.
- ANEC is dependent upon funding from the European Commission (95%) and EFTA (5%). During the Consumer Programme 2007 to 2013, the sum made available by the Commission was typically 1,3M€ annually. The time of the volunteer experts engaged by ANEC is considered by the Commission to be a notional contribution in kind (calculated to be worth 260.000€ in 2007).
- This funding is reliant on the acceptance by the Commission and EFTA of an annual work programme that explains the contribution of ANEC to the policy objectives of enhanced consumer protection and welfare, and a budget. In its selection as the European association representing the consumer interest in standardisation, ANEC needs to respond to a public call for proposals that leads to an annual Specific Agreement or multiannual Framework Partnership Agreement.

¹ <http://tinyurl.com/nqel9z5>

- The members of the General Assembly are individuals who represent all national consumer organisations in their countries, chosen by the consensus of those national consumer organisations.
- The General Assembly defines the policy of the association, supported by the Steering Committee. The technical work is executed through a network of consumer experts, co-ordinated and briefed by committees active in areas of priority chosen by the General Assembly:
Child Safety, Design for All, Domestic Appliances, Information Society, Innovation, Services, Sustainability (ex-Environment), and Traffic.
- Due to its constrained financial and human resources, including its reliance on volunteer experts, ANEC must set clear priorities.
- Standardisation is a consensual process that aims to reflect the views of all interested parties. Standardisation in CEN & CENELEC (and ISO & IEC) is based on the “national delegation principle”, through which delegations of experts sent by their national members take the lead in drafting European standards. But these delegations often lack consumer expertise or advice. European Standards are adopted through the route of national standards bodies and exist only when implemented as identical national standards.
- Although its representatives in CEN or CENELEC technical committees still do not have a vote, in common with other European “Partner Organisations”, from 1 January 2014, ANEC has the right to be part of the consensus that underpins the decisions of a technical committee at key stages in the development (or the review) of a European Standard. ANEC has also liaison status in several ISO or IEC technical committees.

II. Latest developments

This first Action Plan was drafted during the transition in the management and funding of ANEC from the European Commission’s DG Health & Consumers (as part of the Consumer Programme) to DG Enterprise & Industry (under the Standardisation Regulation, EU 1025/2012). It was elaborated in parallel with the response of ANEC to a public call for proposals for the representation of the consumer voice in standardisation that closed on 13 November 2013. ANEC won the call and a Grant Agreement for 2014 was signed with the Consumer, Health & Food Executive Agency (CHAFFEA) in mid-February 2014.

The Action Plan does not reflect recommendations made in the report of the consultants who undertook an external evaluation of ANEC, for the period 2007 to 2011, between January and September 2013.

III. ANEC's strategic priorities in 2014

For 2014, it is proposed that actions in support of strategic objectives 2 to 9 are prioritised, while actions in support of other priorities may be taken, especially where these represent a continuation of "business as usual". For an organisation that has only limited resources at its disposal, such as ANEC, priority setting is an on-going exercise (Objective 1). Each year, an annual review of the activities in the ANEC areas or sectors of priority is undertaken by the ANEC Secretariat and the ANEC Working Groups to check the continued relevance of the work programmes, and in helping decide whether resource should be transferred from an existing work item to a new work item.

IV. ANEC's Strategic Actions in 2014

OBJECTIVE 2 Within these areas of priority, and recalling the pre-eminence of legislation over standardisation, ANEC will aim to ensure the balance of standards and legislation that best meets the expectations of consumers, and achieves its vision of better protection & welfare for consumers of all ages and abilities.	Evidence of success	Key assumptions
ACTIONS FOR OBJECTIVE 2		
<p>2.a Consumer Product Safety Regulation</p> <p>By the end of 2013 or beginning of 2014, the European Parliament and Council of Ministers should adopt the European Commission's "Product Safety Package", comprising a proposal for a Consumer Product Safety Regulation (CPSR) to replace the General Product Safety Directive (GPSD), a proposal for a Market Surveillance Regulation and a multiannual market surveillance plan.</p> <p>In October 2013, the Internal Market & Consumer Protection (IMCO) Committee of the Parliament adopted its legislative report on the proposed CPSR. In line with the ANEC position, this report <i>inter alia</i>:</p> <ul style="list-style-type: none"> -called for the precautionary principle to be maintained as an explicit pillar, as it is of the present legal framework; -called for development of a comprehensive framework for the safety of services; -called for more prescriptive warnings and instructions for use; -called for measures to ensure the safety of products that appeal to children and to protect vulnerable consumers. <p>We intend to continue to lobby the European Legislators throughout the adoption process to ensure the new CPSR provides a high level of consumer protection. (WP 2014, table 7.9.7)</p>	<p>Adoption of the CPSR, by EP and Council, in line with the ANEC position.</p>	<p>Proposal proceeds to adoption in present mandate of the EP (elections in May 2014).</p>

<p>Progress:</p> <p>The European Parliament vote of the Consumer Product Safety Regulation (CPSR) and Market Surveillance Regulation (MRS) took place on 16 April.</p> <p>The Plenary adopted the IMCO report but did not support the Rapporteur's suggestion of a EU Safety Tested Mark, in line with ANEC's position. In February 2014, ANEC was contacted by Van Dijk Management Consultants carrying on an impact assessment study on an EU Safety Tested Mark (Amendment n° 60 of the CPSR) on behalf of the European Parliament. ANEC expressed concerns about the mark as that third-party marks <i>per se</i> cannot be relied upon as a guarantee of safety.</p> <p>However, no progress is to be reported on the Council of Ministers side as the issue of "country of origin" is blocking the discussions.</p> <p>During the International Product Safety Week, ANEC urged legislators to adopt the CPSR and the MRS in order to ensure effective consumer protection.</p> <p>The European Commission, DG ENTR, has commissioned a study on the contentious issue of the mandatory "country of origin" indication which had not been the object of the Impact Assessment for the CPSR. It is expected that the study on the costs and benefits of the mandatory "made in' label will be issued beginning 2015.</p>	<p>DELAYED TO 2015</p>	<p>European Parliament and Council of Ministers did not enter in triologue negotiations because of the lack of agreement within the Council about the "made in" mandatory label. Latvian presidency will try to de-block situation on the basis of EC Impact Assessment. A study on this provision to be issued early 2015.</p>
<p>2.b Union Standardisation Work Programme</p> <p>Article 22 of the Standardisation Regulation sets up a Committee ("Committee on Standards") to assist the Commission in implementation of the Regulation. Its role includes giving opinions on draft decisions on mandates, formal objections, consultation on the work programme for standardisation, and draft decisions on formal objections. ANEC is an observer member of the Committee on Standards.</p> <p>The Union Standardisation Work Programme should be issued every year in the form of a Communication and published in the Official Journal. It is important for</p>	<p>Union Standardisation Work Programme in 2014 reflects ANEC's priorities</p>	<p>Union Standardisation Work Programme is adopted in 2014 (the mandate of the present Commission ends in 2014).</p>

<p>consumer-relevant issues to be prioritised in this context. (WP 2014, table 7.9.2)</p>		
<p>Progress:</p> <p>In March 2014, ANEC commented on the preliminary version of the Union Standardisation Work Programme for 2015. We highlighted the issue of consumer relevance on which expect standardisation work to be supported by the European Commission.</p> <p>The Annual Union Work Programme (AUWP) for Standardisation was published as a European Commission Communication on 30 June 2014. ANEC welcomed the AUWP as several of our comments were taken into account. However we reiterated the points and concerns which were not addressed.</p> <p>The Commission also issued a "Guidance Note" on its priorities for European Standardisation for 2015. The Annex III Organisations (ANEC, ECOS, ETUI & SBS) and three European Standardisation Organisations were first consulted on a draft of the Guidance Note during a meeting hosted by DG ENTR on 8 July. Subsequently, the Annex III Organisations were asked to provide a common written position on their political expectations from the ESOs in 2015, ahead of an EC deadline for comments of 28 July. ANEC, ECOS, ETUI and SBS prepared comments most of which have been reflected in the adopted Guidance Note.</p>	<p>ACTION SUCCESSFULLY COMPLETED FOR 2014</p> <p>SECOND ACTION IN 2015</p>	
<p>OBJECTIVE 3</p> <p>In a climate of long-term financial uncertainty, and reduced public expenditure, ANEC will intensify its work to demonstrate that effective consumer participation is an investment with high returns to society and to business, and is not a cost on national or European public finances with few returns.</p>	<p>Evidence of success</p>	<p>Key assumptions</p>
<p>ACTIONS FOR OBJECTIVE 3</p>		
<p>3.a Study on benefits of standardisation</p>	<p>Preliminary study on</p>	<p>A contractor qualified</p>

<p>ANEC intends to undertake a preliminary study on the economic & societal benefits of standardisation for consumers, which could be the precursor to further research and actions by the European Commission. The purpose of this study is to demonstrate the societal benefits of standardisation at the national and European levels, with a particular focus on the benefits of consumer participation. Much work has been done on macro-economic and micro-economic benefits of standardisation, but little on the societal benefits or the benefits to consumers in particular. Also relevant for objective 9. (WP 2014, table 7.9.3)</p>	<p>benefits of standardisation for consumers is adopted by ANEC Steering Committee by end 2014.</p>	<p>for the study is found through a restricted call for tender.</p>
<p>Progress:</p> <p>The ANEC restricted call for tenders for a study "The benefits of consumer participation in standardisation to all stakeholders" was launched in February to five qualified potential contractors. The offer received from VVA Europe was selected.</p> <p>The ANEC Study was finished in November 2014 and the results show that the ANEC has been effective in ensuring that societal considerations are taken into account in the standardisation process and has contributed to generating benefits to both consumers and industry. However it has been difficult to arrive at quantitative impact estimates. This suggests that any future research in this area should include a substantial qualitative component to effectively capture all impacts. The ANEC study was used as a contribution to the EC independent review of the standardisation system (Action 3.c)</p> <p>The DIN Study on benefits of standards for consumers was also launched and is conducted by Öko-Institut together with Prof. Lucia Reisch from Zeppelin University Friedrichshafen. We will coordinate with DIN Consumer Council in order to exploit synergies and complementarities between the two studies. The study was not finalised in 2014.</p>	<p>ACTION SUCCESSFULLY COMPLETED</p>	
<p>3.b Monitoring implementation of the Standardisation Regulation</p> <p>According to Article 24.2 of the Standardisation Regulation, the European stakeholder organisations that receive Union financing in accordance with the</p>	<p><i>During the lifetime of this ANEC Strategy:</i></p> <p>- evidence of the improved</p>	<p>Reporting under the Regulation is effective in allowing conclusions</p>

<p>Regulation shall send an annual report on their activities to the Commission. The European Standardisation Organisations are also required to report about their activities, with special focus on stakeholder participation in standardisation. ANEC will use the opportunities provided by this reporting, and its positioning in the European Standardisation System (ESS), to ensure consumer representation is being strengthened at both European and national level. (WP 2014, table 7.9.2)</p>	<p>engagement of consumer representatives in the policy and technical committees of the national standards bodies and national (electrotechnical) committees;</p> <p>- evidence that ANEC has influenced European standards considered to be key for improved consumer protection and welfare.</p>	<p>to be drawn.</p>
<p>Progress:</p> <p>In March 2014, ANEC submitted its first report under the Standardisation Regulation. We were asked to report about our involvement in standardisation activities in 2013 and about any problems we encountered as well as general information about our membership and structure. The report has been made public yet.</p> <p>On 27 March, a first co-ordination meeting between the EC and Annex III Organisations was held to present work programmes and future priorities. On 8 July, a first co-ordination meeting took place between the EC and Annex III Organisations and the ESOs to discuss about the reporting obligations and future priorities and financing. One of the results was the Commission "Guidance Note" on its priorities for European Standardisation for 2015, mentioned in section 2.b.</p> <p>On 4 December 2014, the second co-ordination meeting between the EC and Annex III Organisations and the ESOs took place to discuss the second phase of the independent review of the Standardisation System. Following Annex III Organisations request, case studies on societal stakeholders' involvement in standardisation will be carried out.</p> <p>In December, ANEC also commented on the consumer relevant aspects of the Vademecum for European Standardisation, revised by the EC.</p>	<p>ACTION SUCCESSFULLY COMPLETED FOR 2014</p> <p>SECOND ACTION IN 2015</p>	

<p>3.c Review of European Standardisation System</p> <p>Before the end of 2013, the Commission should launch an independent review of the governance of the standardisation system to evaluate whether the strategic objectives of the Standardisation Regulation are being achieved. It will assess whether the ESS is proving able to adapt to a quickly-evolving environment and can contribute to Europe’s strategic internal & external objectives, especially the fields of industrial policy, innovation & technological development. It will also examine whether the ESS is adequate from the perspective of market needs, of inclusiveness and of representativeness. The results will be assessed by the Commission to identify options that could further improve the ability of the ESS to support Europe’s strategic policy objectives. ANEC will contribute to the review, calling for an evaluation of whether consumers (and other societal stakeholders) can effectively participate in the standardisation process. Also relevant for objective 9. (WP 2014, table 7.9.2)</p>	<p>EC review to show the fitness and relevance of the ESS is being improved through the more effective representation of societal stakeholders, at the national and European levels, or to identify the need for measures to ensure more effective representation.</p>	<p>EC review is concluded within the mandate of this Commission.</p>
<p>Progress:</p> <p>The study on the review of the ESS started at the beginning of 2014 and is carried out by Ernest&Young on behalf of the European Commission. It will look at the governance of the ESS and whether the system is fit to meet the future challenges (eg: time-speed, competitiveness of EU economy, inclusiveness). ANEC was interviewed by the consultants in March. The study should have been finished in September for presentation at the World Standards Day event on 14 October 2014. However, it seems that there is considerable delay in the study and it is not sure when it will be finalised. Moreover, the WSD event has been cancelled.</p> <p>Phase 1 of the review comprised face-to-face interviews with selected stakeholders (which included ANEC). Phase 2 has been launched in October, with an online questionnaire on the strengths and weaknesses of the European Standardisation System aimed at all interested stakeholders. ANEC has responded to the survey. Phase 2 will also include some 9 or 10 case studies–</p>	<p>DELAYED TO 2015</p>	<p>The Independent Review of the European Standardisation System was not concluded in 2014. It should be finalised in the first half of 2015.</p>

<p>one will look at participation of Annex III Organisations. The Commission may extend the contract for the Review, given its importance and the need for the quality of the results. On 4 December 2014 Ernst & Young presented the first results of the Independent Review (IR) which were not made public. For Phase 2, ANEC contributed with its study on the "The benefits of consumer participation in standardisation to all stakeholders" (Action 3.a).</p>		
<p>OBJECTIVE 4</p> <p>Noting that perceptions are increasingly used as a driver in forming policy, ANEC will ensure it develops positions that respond to the real threats and risks to the health, safety & welfare of consumers.</p>	<p>Evidence of success</p>	<p>Key assumptions</p>
<p>ACTIONS FOR OBJECTIVE 4</p>		
<p>4.a EC Green paper on Safety of Consumer Services</p> <p>DG SANCO Green Paper on Safety of Consumer Services, initially planned for 2012, is planned in the Commission Work Programme of 2013 for the second semester. The Green Paper will open a public consultation, to take place in 2014, directed to all interested parties on the safety of certain categories of services which involve injury and health risks for consumers. ANEC will reiterate its call for a European legislation on the safety of services, underpinned by standards, and based on accidents and injury data (European Injury Data Base, also relevant for actions 5.a and 7.a) (WP 2014, table 7.6.1)</p>	<p>Legislation on safety of services is on the EU political agenda</p>	<p>Green Paper is published in 2014</p>
<p>Progress:</p> <p>In March, DG SANCO presented the preliminary results of their consultation of Member States on national regulatory and voluntary tools on general and sectorial services safety to the Consumer Safety Network. ANEC welcomed this wide collection of data and expressed hope that it would bring a step forward towards the awaited European framework on safety of consumer services, we</p>	<p>ACTION SUCCESSFULLY COMPLETED</p>	

<p>asked also for concrete deadlines to be set.</p> <p>On 29 July 2014, DG SANCO published the awaited Green Paper on the Safety of Tourism Accommodation Services, COM (2014) 464. The Green Paper mainly focuses on Tourism Accommodation services rather than on the wider number of tourism services categories initially hinted by the European Commission. The related consultation nevertheless covers safety aspects beyond fire safety (Carbon Monoxide safety, safety of balconies, rooms, glass doors) and Cross-cutting aspects addressed include 'accessibility and vulnerable consumers' and 'data on injury and accidents', as advocated by ANEC. The Green Paper is accompanied by an annex detailing relevant facts and figures on hotel safety in different Member States. The 2013 report on Service Safety – 2013- National regulatory and no-regulatory framework across the EU outlines the main policies and legislative structures in place in the 25 countries who responded to the questionnaire, including ANEC.</p> <p>ANEC welcomes the Green Paper on the Safety of Tourism Accommodation Services and related consultation as puts the debate of safety of services on the policy agenda. ANEC responded to the public consultation which was open until 30 November.</p>		
<p>4.b Cross-borders consumer services complaints data</p> <p>Further to safety, it is recognised there are other areas of consumer detriment with respect to services that are of importance to consumers and should be considered when developing standards. In 2013, ANEC commissioned a study on the "Collection of complaints data on cross border services". The study, to be released in 2014, aims at providing ANEC representatives in the services Technical Committees with evidence about consumer problems and complaints. ANEC will make use of the data collected on practical examples of (cross border) consumer complaints in the consumer services area also in the work related to the implementation of Mandate M/517 on the programming and development of horizontal services standards. (WP 2014, tables 7.5.2)</p>	<p>Evidence that consumer representatives in services standardisation use the results of the 2013 Services R&T study on "Collection of complaints data on cross border services".</p>	<p>Consumer relevant aspects in services standards are considered in the implementation of the first part of M/517 due to be delivered by end of 2014.</p>
<p>Progress:</p>	<p>ACTION SUCCESSFULLY</p>	

<p>ANEC published in mid-January the study European cross-border travel and tourism - Learning from consumer experiences and complaints. In our survey of almost 6000 consumers, more than a quarter reported having problems when using cross-border tourism services within Europe. Car rental was seen as the most problematic area with almost one-quarter of users reporting a negative experience. People travelling by plane and train, and going on package holidays, also experienced a high level of problems, despite EU regulation in these areas. A leaflet with key findings of the study is also published on our website: ANEC leaflet: Key Facts on European cross-border complaints. The findings show areas where better enforcement of the existing regulation on consumer rights may improve the quality of the tourism/travel services and hence the travellers' experience. Standards could in certain areas underpin existing requirements. ANEC developed a position paper 'How can we make travel in the EU better for consumers?' including recommendations for policy makers and standardisers on services aspects aside safety. ANEC position paper was shared with CEN SAGS as input to the implementation of the mandate on services standardisation (M/517). It was also used for the DG ENTR consultations on the future on EU tourism and possible administrative burden for tourism industry and for the DG SANCO consultation on false hotel reviews online. The ANEC 2013 Services study and related position paper were promoted and presented at the European Tourism Day on 3 December 2014 when ANEC was invited to present the consumer perspective on a panel on tourism services quality.</p> <p>The draft final report on the implementation of Phase 1 of Mandate 517 on Horizontal Service Standards, prepared by the CEN SAGS Ad hoc group on generic services standards, presents among the priority topics for new European generic services standards, three services life cycle elements that ANEC promoted as key for consumer services. The selected topics forming the suggested package of standards include in fact "Information to client" (before, during or after service provision); "Service contract agreement" (B2B/B2C); "Service review" – including "customer satisfaction measurement". The report will be submitted to the CEN BT for approval before it is sent to the EC at the end of February 2015.</p>	<p>COMPLETED TO BE FINALISED FEBRUARY 2015</p>	
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OBJECTIVE 5 In order to strengthen the promotion of its positions and leverage its influence, ANEC will look to build “coalitions of the willing” among those who have common interest in its goals, and to position itself as a thought leader.	Evidence of success	Key assumptions
ACTIONS FOR OBJECTIVE 5		
5.a European Injury Database coalition In 2013, ANEC & EuroSafe co-led a coalition of 30 European associations calling for the creation of an EU-funded pan-European database of accidents & injuries. Such a database is seen as key in identifying the need for a preventive measure (be it a legislative instrument or a standard) and assessing effectiveness of the measure. The call stresses that most national databases have been abandoned in recent years, often due to austerity measures, and notes that the USA has had a representative database in place for 20 years. The legal basis for the setting up of the database was supported by IMCO in its report on the Market Surveillance Regulation (also relevant for action 7.a) (WP 2014, table 7.9.6)	Adoption of a legal basis for European Injury Database in the Market Surveillance Regulation	Proposal proceeds to adoption in present mandate of EP (elections in May 2014)
Progress: At the end of 2013, ANEC was contacted by a new association called the Fire Safety Platform (FSP), with a request to join the coalition of European associations calling for the creation of an EU-funded pan-European database of accidents & injuries. FSP is replacing ACFSE, the Alliance for Consumer Fire Safety in Europe, which co-signed the original petition but is no longer active. FSP will be added to the coalition through an annex to the original petition. ANEC response to the Green Paper on Safety of Tourism Accommodation also includes reference to our call for a European Injury Database. The response was also developed in coordination with other tourism stakeholders in the Tourism Accommodation Safety Campaign, who also stressed in their response the need	DELAYED TO 2015	European Parliament and Council of Ministers did not enter in triilogue negotiations because of the lack of agreement within the Council about the “made in” mandatory label. Latvian

<p>for a European injury database (See section 4.a)</p> <p>Action 4 of the multi-annual annual plan for market surveillance is to assess the cost/benefit of an EU accident/injury database. In light of this, the Commission launched a survey in August, aimed to gather comprehensive information on data collection systems regarding injuries and/or accidents that exist at national level. As most of the questions focused on accident data collection at the national level, ANEC was not in a position to submit an answer to all the questions. Following consultation and agreement with DG SANCO, ANEC submitted an answer to a selection of questions, mainly reiterating our points from the joint call on the European Commission to establish a pan-European Accidents and Injuries Database (see also Table 7.a). Results will be looked at and probably communicated at the next joint CSN/IMP-MSG meeting which is planned to take place at the end of January 2015.</p>		<p>presidency will try to deblock situation on the basis of EC IA on this provision to be issued early 2015.</p>
<p>OBJECTIVE 7</p> <p>Given that the health, safety & welfare of consumers is critically dependent on the effective implementation of pre-market actions (e.g. legislation & standards, conformity assessment & accreditation), ANEC will seek to strengthen political support for post-market actions (e.g. public market surveillance & enforcement).</p>	<p>Evidence of success</p>	<p>Key assumptions</p>
<p>ACTIONS FOR OBJECTIVE 7</p>		
<p>7.a Market Surveillance Regulation</p> <p>By the end of 2013 or beginning of 2014, the European Parliament and Council of Ministers should adopt the European Commission's "Product Safety Package" comprising a proposal for a Consumer Product Safety Regulation (CPSR) to replace the General Product Safety Directive (GPSD), a proposal for a Market Surveillance Regulation and multiannual market surveillance plan.</p> <p>ANEC welcomed the Commission proposal, made in February 2013, as it met our call for a harmonised European framework for market surveillance. We were also</p>	<p>Adoption of the MSR, by EP and Council, in line with the ANEC position.</p> <p>DELAYED TO 2015</p>	<p>Proposal proceeds to adoption in present mandate of the EP (elections in May 2014).</p> <p>European Parliament and Council of</p>

<p>able to welcome the draft IMCO legislative report, published in June 2013, which foresaw a coherent and properly-resourced system of surveillance & enforcement within a European market. In October 2013, IMCO adopted its legislative report on the proposed MSR. In line with the ANEC position, this report <i>inter alia</i>:</p> <ul style="list-style-type: none"> - called for an explicit reference to the precautionary principle to remain; - called for consumers to be informed immediately in case of danger; - called for penalties to be proportionate and dissuasive; - called for cooperation between market surveillance authorities and consumer organisations to be facilitated; - called for internet sales to be included in the scope of the MSR; - called for a pan-European accident & injuries database to be established. <p>It is important for ANEC to continue to lobby for the adoption of the MSR by the Parliament and the Council of Ministers. (WP 2014, table 7.9.6)</p>		<p>Ministers did not enter in triologue negotiations because of the lack of agreement within the Council about the "made in" mandatory label. Latvian presidency will try to deblock situation on the basis of EC IA on this provision to be issued early 2015.</p>
<p>Progress:</p> <p>The European Parliament vote of the Consumer Product Safety Regulation (CPSR) and Market Surveillance Regulation (MRS) took place on 16 April. The Plenary adopted the IMCO report, in line with our position. However, no progress is to be reported on the Council of Ministers side as the issue of "country of origin" is blocking the discussions.</p> <p>During the International Product Safety Week, ANEC urged legislators to adopt the CPSR and the MRS in order to ensure effective consumer protection.</p>		
<p>7.b PROSAFE joint-actions</p> <p>PROSAFE market surveillance actions on child care articles as well as ladders, lawnmowers, CO detectors and several other consumer-relevant products are on-going. A joint action on wheeled child conveyances and bathing aids started in 2012; another on highchairs started in 2013. ANEC participates as a stakeholder</p>	<p>Joint actions result in the removal of unsafe products from the European market, and in feedback and recommendations to the ESOs in order to improve</p>	

<p>in these joint actions. More market surveillance actions are planned. ANEC intends to monitor these future actions. (WP 2014, table 7.1.9, 7.1.7, 7.3.10, 7.9.6)</p>	<p>existing standards.</p>	
<p>Progress:</p> <p>In January 2014, ANEC submitted input to PROSAFE for future joint market surveillance actions. PROSAFE is consulting ANEC every year for this exercise.</p> <p>In February 2014, PROSAFE launched its joint market surveillance actions for 2014, which will include checks on children’s cots, toys, kick-scooters, chemicals in children’s clothing, and smoke detectors. The PROSAFE final workshop ‘JA2012’ presented the joint market surveillance actions on battery chargers, fireworks, lawnmowers, and child care articles (pushchairs, bathing tubs and stands) which reflect ANEC’s priorities. ANEC commented that it was important for PROSAFE to present the results of its joint actions at standardisation meetings and seek a discussion on the improvement of the relevant standards.</p> <p>ANEC attended three meetings of the joint action toys (March, June and September 2014), two meetings of the joint action chemicals in clothing (March and June 2014), as well as the kick-off meetings for the joint actions on child care articles (children’s cots, May 2014) and on smoke detectors (July 2014). ANEC was also invited for the kick-off meeting for the joint action on kick-scooters in April but was unable to attend. Finally, ANEC attended one meeting of the joint action on high chairs (November 2014). ANEC was also consulted on PROSAFE’s priority lists for future joint actions on toys and on child care articles and submitted input for both lists. ANEC was pleased to see that its priorities were reflected by the priorities set by Member States authorities. For JA 2014 (joint actions to start in 2015), PROSAFE has suggested joint actions on child care articles (safety barriers) and toys (acoustic toys), which also reflect the priorities put forward by ANEC. On 4 November 2014, ANEC attended a PROSAFE Market Surveillance Workshop, where a first discussion was held on priorities for</p>	<p>ACTION SUCCESSFULLY COMPLETED FOR 2014</p> <p>SECOND ACTION IN 2015</p>	

<p>JA 2015 (joint actions to start in 2016).</p> <p>On 19 June 2014, ANEC was invited to moderate several panels of the PROSAFE event on joint actions and international cooperation held during the International Product Safety Week.</p>		
<p>7.c Marketwatch project</p> <p>Insufficient market surveillance is one of the main obstacles to the full realisation of energy saving potential of the EU Ecodesign and Energy Labelling Directives. The Marketwatch project, launched in 2013, aims at increasing the involvement of civil society in market surveillance activities related to Ecodesign and Energy Labelling. The project includes a number of specific activities and operations that civil society organisations will conduct towards this objective. ANEC is part of this project with environmental, consumer & energy non-profit organisations in several countries. (WP 2014, table 7.9.6)</p>	<p>Improved compliance of products with the Ecodesign and Energy Labelling Directives by the end of this ANEC Strategy.</p>	
<p>Progress:</p> <p>In August 2013, MarketWatch was publicly launched with the EU site offering an overview of the project as well as in-depth findings. In December 2013/January 2014, partners conducted the first round of shop visits (physical and on-line in 10 European countries to verify compliance). As Belgium is not a partner, ANEC conducted three shop visits in Belgium to expand the geographical scope. The results of the first round of shop inspections, both in-person and on-line have revealed that despite strong efforts from authorities around Europe, there is still more to be done to ensure the effectiveness and integrity of the Energy Label. Escalation procedures have been deployed with the bad performing retailers. The second round of shop visits will be conducted in autumn 2014. In addition, the national versions of the MarketWatch website across Europe are also active now since February 2014, ready to publish results of our work in the UK, France, Denmark, Poland, Portugal, Germany, Austria, Czech Republic, Italy and Spain.</p> <p>MarketWatch partner organisations checked 67,638 single products in 225 physical and online shops in 11 EU countries. Only 53% of all checked models</p>	<p>ACTION SUCCESSFULLY COMPLETED FOR 2014</p> <p>SECOND ACTION IN 2015</p>	<p>Relations with retailers, who have been contacted after the surveys, have so far been overwhelmingly positive. Positive outcomes were reported in terms of corrective actions regarding the labelling of products.</p>

<p>were considered as labelled fully correctly. The main error was identified as retailers using an incorrect format both in online and physical shops. MarketWatch could also see common Super Declarations in all countries for some products, often directly placed as a sticker on the appliance. This leads to a suspicion, that it is a common and deliberate practice by manufacturers and not a matter of misunderstanding or lack of information in retail endpoints. The full report can be found at http://www.market-watch.eu/wp-content/uploads/2014/06/MarketWatchR1-webres.pdf</p> <p>MarketWatch has started to pass on its findings to national authorities empowered to take legal action under the Energy Labelling Directive. MarketWatch will extend its survey to other retailers in two further survey rounds. For more information visit www.market-watch.eu</p>		
<p>OBJECTIVE 8</p> <p>In a globalised goods and services market, and with the advent of new consumer markets, ANEC will seek to ensure European standards stay effective in meeting the needs of European consumers, European legislation and public policies.</p>	<p>Evidence of success</p>	<p>Key assumptions</p>
<p>ACTIONS FOR OBJECTIVE 8</p>		
<p>8.a Transatlantic Trade and Investment Partnership (TTIP)</p> <p>It is possible negotiations on the planned EU-US free trade agreement (TTIP) will require ANEC to become involved in discussions on the role and use of standards. Collaboration with the Trans-Atlantic Consumer Dialogue (TACD) is foreseen. (WP 2014, table 7.9.3)</p>	<p>ANEC facilitates the consumer contribution to TTIP negotiations on the role, development & use of standards.</p>	<p>TTIP negotiations proceed and address standards in 2014.</p>
<p>Progress:</p> <p>ANEC is leading the drafting of the TACD Resolution on technical regulations and standards, in collaboration with a US counterpart. The resolution should be</p>	<p>DELAYED TO 2015</p>	<p>TTIP negotiations on standardisation did not take place in 2014 and are</p>

<p>elaborated after the TACD annual meeting on 24 June 2014 in Washington, US. However it seems rather difficult to find an American Consumers Organisation who is active in standardisation. ANEC is also liaising with the consumer representatives in the European Advisory Group for comments on the TBT chapter of the future agreement.</p>		<p>expected in 2015.</p>
<p>8.b ANEC involvement in International Standardisation Organisation of brainstorming meeting between ANEC Steering Committee and ANEC's WGs Chairs on the scope and priorities for ANEC's work in standardisation at international level.</p>	<p>Brainstorming report adopted by ANEC Steering Committee.</p>	
<p>Progress: In August 2014, ANEC contributed to the ISO Strategy 2020 consultation. The answers, approved by the Steering Committee are based on agreed ANEC general positions. ANEC commented that with the globalisation of markets, the need for globally-relevant International Standards is increasing. But different regulatory and public policy requirements exist, especially as regards consumer protection. ISO should consider how to improve the participation of consumers and public interest representatives in its standard development process. For these reasons, we believe separate votes of adoption for standards developed in parallel with CEN under the Vienna Agreement need to be maintained. On 11 December 2014 a teleconference/webmeeting took place between the ANEC WGs Chairs and the SC to to seek the WGs Chairpersons views on ANEC's work in international standardisation. Agreement was reached to produce a paper based on the discussion results in 2015.</p>	<p>ACTION SUCCESSFULLY COMPLETED TO BE FINALISED IN FEBRUARY/MARCH 2015</p>	
<p>OBJECTIVE 9 Noting the continued predominance of the national delegation principle in formal standardisation, ANEC will seek to strengthen interaction between the consumer movement and standardisation nationally, through working to build relationships between consumers, national standards</p>	<p>Evidence of success</p>	<p>Key assumptions</p>

<p>organisations and national authorities in the recruitment & training of experts, within a framework of support that is both tailored and sustainable.</p>		
<p>ACTIONS FOR OBJECTIVE 9</p>		
<p>9.a Standardisation toolbox and e-learning modules for consumers</p> <p>ANEC will continue to support sustainable capacity-building activities, such as the e-training tool being developed by CEN/CENELEC on European standardisation. CEN/CENELEC and the Commission have agreed for an SME tool to be adapted for use by societal stakeholder organisations. At its December 2012 meeting, the CEN/CENELEC Societal Stakeholders Group created two Task Forces the develop and adapt the SMEs e-training tool on standardisation, and to develop and adapt an SME “toolbox”. The initiatives reply to ANEC proposals to provide its members with sustainable training. ANEC is committed to helping adapt the modules and beta-test the tool, as well as revising the SME toolkit to societal stakeholder needs. Both should be finalised in 2014 or start of 2015. (WP 2014 table 7.9.3)</p>	<p>CEN/CENELEC training tool and toolbox available for use by the societal stakeholder representatives.</p> <p>Public launch of toolbox in 2014.</p>	
<p>Progress:</p> <p>In January 2014, CEN-CENELEC launched a new online toolbox which aims to explain the European standardisation process to consumers and other societal stakeholders. The “Societal Stakeholders’ Toolbox” was unveiled during the CEN-CENELEC New Year Cocktail in Brussels. ANEC President, Arnold Pindar, welcomed the initiative in a brief speech as ANEC greatly contributed to the elaboration of the toolbox. CEN-CENELEC plan to develop an e-learning tool on the details of the standardisation process as a second measure in facilitating the inclusion of experts from societal stakeholder organisations and Small & Medium-sized Enterprises in the standardisation process. ANEC is contributing to this work.</p>	<p>ACTION SUCCESSFULLY COMPLETED</p>	
<p>9.b Capacity building</p> <p>To explore practical actions to build consumer participation in standardisation, at</p>	<p>Identification and agreement on</p>	<p>Shared vision and commitment among the EC and</p>



<p>both the national and the European levels, with the European Commission, the European Standardisation Organisations (ESOs) and their members.</p>	<p>actions (short-term).</p>	<p>ESOs</p>
<p>Progress:</p> <p>The European Commission (DG ENTR) should have organised on the occasion of World Standards Day, 14 October 2014, an event about the European Standardisation system (ESS), involving its main actors, including ANEC. However the event was cancelled due to clashed of dates with other events and the institutional agenda, with a new Commission starting beginning November 2014. We had planned to have the ANEC General Assembly back-to-back to this event in order to allow our members to attend the event to raise the importance of consumer participation in national standardisation.</p> <p>We are now envisaging to organise a capacity-building event with ECOS and ETUI for next year.</p>	<p>DELAYED TO 2015</p>	<p>EC event on World Standards Day, 14 October 2014 cancelled with short notice.</p>