



Raising standards for consumers



ANEC WORK PROGRAMME 2016



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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.

The final Progress Report on the ANEC Action Plan 2014 was endorsed by the General Assembly (GA) in January 2015. The majority of the actions were completed, although several had to be postponed to 2015 due to external factors (e.g. impasse in Council on the Product Safety Package). The ANEC Annual Action Plan 2015 was adopted by the GA in February 2015, and a progress report on its implementation was given at the GA meeting on 18-19 June 2015. We expect to prepare a progress report on the implementation of the Action Plan 2015 in the autumn, with the final progress report

¹ <http://goo.gl/olp1LN>

and the Action Plan 2016 planned to be sent to the GA in early 2016. This Action Plan will include a first consideration of actions in support of Strategic Objective 10 which aims to ensure sustainability of the European consumer voice in standardisation beyond the present FPAs.

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

General objective: Improved consumer protection and welfare through standardisation

Article 22 of the Regulation sets up a Committee to assist the Commission in its implementation. ANEC is an observer member and participates in its meetings. In 2016, 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 & 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 two-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. At the end of 2015, the Commission is required to report to the European Parliament and Council of Ministers on implementation of the Regulation. The report must contain an analysis of the reports submitted by the ESOs and Annex III Organisations and an evaluation of the relevance of requested/mandated standards. ANEC will use the opportunities provided by this reporting, and its unique positioning in the European Standardisation System (ESS), to continue to press for the more effective consumer representation at both European and national level.

In 2015, the final report on the Independent Review of the ESS was published with recommendations on how to make it fit for the future. Although several recommendations reflected ANEC’s position, such as the need for a specific category in the ESOs for the Annex III Organisations, a formal right of opinion/vote for Annex III Organisations at the Enquiry & Formal Vote stages on draft standards was not reflected. ANEC believes such an opinion is justified, given the role of Annex III Organisations in

complementing the national delegation principle and the reduced timeframes for consensus-building in development of an EN. ANEC will need to continue to stress the need for increased inclusiveness, in line with the Regulation, both in the context of the Single Market Package of autumn 2015 and the nascent Joint Standardisation Initiative among the ESOs, Commission and relevant stakeholders. ANEC believes the Joint Standardisation Initiative must aid and monitor implementation of recommendations through to the end of the Juncker Commission if it is to add value. ANEC's expectations from the Joint Standardisation Initiative are for the Annex III Organisations to become better integrated into the ESS and be accepted as complementing the national delegation principle. On 24 September 2015, ANEC, ECOS & ETUC sent a common letter to the Presidential Committee (and to ETSI) with a renewed request for further rights in the ESS.

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 financial 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.

The CEN-CENELEC Societal Stakeholders' Group has so far not pursued its plan to adapt the CEN-CENELEC e-learning tool for SMEs, released on 29 June 2015, to the needs of societal stakeholders. No meeting of the Task Force on the e-learning tool was held in the first half of 2015. ANEC and the other Annex III Organisations regret this lack of progress and will continue to press for the adaptation of the tool as a means to provide sustainable means of training to their constituencies. Separately, but not unrelatedly, ANEC and its Annex III peers need to ensure implementation of CEN-CENELEC Guide

25² does not undermine the intent of the Regulation for the voices of 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 through the Trans-Atlantic Consumer Dialogue (TACD).

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 2015, several training sessions were held as well as webinars, with a total of 80 participants. These sessions will also be dedicated to the on-going update of the ANEC Guide for Representatives, first issued in 2013 as well as other relevant topics. Since 2014, we have also organised webinars & web-meetings on specific subjects (such as the new procedure for standardisation requests). 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

Following signature in December 2013 of the 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 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. On 24 September 2015, ANEC, ECOS & ETUC sent a

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

common letter to the Presidential Committee (and to ETSI) with a renewed request for further rights in the ESS.

The CEN-CENELEC General Assemblies are held in June. 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 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. 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.

³ <http://goo.gl/iBao2O>

However, the marking of “country of origin” has blocked agreement in the Council of Ministers. In 2015, a study by VVA Europe⁴ on behalf of the EC on the costs/benefits of the compulsory “made in” labelling was published. The results showed most stakeholders (national authorities, business and consumers) preferred the status quo (no compulsory labelling) to the options examined (mandatory or voluntary label; only for textile/ceramics). However, the report did not help unblock the situation in Council, with a blocking minority remaining on either side.

ANEC remains committed to calling 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, but none of its actions include all national authorities at any one time. ANEC follows PROSAFE activities in order to provide feedback on the implementation of standards and makes proposals for joint actions. In July 2015, PROSAFE launched its joint actions for 2016, covering child care articles, Safety barriers, Noisy toys, LED and CFL Lighting and Power tools.

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 (the mandating of standards for which 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. In June 2015, a new

⁴ <http://goo.gl/ewQU5Y>

term of the General Assembly started. Following a call for nominations, no fewer than 32 of the 33 countries eligible are now represented as members, with several new representatives. Its meeting represents the occasion for members to discuss and decide upon policy issues, as well as report on their activities at national level (a reporting template will be introduced in 2016). 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.

Political & Horizontal Activities

The activity supports the following European policies and legislation: *Regulation (EU) 1025/2012 on European Standardisation; Annual Union Work Programme 2015; 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 10 strategic objectives; reporting on the execution of Action Plans. The Action Plan for 2016 will include consideration under Objective 10 of actions to enable the sustainability of the European consumer voice in standardisation post-2020.

T1.2 ANEC contribution to Implementation of Regulation (EU) 1025/2012 and AUWP- participation in the Committee on Standards; participation in EC Coordination Meetings⁵; participation in EC review meetings⁶; contribute to and comment on Annual Union Standardisation Work Programme, draft standardisation requests and other elements related to the AUWP; contribution to Joint Standardisation Initiative and related activities under the Single Market Package; drafting and submission of the

⁵ With Annex III Organisations planned for late April.

⁶ Planned dates: 3 February; 19 April; late June (extended, with other EC desk officers); 13 September; late November (extended, with other EC desk officers).

Article 24 report; liaison with peer Annex III Organisations and actions in the common interest.

T1.2bis ANEC Work Programme – drafting and submission of Progress Report (Interim Activity Report) and Final (Activity) Report on ANEC Work Programme 2016, including financial reports; drafting and submission of ANEC Work Programme 2017⁷; provision of any other reports required by the EC (or EFTA) related to the execution of the ANEC Work Programme (this latter activity to include achieving a mutually-acceptable solution with the EC and EFTA on the release of the personal details of the ANEC experts).

T1.3 Enhancing consumer participation in standardisation- 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 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.

⁷ To be submitted no later than 10 October 2016.

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 members on standardisation policy & horizontal issues; annual reporting from members of the General Assembly.

10. Communications & 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 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, revamped 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 2016, a new ANEC website will be implemented (the present website was created in 2001 and has limited functionalities). The review of the effectiveness of our communication tools & activities made in 2015 confirmed that the website and social media are more effective in reaching a wider audience than “cold call” press releases. The draft budget includes provision for a trainee and part-time (40%) Communications Officer to be engaged during the year to populate the new website and structure its content so it can be easily maintained. The trainee will also be engaged in the planning and hosting of the event marking the 21st anniversary of ANEC, and in the design of an associated publication.

There are also very tentative plans for an ANEC-ECOS-ETUC conference on the inclusiveness of the ESS and an ANEC-BEUC-CI conference on the threats and opportunities arising from “big data”. It is likely both conferences would be held in Brussels, but their precise natures and audiences have still to be defined. ANEC will discuss the conference planned with ECOS and ETUI once the budgets and work programmes for the three associations are agreed. The possible conference with CI and BEUC will be discussed in December 2015, but it should be noted the budgets of these

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partners are very sensitive to their members' needs and prevailing priorities (i.e. the potential budget for a conference could be moved at the planning stage to a campaigning activity e.g. vehicle emissions). Nevertheless, ANEC will encourage its partners as far as possible to commit to holding both conferences as part of its mission to raise the importance of standardisation and societal participation.

Communications & Dissemination of Information

The aim of this activity is to ensure that consumers at both European and national level are advised of ANEC positions on political & technical matters, can contribute to them 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 consumers and other stakeholders informed about standardisation, the value of standardisation and the achievements of ANEC in representing the consumer interest, in standardisation and (more broadly) in the continuum of consumer protection & welfare. It foresees use of social media to disseminate these deliverables. It also foresees the (co)-hosting of conferences that can give visibility to ANEC, its activities and its positions and/or can move forward the political & technical agenda of ANEC. All ANEC deliverables give visibility to the financial support provided by the EU & EFTA. The Secretary-General approves all press releases, developed by the ANEC Managers and position papers (with the ANEC Steering Committee). A Project Officer commissions the ANEC e-Newsletter & Annual Review to which all contribute. A Project Officer is the web-master of the ANEC web-site. Dissemination of all publications by the responsible Project Officer is by email, ANEC website & social media. The Secretary-General (and/or Communications Officer) maintains the ANEC presence on Facebook, Twitter, LinkedIn.

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 - development and migration of the website in 2016 to an all-new platform; continuous update of website to mirror developments in ANEC activities; accessibility audit; clear identification of ANEC fields of priority, Working Groups & Project Teams, with contact details of the responsible ANEC managers.

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

T2.7 ANEC 21st anniversary celebration - planning the event to be held in conjunction with the ANEC General Assembly meeting and designing/designing a related publication.

T2.8 Conferences - planning and preparing (possibly) two conferences: one co-hosted with ECOS & ETUC on inclusiveness in the ESS; the other co-hosted with BEUC & CI on threats and opportunities to consumers from "big data". Likely venue Brussels. Details to be further discussed in late 2015/early 2016.

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 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 course of a Framework Partnership Agreement.

Nevertheless, the Secretariat and Working Groups (WGs) keep more detailed work programmes under continuous review and adapt & prioritise in response to new or emerging needs.

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.

In 2016, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2015. An addition during 2015 was the decision of the Child Safety WG to monitor the work of CEN/TC 122/WG 1/TG 1 ad hoc-group 'Anthropometric data of children' (a project funded by the EC), and to participate in the work of CEN TC 52 WG 10 on in-ground toy trampolines and on inflatable activity toys.

Child Safety

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2016; 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 Committee, Consumer Safety Network & some of its expert groups.

T3.2 Chemicals in products related to child safety - monitoring problems, intervening as needed.

T3.3 Guides in relation to child safety – 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, intervening as needed.

T3.4 Playground equipment & sports equipment - participation in (or monitoring) work of CEN/TC 136 SC1 & 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 252 and its bodies, CEN/TC 207 WG2, CEN/TC 248 WG34; monitoring work in CEN/PC 364; participation in PROSAFE actions on market surveillance; participation in CSN Expert Group on pushchairs

T3.7 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 PROSAFE market surveillance actions.

T3.8 Products worn by children – participation in CSN Expert Group on children’s shoes; monitoring CEN/TC 248 WG20; 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 – participation in CENELEC TC 61 WG8 work (under the lead of the ANEC DOMAP WG); monitor ASTM work on laundry washing capsules (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, recruitment and (on-going) training of experts, coordination and drafting of comments.

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).

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.

In order to reflect the latest political developments and recent terminology⁸, the ANEC Steering Committee endorsed the proposal of the Design for All WG members to change the title of the WG to ANEC Accessibility WG. This definition better encompasses the activities of the WG which deals not only with usability and ease of access but also safety. The change formally takes effect in 2016.

In 2016, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2015.

Accessibility

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; Rolling Plan for ICT Standardisation 2015; 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); Low Voltage Directive (LVD) 2014/35/EC; Lifts Directive (95/16/EC), Lifts Directive 2014/33/EU; Directive 2007/47/EC amending Council Directive 93/42/EEC concerning medical devices.*

⁸ For example, ISO/IEC Guide 71 defines accessibility as the "extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use".

Description of work

T4.1 Future European Accessibility Act – contribute to 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" to execute standardisation mandate 473 to include "Design for All" in relevant standardisation initiatives; participation in CEN-CENELEC JWG 5 (Mandate M/473) to contribute to finalisation of prEN "Organisational Management and Operational Processes - Accessibility of Products and Services - Extending the Range of Users".

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) to finalise revision of Parts 2 of EN 60335; 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 in order to work on possible revision of ISO 21542 'Building construction - Accessibility and usability of the built environment'; participation in CEN-CLC JWG 'Accessibility in the built environment' to work on possible 2nd phase of 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; contribution to WG 10 "Assistive Products for Cognitive Disabilities".

T4.6 Lifts - participation in CEN/TC 10 and its technical bodies (CEN TC 10 WG 7 in order to contribute to finalisation of 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" and CEN TC 10 WG 8 on the finalisation of the revision of EN 81-41 "Stairlifts and vertical lifting platforms for persons with impaired mobility").

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; collaboration with ANEC Services WG on the follow-up actions on hotel fire safety

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

T4.10 Accessibility of electronic communications (with Digital Society WG) - participation in ETSI Human Factors TC and Specialist Task Force 488 on recommendations to allow people with cognitive disabilities to use mobile devices; contribute to possible revision or transposition to ISO of EN 301 549 (mandate M/376).

T4.11 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 and addresses performance & safety. Accessibility is also a key aspect, and here the DOMAP WG works with the ANEC Accessibility 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.

In 2016, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2015. An exception is IEC SC 59A 'Performance of electrical household dishwashers', where a WG has been created to address "Measurement of microbiological properties". The DOMAP WG considers this a topic that could affect consumer's health.

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) - Monitor the agenda of the Commission meetings on the Gas Appliances Directive (GAD) and participate if necessary.

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; monitor work of CEN/TC 152; monitor Commission's expert group on ladders.

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 joint market surveillance actions in the DOMAP field.

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. The Digital Society & 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 and the Internet - play a prominent role in consumers' daily lives, from shopping on-line to listening to music. New and innovative technologies have the potential to improve consumer welfare but pose challenges to traditional means of consumer protection. It is the aim of the Digital Society WG to promote and defend consumer interests where standards can be used effectively to complement regulation and policies in meeting these challenges.

It should be noted standardisation of Information Communications Technologies (ICT) is different from other standardisation activities, tending to be immediately global and done through "informal and fast" procedures.

Noting the EC initiatives revolving around the Digital Single Market, the Steering Committee endorsed a proposal to change the title of the WG to Digital Society WG with effect from 2016. It should be noted that, due to the convergence of technologies, some overlap between different areas of priority, or with the work of other WGs, can arise, especially with the Accessibility WG.

Finally, there is a possibility that the Digital Society WG will need to deal with emerging issues such as smart appliances standardisation or Internet of Things, where the decision to become involved will depend on the evidence and information gathered during the year.

Although in 2016 ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2015, Digital Society WG may need to address emerging issues related to smart appliance standardisation or the Internet of Things. The decision to become involved will depend on evidence and data gathered during the year.

Digital Society (including Innovation)

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2015; Rolling Plan for ICT Standardisation 2015; Radio Equipment Directive (2014/53/EU); R&TTE Directive (1999/5/EC); Low Voltage Directive (2006/95/EC); Low Voltage Directive (2014/35/EC); 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); A Digital Single Market Strategy for Europe (COM(2015)192final) ; European Disability Strategy 2010-2020 (area of action: accessibility).

Description of work

T6.1 Web & e-Accessibility legislation – see T4.1.

T6.2 Accessibility of electronic communications – see T4.2.

T6.3 Product legislation - Participation as an observer in the EC TCAM/RED Expert Group (established under the R&TTE/RED Directive), in order to detect issues of consumer interest; follow-up and comment on relevant consumer aspects of the new standardisation request to implement the Radio Equipment Directive.

T6.4 Human exposure to electromagnetic fields - participation in CENELEC/TC 106X which works on the subject of human exposure to electromagnetic fields to comment on relevant documents, working drafts and/or draft standards.

T6.5 Safety of IT audio-video equipment - participation in IEC/TC 108 and CENELEC/TC 108 & its bodies such as WG 3 on safety of Personal Music Players and contribution to execution and finalisation of the standardisation Mandate 452 on safety of Personal Music Players.

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 Privacy Standardisation - Participation in CEN/CENELEC JWG 8 “Privacy management in products and services”, to work on execution of standardisation request on privacy management in the design and development and in the production and service provision processes of security technologies (M/530).

T6.9 Smart & sustainable cities - participation in CEN-CENELEC-ETSI Coordination Group (SSCC-CG).

T6.10 Policy on ICT standardisation - participation in EC ICT Multi-Stakeholder Platform, comment on ICT Rolling 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 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 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 CHESSE (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).

In 2016, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2015. An exception is the CEN TC proposed to deal with the second phase of Mandate M/517 on the development of a series of horizontal service standards capable of flexible application across a wide range of services. The scope of the TC refers to: 'Standardization related to the supply of services, particularly of a business-to-business (b2b) nature, on topics such as procurement and pre-contract information provision, contracts and performance assessment, including the development of standards responding to Mandate M/517.' Importantly the part on contracts will also cover business to consumer (B2C) services.

Noting that, in spring 2015 DG JUST published a summary report⁹ of the views and contributions of stakeholders to the Green Paper consultation on the safety of tourism accommodation¹⁰ which concluded there is no enthusiasm for legislative proposals at the European level (contrary to the views of ANEC and its partners), ANEC will need to continue to press for a more stringent framework to enable development of robust European standards. Nevertheless, there was close to unanimous support for EU action in the field of data collection and the sharing of best practices, topics on which ANEC has campaigned and will seek action.

Services

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2016; 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. Single Market Strategy.*

Description of work

T7.1 Horizontal service standardisation & policy - participation in CEN SAGS Advisory Group; participation in possible new horizontal services Technical Committee 'Services – Procurement, contracts and performance influence'; Participation in ISO COPOLCO WG 18; future EC proposals on service legislation & standardisation.

T7.2 Health & well-being services - participation in CEN/TC 403, participation in CEN/TC 409; monitor EC work on indoor UV exposure services; 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); Participation in CEN TC 431 WG 2 'Service Chain for Social Care Alarms - Service models development'; monitor ISO/TC 228 WG 2; liaise with BEUC & ICRT Health Group to detect political issues/research studies on health that may affect/need future standardisation.

⁹ <http://goo.gl/Ctl5MI>

¹⁰ <http://goo.gl/LWnVes>

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 - follow-up of 2014 Green Paper on the safety of tourist accommodation; 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.

Beyond work planned for 2015, ANEC joined the work of CEN TC 436 'Cabin Air Quality on commercial aircraft – Chemical Agents' and started following the CEN TC 437 'Electronic cigarettes and e-liquids'. ANEC also joined the Advisory Board of the ECOS-CIEL-Öko-Institut project, 'Safe development of nanotechnologies', and became an Accredited Stakeholder of the European Chemicals Agency at the invitation of the EAHC.

Sustainability

The activity supports the following European policies and legislation: *Annual Union Work Programme for European Standardisation for 2016; 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 paper from 2014; participation in standardisation work related to indoor air quality; participation in related PROSAFE activities; participation in CSN Expert group on tattoo inks; call for a mandatory register of products containing nanomaterials and participate in CEN/TC 352 & ISO/TC 229; Participate in advisory board of ECOS, CIEL, Öko-Institut project for the 'Safe development of nanotechnologies'; 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; Collaborating with BEUC and give input to institutions for retention of the A-G label and defending the consumer interests during the co-decision making process for the revision of the Energy label directive; follow next actions on EC

proposal for non-financial CSR reporting by large companies; 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 in Ecolabel criteria 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; 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; 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 resource efficiency policies; Promotion of a broader sustainable consumption and production concept in the circular economy debate going beyond efficiency gains; collaborate with ECOS on standardisation about material efficiency of products aspects under the Ecodesign; monitor follow up of 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 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) which are invading the streets. 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.

In 2016, ANEC intends to continue participation (or monitoring) the work of the same standards committees and its working groups it did in 2015. An addition to the work originally planned for 2015 was participation in the work of CEN TC 441 on fuel labelling for motor vehicles.

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", United Nations Decade of Action for 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; Annual union work programme for European Standardisation for 2016.*

Description of work

T9.1 Child Restraint Systems (CRS) - participate in UNECE WP 29 on the development of further phases of Regulation 129 (R129), i.e. following phase 2 with the changed approach and phase 3; develop guidance to consumers in transition phase from R44 to R129; propose step-wise phasing out of R44 CRS starting with integral ISOfix;

participate in ISO/TC 22/WG 12; continue to bring new facts on pirated/non justifiable CRS to the attention of relevant authorities; collate injury information where available ahead of future revisions of R129.

T9.2 Children left in cars - monitor continuing instances at European level (in particular, if possible, collecting appropriate statistics from first aid/ambulance services would be very valuable because this kind of “accidents” are not covered under the topics/statistics of road traffic accidents (as the car is not moving while the young children are left back/forgotten in the vehicle), survey of measures/ requirements on this field in different countries, in particular in the Mediterranean countries; evaluation of new achievements, devices, intelligent solutions (using the new intelligent mobile phone as possibility).

T9.3 Pedestrian protection of 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.

T9.4 Perception of silent cars - monitor developments at EC and UNECE level and intervene as needed.

T9.5 Bicycles and accessories - participate in CEN/TC 333 and ISO/TC 149 on continuous improvement of the standards for bicycles and accessories; participate in CEN/TC 252/WG 7 in the revision of EN 14344.

T9.6 Electrically Power Assisted Bicycles (EPAC) - participate in CEN/TC 333/WG 5 in revision of EN 15914; participate in the UNECE GRSP meetings to monitor and contribute to discussions on helmets for speed-pedelec users (support user friendly and safe solution for pedelec users).

T9.7 Safety, efficiency & emissions of motor vehicles – monitor the developments in UNECE WP 29 on the worldwide harmonised light vehicles test procedures (WLTP); developments at WP 29 & CEN/TC 301 on Tyre Pressure Monitoring Systems (TPMS) and Tyre Pressure Gauges (TPG); participate in the meetings of CEN TC 441 to contribute to the ENs on fuel labelling; contribute to TTIP negotiations on vehicle related issues.

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 (Regulation 94 and a new full width barrier test regulation) and side impact protection of cars (Regulation 95 and the new pole side impact test regulation) - 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 and influencing work in UNECE concerning developments regarding crash protection of older people and small sized occupants; monitoring work in UNECE WP29 and GRSP concerning the development of a global Technical Regulation on Pole Side Impact phase 2.

T9.10 Intelligent Transport Systems (ITS) - participate in CEN/TC 278 and CEN/TC 226/WG9; participate in WP 29 and the Informal Group on ITS to monitor developments on Human Machine Interface (HMI).

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 in CEN/TC 354/WG 4

T9.12 Electro mobility - infrastructure - several standards are under development monitored by ANEC in the eMobility Coordination Group and CEN TC 301 'Road vehicles'.

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

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). The results of these studies have been invaluable - and continue to be so - in the revision of the Part 2 standards to the EN 60335 series for domestic electrical appliances. An ANEC study also provided

essential evidence in the decision of UNECE to require R129 to demand the rearwards-facing transport of children in CRS to the age of 15 months (R44 allowed a move to forwards-facing at a weight approximately that of a 6 months old child), demonstrating that rearwards-facing transport was up to 5 times more effective in protecting a child from serious or fatal injury.

The following studies are being undertaken in 2015. The reports will be reviewed by the responsible ANEC WGs at the start of the 2016.

- 1. Child Safety WG: Study on the drafting of standards in a hazard-based format.*
- 2. Services WG: Study on the collection of complaints data on online shopping services.*

The following proposals have been adopted by the Steering Committee for 2016:

- 1. Child Safety WG: Study to investigate the migration of child products from the domestic sector to the non-domestic sector.*
- 2. Services WG: Study to investigate whether service standards used as a tool by supervision authorities.*

The Steering Committee meeting is considering a third study to be launched during 2016.

The restricted call for tenders for the studies will be launched by the Secretariat no later than January 2016.

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 2016, the ANEC Steering Committee has approved the following studies:

1. Child Safety WG: Study to investigate the migration of children's products from the domestic sector to the non-domestic sector

There is concern that domestic products are migrating to the non-domestic sector and they may not be sufficiently safe for more onerous usage in the non-domestic sector. The aim of the study is to determine whether children are at increased risk of serious injury as a result of domestic products being used in non-domestic settings and, if necessary, to recommend changes to standards to address issues identified.

2. Services WG: Study to investigate whether service standards used as a tool by supervision authorities.

The purpose of this study is to find out the use of service standards as a tool in supervision by authorities. It is expected the study will result in an ANEC contribution to the revision of guidelines on the writing of service standards (CEN Guide 15/ISO Guide 76).

Description of work

T10.1 *Managing the restricted call for tenders* - after outline approval by ANEC WGs, identification of potential contractors together with Project Advisor; launch of restricted call for tenders; signature of contract, planning of deadlines; review of interim report together with Project Advisor & corrective action as needed; review of final report together with Project Advisor & corrective action as needed.

T10.2 *Ensuring the follow up of the project results*- in collaboration with the Project Adviser and responsible Programme Manager coordination of press releases, submission to TCs, etc. ; liaison with ICRT and similar organisations.



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.

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