

# *Developments in Services & Sustainability*



**Michela VUERICH**

**Programme Manager, Sustainability & Services**

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***Raising Standards for Consumers***

# SERVICES

# ***Horizontal service standardisation – European level***



- **EC Single Market strategy** (December 2015)
- **Communication on Services Standardization** (June 2016)
- **CEN strategy on services in progress** (based on existing national initiatives and earlier EU studies and mandates)
- **ANEC will contribute through CEN SAGS**

# ***Horizontal service standardisation – International level***



- Participation in **new ISO COPOLCO WG 18 on Services**
  - Revision of ISO/IEC Guide 76: *'Development of Services standards – Recommendations for addressing consumer issues'*
- ANEC/CI presentation at **ISO COPOLCO Workshop on Services - June 2016**
- ANEC/CI statement on **ISO TC 290 'Online reputation'** on occasion of EC communication on online platforms

# ***Use of 2015 Services study findings***



## **ANEC study 'European cross-border online shopping - Learning from consumer experiences' (December 2015)**

- **ANEC online survey on cross-border online shopping** (in EN, CZ, DE, FR, GR, SLO, SWE).

→ **Online shopping habits of EU consumers; key cross border problems.**

### **Use of results:**

- **Shared with CEN SAGS, CEN TC 331, ISO TC 290, EC.**
- **Base of ANEC responses to EC public consultations:**
  - **Draft SR on Postal services**
  - **EC Consultation on Online platforms**

# Health & wellbeing services



- **CEN strategy on healthcare services standards**
  - CEN SAGS AHG final
  
- **CEN TC 403 prEN 16844:2015 'Aesthetic medicine services - Non-surgical medical procedures'**
  - dismissed (to be continued . . .)
  - CEN/BT to discuss way forward this week
  
- **New CEN TC 449 'Quality of care for elderly people in ordinary or residential care facilities'**  
(ANEC Services/Accessibility WGs rep)

# *Standards in 2<sup>nd</sup> half of 2015*



- ANEC proposal for **initial draft** for the development of EN in **CEN TC 136 WG 2 'Fitness centres'**, part 1 'General requirements'
- &
- 'Terms and definitions'
  
- ANEC comments on **ISO CD 18295-1 'Customer contact centres - Part 1: Requirements for Customer Contact Centres'**
- &
- **ISO CD 18295-2 'Customer Contact Centres - Part 2: Requirements for organizations employing the services of Customer Contact Centres'**

# ***ANEC Participation in TCs***



## **Work finishing. . .**

- **ISO TC 273 on** Customer Contact Centres
- **CEN/CENELEC PC 4** 'Services for fire safety & security systems'

## **. . . and starting**

- **CEN TC 447** 'Services - Procurement, contracts & performance assessment'
- **CEN TC 448** 'Funeral services'
- Draft **SR on Maritime equipment** + nomination of expert to **EC expert group on Safety of passenger ships**
- **CEN TC 445** Digital information interchange in insurance industry

***Raising Standards for Consumers***



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# SUSTAINABILITY

# *Chemicals in consumer products*



## **ANEC (& BEUC) contributed to EC consultations**

- Restriction of hazardous chemicals in **textiles**
- The **REFIT of chemicals legislation** (except REACH)
  - Specific consultation for consumer organisations
  - Input to case studies (CLP, ...)

## **New ANEC paper on Food Contact Materials**

- used as contribution to **EP draft report**

# ***Chemicals in consumer products – Standards and EC committees***



- **ANEC Rep in Stakeholder Committee of CEN SABE project 'Tailored support on chemicals in (consumer) product standards'**
- **CEN TC 436 - 'Cabin Air Quality on commercial aircraft – Chemical Agents'**
- **CEN TC 437 - Electronic cigarettes and e-liquids**
- **EC expert group on Tattoos**

# ***Nanomaterials – transparency***



- **European Commission impact assessment not final**
- **Announcemed preferred option is nano-observatory**
- **The ECHA to deliver it (collection of existing info; studies; communication to the public, consumers)**
- **ANEC and NGOs allying on best way forward**
  - **paper in development**

# ***Sustainable Construction***



- **An evaluation of the Energy Performance of Buildings directive (EPBD)**
- **New ANEC position paper 'Laying the foundations for sustainable buildings'**
  - **with ANEC response to the EC public consultation on evaluation of EPBD (Oct 2015)**
- **EC decision on policy option by September 2016(?)**

# ***Sustainable Consumption & Production***



- ANEC **expectations** set out in reply to EC consultation in August 2015
- Revisited **Circular Economy package** published in December 2015 including:
  - Revised legislative proposals on **waste**
  - Implementation plan - Announced promotion of nontoxic material cycles
  - Mandate on **Material efficiency standardisation**

# ***Resource efficiency - standards***



## **Mandate on material efficiency in ecodesign**

- Define parameters & methods relevant for assessing durability, upgradability & ability to repair, re-use and re-manufacture of products

## **CEN-CENELEC ECO-CG Task Force 4:**

- Work Programme drafted
- ANEC participation and contribution
- New ANEC Rep to be nominated for future work

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