



Raising standards for consumers



ANEC WORK PROGRAMME **2015**



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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 General Assembly adopted a Strategy for the period 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 its 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.

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

General objective: Improved consumer protection and welfare through standardisation

¹ <http://goo.gl/olp1LN>

Article 22 of the Standardisation Regulation sets up a Committee to assist the Commission in implementation of the Regulation. ANEC is an observer member participates in its meetings. In 2015, it is expected a new draft of the Union Work Programme will be issued. ANEC will comment on the proposals put forward by the Commission that relate to consumer protection and welfare, and make proposals for 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 and work programmes. ANEC intends to continue bilateral (monthly) meetings with the Commission as part of a structured dialogue on operational issues and reporting. According to Article 24.2 of the Standardisation Regulation, the European stakeholder organisations that receive Union financing in accordance with the Regulation must 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 unique positioning in the European Standardisation System (ESS), to ensure consumer representation is strengthened at both European and national level. Before the end of 2014, the Commission should release the results of the independent review of the governance of the standardisation system to evaluate whether the strategic objectives of the Standardisation Regulation are being achieved. It should 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 is ANEC's intention to explore ways to improve stakeholder participation in standardisation as a key element of a well-functioning standardisation system and to assess whether the standards adopted offer a high level of consumer protection. We shall do this with the Commission, the ESOs and the other "Annex III Organisations".

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 2014-2020, 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 financial climate, it must be

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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. ANEC intends to use the results of its 2014 preliminary study on the benefits of standardisation for consumers, which could be the precursor to further research and actions by the European Commission. The aim of the study is to quantify the overall economic benefits of consumer participation in standardisation to all stakeholders. It is expected the study will be finalised by end 2014. ANEC will continue to support sustainable capacity-building activities, such as the e-training tool planned by CEN-CENELEC on European standardisation. Separately, but not unrelatedly, ANEC and its Annex III peers will need to ensure implementation of CEN-CENELEC Guide 25² does not undermine the intent of the Regulation for the voices of the Annex III Organisations to be strengthened in the European Standardisation System. Noting the growing importance of international trade and standardisation, we will continue, when possible, to follow the activities of ISO/COPOLCO (Consumer Policy Committee) in coordination with Consumers International under our renewed collaboration. It is also possible that 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.

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. These sessions will also be dedicated to the on-going update of the ANEC Guide for Representatives, first issued in 2013. Since 2014, we also organise webinars & web-meetings on specific subjects (such as the new procedure for standardisation mandates). We intend to continue in this direction.

5. Participation in CEN and CENELEC technical and corporate governance

General objective: Improved consumer protection and welfare through standardisation

² CEN-CENELEC Guide 25 “The concept of Partnership with European Organisations and other stakeholders”

Following signature in December 2013 of CEN-CENELEC Partnership Agreements under Guide 25, 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 Agreements also grant ANEC the right to call on the CEN-CENELEC Presidential Committee on matters of political and strategic importance for European Standardisation. The Committee set up the Societal Stakeholders Group (SSG), of which ANEC is a member, to oversee the participation of Societal Stakeholders in the CEN-CENELEC systems. The CEN-CENELEC General Assemblies are held in June in conjunction with a Standardisation Summit. Meetings of the Technical Boards (BT) take place two or three times annually.

6. Contribution to the EU Consumer Programme

General objective: Improved consumer protection and welfare through standardisation

Under the framework of the EU Consumer Programme³, the European Consumer Consultative Group (ECCG) is the Commission's forum to consult national and European consumer organisations. ANEC is a member together with 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 representation in ECCG to promote its agenda in support of strengthened consumer protection and welfare. In 2013, ANEC co-drafted an ECCG opinion on vulnerable consumers that was key in the recast of Low Voltage Directive and revision of standards on safety of household appliances. In 2014, ANEC drafted the standards part of an ECCG opinion on TTIP.

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 EU 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 national level as market surveillance falls under shared competence. This leads to inconsistencies and, above all, sees insufficient

³ <http://goo.gl/iBao2O>

resources available to police the many products on the market. As a result, the consumer expectation for safe products is not always met. In 2013, the Commission published a Product Safety Package comprising a draft regulation on consumer product safety (to replace the General Product Safety Directive), a draft regulation on market surveillance and multi-annual action plan on market surveillance. The Parliament votes took place on 16 April 2014. However, the marking of “country of origin” has blocked agreement in the Council of Ministers. ANEC plans to call for the adoption of the Market Surveillance Regulation as tool to aid the protection of consumers. PROSAFE presently coordinates Joint Market Surveillance Actions funded by the European Commission. Its primary objective is to improve the safety of users of products and services in Europe. ANEC follows PROSAFE activities in order to provide feedback on the implementation of standards. In February 2014, PROSAFE launched its joint market surveillance actions for 2014 & 2015, including checks on children’s cots, toys, kick-scooters, chemicals in children’s clothing, and smoke detectors.

8. Strengthening the framework for the safety of consumer products

General objective: improved consumer safety

As part of the Product Safety Package, the Commission published a draft Consumer Product Safety Regulation to replace the General Product Safety Directive (for which mandating of standards now falls under Regulation (EU) 1025/2012). The Parliament vote took place on 16 April 2014. However, the marking of “country of origin” has blocked agreement in the Council of Ministers. ANEC plans to call for adoption of the Consumer Product Safety Regulation as tool to aid the protection of consumers.

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 formally in order to steer development of the association’s strategy, objectives, expenditure, activities & priorities, in line with the expectations of consumers described through national consumer organisations. The annual General Assembly meeting represents the occasion for members to discuss and decide upon policy issues, while the Steering Committee meetings are oversee actions taken between General Assembly meetings. The General Assembly & Steering Committee are

consulted on policy and horizontal issues while the ANEC Working Groups are responsible for technical comments on standards & specific positions.

Political & Horizontal Activities

The activity supports the following European policies and legislation: *Regulation (EU) 1025/2012 on European Standardisation; EC Guidance Note on European Standardisation 2015 (ENTR/B5/HB/mm(2014)2820260); EU Consumer Agenda 2020; EU Consumer Programme 2014-2020 objective: Safety – enhance product safety through effective market surveillance throughout the EU; Directive 2001/95/EC on General Product Safety.*

Description of work

T1.1 Implementation of the ANEC Strategy 2014 to 2020- development of Annual Action Plans, adopted by the General Assembly and managed on its behalf by the Steering Committee, supporting the 10 strategic objectives; reporting on the execution of Action Plans.

T1.2 ANEC contribution to Implementation of Regulation (EU) 1025/2012 and Guidance Note- participation in the Committee on Standards; participation in EC Coordination Meetings; participation in EC monthly meetings; comment on Annual Union Standardisation Work Programme, draft mandates/requests and other elements related to the AUWP or Guidance Note; contribution to independent review of the ESS.

T1.3 Enhancing consumer participation in standardisation- Use of results of ANEC preliminary technical study on the benefits of standardisation for consumers; participate in the ISO/COPOLCO meeting in coordination with Consumers International (CI); participate in CEN/CENELEC Societal Stakeholders Group Task Force on e-training tool; Collaborate with the TransAtlantic Consumer Dialogue (TACD) on the standards-related aspects of the EU-US free trade agreement (TTIP).

T1.4 Training of consumer experts and consumer representatives- organisation of mentoring/training sessions as part of the meetings of the ANEC WGs; organisation of webinars/web-meetings on specific subjects.

T1.5 Participation in CEN & CENELEC technical and corporate governance- participation in CEN/BT meetings to react on relevant issues; participation in CENELEC/BT meetings

to react on relevant issues; participation in CEN/CENELEC Annual Meetings (GAs and Standardisation Summit) to react on relevant issues; participation in CEN/CENELEC Societal Stakeholder Group (SSG) to monitor implementation of Partnership Agreements with ANEC and CEN/CENELEC Guide 25.

T1.6 Contribution to the EU Consumer Programme- Participation in European Consumer Consultative Group meetings to react on standards-relevant issues.

T1.7 Strengthening the framework for market surveillance- Participate in general market surveillance fora (e.g. PROSAFE) in order to detect and react to issues in the consumer interest; influencing the standards-related aspects of the draft Regulation on market surveillance of products (MSR) as part of the Product Safety Package.

T1.8 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.

T1.9 Governance of ANEC and collaboration in the decision-making process- organisation of General Assembly meeting; organisation of Steering Committee meetings; briefing and debriefing of ANEC members; coordination & drafting of comments, reporting on execution of Strategy & budget; consultation of General Assembly & Steering Committee on standardisation policy and horizontal issues.

10. Communications & Dissemination of information

General objective: Improved consumer protection and welfare through standardisation

Although communication with individual consumers is essentially through the national consumer organisations whose representatives sit in 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 and documents carry the EU and EFTA logos, with reference to the financial support made available.

In 2015, we plan to review the effectiveness of our communication tools & activities.

Communications & Dissemination of Information

The aim of this activity is to ensure that the consumer movement at both European and national level (including the ANEC members and experts) are advised of ANEC positions on political & technical matters, and can use them for their own purposes. It aims to keep the media and relevant stakeholders informed of issues of relevance, and the related ANEC activities, through press releases. Through development of the ANEC Annual Review and e-Newsletter, it aims to keep the consumer movement and relevant stakeholders informed about standardisation, the value of standardisation and the achievements of ANEC in representing the consumer interest, both in standardisation and (more broadly) in the continuum of consumer protection & welfare. It foresees use of social media to disseminate these deliverables.

Description of work

T2.1 ANEC e-Newsletter- drafting content of the ANEC Newsletter, formatting, circulation and dissemination (electronic format and social media).

T2.2 Annual Review - develop the content of the Annual Review, formatting, circulation and dissemination (electronic format and social media).

T2.3 Press Releases and Position Papers - 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).

T2.4 ANEC leaflets and similar - development leaflet in association with the members of the responsible ANEC body; formatting and publication (in-house).

T2.5 ANEC website - continuous update of website to mirror developments in ANEC activities; accessibility audit of ANEC web-site.

T2.6 Social media- posting of deliverables D2.1-4; dissemination and information about ANEC activities & news; communication with relevant stakeholders.

T2.7 Review effectiveness of ANEC communication tools and activities.

b) Technical & Sectoral Activities

Under the framework of the ANEC Strategy, 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 the work programme of a committee often foresees the development of standards in sequence as well as in parallel - these key sectors (and even details of the supporting work programmes) tend to be stable over the years.

1. Child Safety

General objectives: reducing 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 standardisation work in the child safety field is based on an analysis of hazard & risk.

Child Safety

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; Directives 2001/95/EC on General Product Safety & 2009/48/EC on Toy Safety; Consumer Agenda key 2020 (objectives: improving consumer safety; improving implementation; stepping up enforcement and securing redress); Consumer Programme 2014-2020 (objective: Safety - enhance safety through effective EU market surveillance).*

Description of the work

T3.1 Child safety falling under GPSD - participation in EC GPSD & Consumer Safety Network Committees.

T3.2 Chemicals in products related to child safety - monitoring of ESO work programmes, intervening as needed.

T3.3 Guides on child safety - monitoring ISO/IEC Guide 50; CEN/CENELEC Guide 14; CENELEC Guide 29 and IEC Guide 117, intervening as needed.

T3.4 Playground equipment & sports equipment - participation in work of CEN/TC 136 & its bodies.

T3.5 Domestic swimming pools - participation in work of CEN/TC 402 & its bodies.

T3.6 Child care articles - participation in work of CEN/TC 207, CEN/TC 248, CEN/TC 252 & their bodies; monitoring work in CEN/TC 364; participation in PROSAFE actions on market surveillance.

T3.7 Toy safety - participation in DG ENTR Expert Group and subgroup on toys; participation in CEN/TC 52 & its bodies; monitoring work in ISO/TC 181; participation in PROSAFE actions.

T3.8 Products worn by children - monitoring CEN/TC 248 & its bodies; monitoring PROSAFE actions.

T3.9 Child protective products - participation in work of CEN/TC 398.

T3.10 Child resistant lighters - participation in CEN/TC 355 and AHG 1; participation in ISO/TC 61/SC 4/WG 10.

T3.11 Child appealing products - aim to influence Consumer Product Safety Regulation (see A.8 above); monitor ASTM work on laundry washing pads (with a view to possible proposal to CEN).

T3.12 Management of Child Safety WG – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments.

2. Design for All (DfA)

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).

Consumer empowerment is a main priority for European consumer policy. But, while most consumers can reap the benefits of a greater choice of products & services in the Internal Market, certain vulnerable consumers - such as older people and people with disabilities - still encounter problems of access & safety when wanting to use everyday products & services. ANEC believes that standards can be successfully used to make products and services accessible to as many consumers as possible, irrespective of their age or abilities. ANEC's unique role in fostering accessibility through standards is known and recognised by the relevant stakeholders.

Design for All

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; Rolling Plan for ICT Standardisation; Digital Agenda for Europe; Consumer Agenda key 2020 (objective: aligning rights & key policies to economic & societal change); European Disability Strategy 2010-2020 (area of action: accessibility); Low Voltage Directive (2006/95/EC); Lifts Directive (95/16/EC).*

Description of work

T4.1 Future European Accessibility Act - influence drafting of the Act with special focus on use of standards to complement legislation.

T4.2 Horizontal approach to accessibility in standardisation - participation in CEN-CENELEC BT WG 213 "Strategic Advisory Group on Accessibility"; participation in CEN-CENELEC JWG 5 (Mandate M/473); participation in ISO TAG related to use of revised ISO/IEC Guide 71 (aka CEN/CENELEC Guide 6) on accessibility in standards.

T4.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety WG & DOMAP WG) - participation in CENELEC/TC 61/WG 4 (using results of ANEC technical studies); participation in IEC/TC 61 and its MT 4; participation in other European & international fora as needed.

T4.4 Accessibility & usability of the built environment - participation in ISO/TC 59/SC 16; participation in CEN-CLC JWG (Mandate M/420).

T4.5 Assistive products for people with disabilities - participation in CEN/TC 293; participation in CENELEC/TC 62; monitoring of ISO/TC 173 and possible participation.

T4.6 Lifts - participation in CEN/TC 10 and its technical bodies.

T4.7 Ergonomics - participation in CEN/TC 122; monitoring ISO/TC 159.

T4.8 Accessibility of services (with ANEC Services WG) - participation in CEN/TC 431; contribute to EC actions after close of public consultation on Green Paper on Safety of Tourism Accommodation.

T4.9 Web & eAccessibility legislation - Influence proposal for a Directive on accessibility of public sector websites, especially in the use of standards (with ICT WG).

T4.10 Accessibility of electronic communications - participation in ETSI Human Factors TC; contribute to possible revision of EN 301 549 (mandate M/376) (with ICT WG).

T4.11 Management of Design for All 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 and addresses performance & safety. Accessibility is also a key aspect, and here the DOMAP WG works with the DfA WG. Furthermore, noting the non-compliance of domestic appliances with standards for energy efficiency (identified by the ATLETE I & II and MarketWatch projects), market surveillance and enforcement is considered a vital contribution in ensuring (future) consumer confidence in domestic appliances.

Domestic Appliances

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; Low Voltage Directive (2006/95/EC); Gas Appliances Directive (2009/142/EC); Machinery Directive (2006/42/EC); Directive on General Product Safety (2001/95/EC); Consumer Programme 2014-2020 (objectives: information & education; Safety - to consolidate and enhance product safety through effective market surveillance;); Consumer Agenda key 2020 (objectives: improving consumer safety; aligning rights & key policies to economic & social change; stepping up enforcement & securing redress).*

Description of work

T5.1 Electrical household appliances under Low Voltage Directive - participation in EC LVD Working Party.

T5.2 Safety of electrical appliances - participation in CENELEC/TC 61 and IEC/TC 61; participation in CENELEC/TC 116; monitoring IEC ACOS and participate when needed.

T5.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety & DfA WG) - participation in CENELEC/TC 61/WG 4 (using results of ANEC technical studies); participation in IEC/TC 61 and its MT 4; participation in other European & international fora as needed.

T5.5 Child appealing (electrical) products - participation in CENELEC/TC 61/WG 8.

T5.6 Gas appliances – Gas Appliances Directive (GAD) - influence revision of GAD to achieve strengthened requirements for installation and maintenance in both legislation and standards.

T5.7 CO emissions & preventing poisoning - participation in CENELEC/TC 216.

T5.8 Safety of garden equipment - participation in CEN/TC 144/WG 7.

T5.9 Domestic appliances under GPSD - monitor CEN/TC 281 & its bodies; participation in CEN/TC 152.

T5.10 Surface temperatures - monitor implementation of CENELEC Guide 29 & EN ISO 13732-1 by relevant bodies.

T5.11 Market surveillance - participate in PROSAFE meetings on related joint actions.

T5.12 Management of Domestic Appliances WG – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives’ reports, training of experts, coordination and drafting of comments.

4. ICT & the Information Society

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

Information Communications Technologies (ICT) products and services - such as mobile phones and Internet - play an increasing role in consumers’ daily lives, from shopping on-line to listening to music. New technologies have the potential to improve consumer welfare but pose challenges to traditional means of consumer protection. It is the aim of the ICT WG to promote and defend consumer interests where standards can be used effectively to complement regulation and policies in meeting these challenges. Nevertheless, ICT standardisation is somewhat different from other standardisation, tending to be immediately global and done through “informal and fast” procedures.

Information Society (Innovation)

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; Rolling Plan for ICT Standardisation; Radio Equipment Directive (2014/53/EU); R&TTE Directive (1999/5/EC); Low Voltage Directive (2006/95/EC & recast); Council Recommendation (1999/519/EC) on exposure of the general public to electromagnetic fields; Consumer Agenda key 2020 (objectives: aligning rights & key policies to economic & social change; increasing consumer protection); Digital Agenda for Europe; European Disability Strategy 2010-2020 (area of action: accessibility).*

Description of work

T6.1 Web & e-Accessibility legislation - Influence the proposal for a Directive on the accessibility of public sector websites, especially in the use of standards (with DfA WG).

T6.2 Accessibility of electronic communications - participation in ETSI Human Factors TC; contribute to possible revision of EN 301 549 (mandate M/376) (with DfA WG).

T6.3 Product legislation - participation in EC TCAM expert group (set up under R&TTE Directive).

T6.4 Human exposure to electromagnetic fields - participation in CENELEC/TC 106X.

T6.5 Safety of IT audio-video equipment - participation in IEC/TC 108 and CENELEC/TC 108 & its bodies.

T6.6 e-Recognition - participation in CEN/TC 224 and CEN/TC 225.

T6.7 Biometrics - participation in CEN/TC 224/WG 18.

T6.8 Smart & sustainable cities - participation in CEN-CENELEC-ETSI Coordination Group (SSCC-CG).

T6.9 Policy on ICT standardisation - participation in EC ICT Multi-Stakeholders Platform, comment on ICT Rolling Plan.

T6.10 Smart Meters and Smart Grids - participation in CEN-CENELEC-ETSI Smart Meter Coordination Group, European Commission Smart Grid Task Force, IEC TC 59 WG 15.

T6.11 Management of Information Society WG and Smart Meters and 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 and European Consumer Agenda. This leads to 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 participate in the development of the standards themselves. Moreover, despite initiatives such as CHESSS (taken by CEN), and even the provisions of Regulation (EU) 1025/2012 itself, the development of service standards tends to be at national level, with business only keen to develop certain B2B standards at European level (e.g. standards for management consultancies).

Services

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; Mandate M/517 on the programming & development of horizontal service standards; EC Single Market Acts; Consumer Agenda 2020 (objectives: increasing consumer protection & safety); EC Services Package (June 2012); Directive 2011/24/EU on application of patients' rights in cross-border healthcare; Green Paper on an integrated parcel delivery market for the growth of e-commerce in the EU.*

Description of work

T7.1 Horizontal service standardisation & policy - participation in CEN SAGS Advisory Group; influence future EC proposals on service legislation & standardisation.

T7.2 Health & well-being services - participation in CEN/TC 403, participation in CEN/TC 409; monitor CEN/TC 412; participation in CEN SAGS AHG on healthcare standards; collaboration with ANEC DfA WG on standardisation activities for older people (building on ANEC technical study from 2014 on models of special accommodation); monitor ISO/TC 228; liaise with BEUC & ICRT Health Group to detect political issues/research studies on health that may affect/need future standardisation.

T7.3 Tourism, leisure & sports services - participation in ISO/TC 290; participation in CEN/TC 136/WG 2; monitor ISO/TC 228; monitor CEN/TC 329 with view to participation; monitor & respond to legislative proposals.

T7.4 Safety of accommodation - respond to 2014 Green Paper on the safety of tourist accommodation and follow next steps; participation in CEN-CENELEC TC 4.

T7.5 Postal services - participation in CEN/TC 331, notably ahead of new mandates on parcel delivery.

T7.6 Customer contact centres - participation in ISO/TC 273; seek complementary standard to EN 15838 in CEN/TC 375 to address relationship between consumer & contracting company.

T7.7 Financial services - liaise with BEUC on political aspects and reactivate ANEC Financial Services Project Team if future standardisation activity at European level (e.g. adoption of ISO 22222).

T7.8 Management of Services WG – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, 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.

Sustainability

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; European Consumer Agenda 2020 (objectives: promoting sustainable growth and supporting consumer interests; improving consumer safety); 7th Environment Action Plan; Directive 2009/125/EC on Ecodesign; the Europe 2020 Strategy: a resource-efficient Europe; Directive on energy-performance of buildings (2002/91/EC); COM(2014) 445 final on resource-efficient opportunities for the building sector; Regulation 1980/2000 on eco-label award scheme; Directive 2010/30/EU on the labelling of products regarding energy and other resources.*

Description of work

T8.1 Hazardous chemicals in consumer products - call for regulatory framework using findings of ANEC technical study from 2014; participation in CEN/TC 421; participation in related PROSAFE activities; participation in probable standards work on tattoo inks; call for a mandatory register of products containing nanomaterials and participate in CEN/TC 352 & ISO/TC 229; participate in CEN/SABE work to develop guidelines for standardisers on addressing hazardous chemicals; review CEN work programme to detect work of interest and participate as needed.

T8.2 Sustainable production & consumption (SCP) - participate in EC fora on SCP e.g. IPP/SCP Regular Committee; follow next actions on EC proposal for non-financial CSR reporting by large companies; follow EC actions in the development of EMAS sectoral reference documents for buildings; participation in CEN/TC 415 and ISO/TC 34.

T8.3 Sustainability of construction works - participate in CEN/TC 350 and monitor ECOS participation in standards work on the Energy Performance of Buildings Directive; contribute on standards-aspects to EEB/BEUC work on consumer expectations of sustainable buildings.

T8.4 Environmental labelling - call for alternatives to EC approach to Life-Cycle Analysis by calling on the work of ISO/TC 207 and subsequent ANEC positions; pursue synergies in instruments on environmental information to ensure coherency and clarity among product labels aimed at consumers; participation in ISO/TC 207 and the promotion of results at European level.

T8.5 Integration of environmental aspects into product standards – participate in ENIS; participate in CEN/SABE meetings and monitor effectiveness of the Environmental Helpdesk (EHD).

T8.6 Resource efficiency & packaging waste - advise BEUC on standardisation aspects ahead of meetings of EC fora on SCP policies, including resource efficiency; monitor revision of Directive 94/62/EC on packaging waste and intervene as needed.

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

7. Traffic Safety

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 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. It also decides the ANEC position in the development and revision of bicycle standards 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. The work on the standards in UNECE (confusingly known as "Regulations" as their use is mandatory in UNECE members) is complex and is the sole area at present where ANEC is using a paid (subcontracted) expert as expertise is not available voluntarily. Nevertheless, the positions are still decided upon by the Traffic WG on the advice of the expert.

Traffic

The activity supports the following European policies and legislation: *EU road safety guidelines 2011-2020; COM(2010) 389 "Towards a European road safety area: policy orientations on road safety 2011-2020", UN General Assembly Resolution 64/255 on improving road safety; Uniform provisions concerning the approval of restraining devices for child occupants of power-driven vehicles (Child Restraint Systems); Consumer Agenda 2020 (objective: increasing consumer protection); EP report on road safety (2010/2235(INI)); General Product Safety Directive (2001/95/EC); Machinery Directive (2006/42/EC); the European Green Cars Initiative.*

Description of work

T9.1 Child Restraint Systems (CRS) - participate in UNECE WP 29 on the development of further phases of Regulation 129 (R129); develop guidance to consumers in transition phase from R44 to R129; participate in ISO/TC 22/WG 12; co-ordinate with

ICRT on development of tests to R129; collate injury information where available ahead of future revisions of R129.

T9.2 Children left in cars - monitor continuing instances at European level and contribute to the development of UNECE Regulation 11 (R11) on support detection systems.

T9.3 Pedestrian protection - participate in UNECE WP 29 and its bodies in the development of R127 and the Global Technical Regulation to ensure testing regimes focus on better pedestrian protection in event of collision with a motor vehicle.

T9.4 Pedestrian safety & silent cars - monitor developments at EC and UNECE level and intervene as needed.

T9.5 Bicycles - participate in CEN/TC 333 and ISO/TC 149; use results of ANEC technical study on lighting and light intensity to influence the revision of the ISO 6742 series; participate in CEN/TC 252/WG 7 in the revision of EN 14344.

T9.6 Electrically-powered bicycles (EPACs) - participate in CEN/TC 333/WG 5 in revision of EN 15914.

T9.7 Safety & emissions of motor vehicles - contribute to developments in UNECE WP 29 on the worldwide harmonised light vehicles test procedures (WLTP), notably as regards MAC (Mobile Air Conditioning), GSI (Gear Shift Indicators) and OCE (Off-Cycle Emissions), and WP29 & CEN/TC 301 on Tyre Pressure Monitoring Systems (TPMS) and Tyre Pressure Gauges (TPG).

T9.8 Head restraints in cars - monitor possible future work in UNECE on the Global Technical Regulation.

T9.9 Frontal impact protection - monitor UNECE work to check that the revision of R94 and R95 on impact barriers offer the widest protection to consumers of different ages and statures.

T9.10 Intelligent Transport Systems (ITS) - participate in CEN/TC 278 and CEN/TC 226/WG9.

T9.11 Electric vehicles - participate in CEN/TC 354/WG 4.

T9.12 Infrastructure for charging batteries of electric vehicles - monitor appropriate CEN-CENELEC technical fora.

T9.13 Management of Traffic 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.

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

General objective: improved consumer representation in standardisation

In order to provide the empirical evidence needed to support the ANEC position in meetings, especially of the technical bodies of the European Standardisation Organisations, part of the ANEC budget is allocated annually to technical studies ("ANEC Research & Testing Projects") that aim to lead to the development of the empirical evidence following subcontracting of a provider after a restricted call for tender (in line with the ANEC guide on subcontracting & procurement, itself based on the guidance of CHAFAE).

ANEC technical studies

Objectives and approach

This activity aims at providing the empirical evidence needed to support the ANEC positions in the standards development process. ANEC commissions technical studies in a systematic manner, on the basis of transparent procedures, selection criteria and restricted calls for tender. The research priorities are identified by the ANEC Working Groups according to their sectoral work programmes. The activity is coordinated by a Programme Manager from the ANEC Secretariat who manages the contractor after a restricted call for tender. The Working Group appoints a Project Advisor (unpaid) to assist the Programme Manager and contractor.

For 2015, the ANEC Steering Committee has approved the following studies:

1. Child Safety WG: Proposal for project relating to the drafting of standards in a hazard-based format.

To elaborate the benefits of a hazard-based approach to standards development using the work of CEN/TC 252 as an example; to illustrate development of GPSD safety requirements, related mandates and subsequent standards for some child use and care articles using the hazard based approach; with a view to amending CEN/TR 13387-1, to

indicate how the standard can be formulated using a hazard-based approach and the process used to draft a standard in this format.

2. Services WG: Collection of complaints data on online shopping services.

The purpose of this study is to collect data on practical examples of consumer experiences in the area of online shopping with special attention to cross-border data. The findings will be used to support the ANEC position in technical bodies dealing with the standardisation of services.





Raising Standards for Consumers
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ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and represents consumer organisations in 33 European 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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