



ANEC WORK PROGRAMME 2018





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DETAILED DESCRIPTION OF ACTIVITIES

a) Political & Horizontal Activities

1. Implementation of the ANEC Strategy 2014 to 2020

General objective: Improved consumer protection and welfare through standardisation

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

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

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

The final Progress Report on the Action Plan 2016 was endorsed by the General Assembly in June 2017. Most actions were completed, although several were unachievable due to external political factors (e.g. impasse on Product Safety Package). A Rolling Action Plan was formally adopted and a progress report on its implementation given. The decision to move to a rolling format was taken to reflect better the multiannual nature of ANEC's work and comments received from members on need for improved legibility. Updates to the rolling plan will be shorter, focus on results and will be made at least once a year.

¹ <http://goo.gl/olp1LN>

The priority for 2018 will continue to be the further consideration of actions under Objective 10 to enable sustainability of the European consumer voice in standardisation post-2020.

A key task under this activity remains the efforts to diversify the financing of ANEC by seeking funds from the private sector (trusts and foundations) to co-finance our mission in standards development. The task focuses on two strands. The first is continued prospecting by the ANEC-BEUC-ICRT Fundraising Officer, recruited on a contract of 36 months in April 2017. The second is implementation of an action plan that looks at actions beyond fundraising and aims to secure improved awareness and knowledge of ANEC. The formal implementation of the plan spans 2018 and 2019.

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

General objective: Improved consumer protection and welfare through standardisation

ANEC is an observer member of the Committee on Standards and participates in its meetings. In 2018, it is expected a draft of the Annual Union Work Programme 2019 will be issued. ANEC will comment on the proposals relating to consumer protection & welfare, and suggest topics we believe the Commission should also address. Meetings are also expected between the European Commission and the 'Annex III Organisations', as well as with the ESOs, to ensure an effective coordination and exchange of information on activities. This could include the "Annual Forum" envisaged by the European Parliament and European Economic & Social Committee. ANEC intends to continue bilateral regular meetings with the Commission as part of a structured dialogue on operational issues and reporting. ANEC has suggested a common methodology among ESOs and the Annex III Organisations is elaborated to assess the participation of consumers (and other societal stakeholders) at national level. It is agreed that this activity should be part of Action 10 of the Joint Initiative on Standardisation as it relates to national standardisation. It is expected that it should start at the end of 2017 or in 2018, based on the results of the questionnaire on stakeholder participation at the national level.

ANEC welcomed the European Parliament initiative report, "European Standards for the 21st Century", as it has allowed useful reflection on the progress achieved under Regulation (EU) 1025/2012, notably on inclusiveness and the further actions needed. In addition, we welcomed the clarification about the legal effects of Harmonised Standards made by the European Court of Justice in the "James Elliott" case. We believe it reinforces

the need for the effective participation of societal stakeholders in standardisation because of the legislative effect of Harmonised Standards. We shall continue to follow implications of the ruling on the standards process (drafting of Standardisation Requests; recognition of Harmonised Standards, etc.). ANEC will be pleased to contribute to the planned inter-institutional dialogue amongst the Commission, Parliament and Council on standardisation during 2018.

ANEC also welcomed the AUWP 2018 which reflects many of our positions on consumer protection and inclusiveness also linked to the Joint Initiative on Standardisation. As well as participating in the JIS Steering Group, ANEC plans to contribute to the development of actions that we believe will have most impact on the effective participation of consumers, particularly at the national and European levels. However, we have withdrawn from JIS Action 3 on education of standards because it deals only with business & management education. Our proposals for the development of a centralised training and qualification scheme for Technical Committee & Working Group officers in CEN-CENELEC & ETSI (noting the intent to professionalise the ESS), and development of an e-learning tool for participants in the ESS as a sustainable means of providing training, were not agreed by other sponsors.

JIS Action		ANEC participation	Desired results
1	Study on the economic and societal impacts as well as access to standards in the EU and the EFTA Member States.	Co-sponsor	<p><i>A quantitative evaluation of the benefits of standardisation to society, or at least the benefits to the economy arising from societal aspects being addressed (e.g. reduced financial losses to the economy from a reduction in domestic accidents).</i></p> <p><i>Separately, in the absence of data, a case for the creation of data sources that could both indicate the need for a standard and assess whether its</i></p>

			<i>development/application was effective (e.g. EU database of accidents & injuries).</i>
8	Provide high quality standards delivered and referenced in a timely manner.	Co-sponsor	<i>Optimisation of the three key strands – the development of standardisation requests; the development of harmonized standards; citation in the OJEU – does not prejudice the consumer interest (e.g. shorter timeframes do not risk the breadth of consensus behind an EN, or limit the contribution for public interest participation).</i>
9	Inclusiveness, transparency & effective participation of all stakeholders in the European Standardisation System.	Co-sponsor	<i>As a minimum, the implementation in CEN, CENELEC and ETSI of the "right of Opinion" on draft ENs sent to Enquiry/Formal Vote, and a unique category of partnership or membership for the Societal Stakeholder Organisations.</i>
10	Facilitating participation of all stakeholders at national level.	Co-sponsor	<i>Renewed commitment from Member States to providing political and financial support for the participation of all stakeholders in standardisation at national level, especially those historically "underrepresented" and from the public sector.</i>
12	Encouraging the greater development and use of European	Co-sponsor	<i>In parallel with the CEN strategy on service standardisation, the definition of steps to encourage</i>

	Service Standards to help integrate Europe's service markets.		<i>development of b2c standards, as well as b2b, noting the constraints arising from lack of a pan-European harmonising framework on the safety of services.</i>
15	Pilot Project –Improve the representation of the interests of SMEs in Europe in international standardisation processes.	Co-sponsor ²	<i>The extension of the project to Societal Stakeholder Organisations, and the facilitation of Annex III Organisations in the work of ISO/IEC on the drafting of (at least) candidate Harmonized Standards.</i>

3. Enhancing consumer participation in standardisation

General objective: Improved consumer protection and welfare through standardisation

Noting the ambition of the Regulation for the long-term strengthening of the consumer voice at national level, reflected in the ANEC Strategy 2014 to 2020, ANEC aims to continue to support its members in their lobbying of Member States about the need for organised consumer expertise in standardisation, and the reliance of the CEN-CENELEC process on the 'national delegation principle'. But, given the financial and political climate, it must be doubted whether Member States have the resources to commit to building the consumer voice at national level, noting their systematic withdrawal from many standardisation activities over the past 15 years and the long-term consequences of the financial crisis. It is why ANEC proposed JIS Action 10 which intends to encourage Member States to commit not only to their participation in standardisation (notably market surveillance authorities), but also to ensure the political and financial frameworks are in place at national level to facilitate the participation of all stakeholders. ANEC is also pressing to identify the best practices about consumer participation in national standardisation for others to follow. However, we are concerned at the poor commitment of Member States to Action 10, as the Member States are intended to be the main

² ANEC proposed to become a co-sponsor of Action 15 on 3 October 2017

audience in ensuring the existence of the political and financial frameworks needed at national level to achieve the fullest participation of stakeholders.

In 2017, after much insistence, we were successful in re-activating CEN-CENELEC SSG Task Force 2 on “eLearning”, and have drafted a first version of e-learning modules based on the ISO-specific COPOLCO e-learning tool for consumers. The modules should be finalised by the end of 2017 and running in 2018 in beta form. We shall consider organising training sessions. Nevertheless, this version of the tool will not be interactive and so we have agreed in principle with ECOS and ETUC to develop the tool further during 2018 at our own cost.

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

ANEC intends to make full use of the right to submit an Opinion on draft standards sent to Enquiry or Formal Vote granted by CEN and CENELEC to the Societal Stakeholder Organisations (SSOs) recognised through Annex III of Regulation (EU) 1025/2012. This is a vital achievement for ANEC as, until now, we have been unable to show support for the adoption of a standard when we may have committed many days to its drafting, or to voice concern if we think the standard fails to address essential consumer elements. In 2017, we sent 65 Opinions, of which 49 were positive and 16 negative. Nevertheless, it is too early to assess whether TCs are responding to the Opinions in the manner foreseen. We look forward to reviewing results during 2018 with CCMC and our Annex III peers.

ANEC plans to give shape to the ETSI 3SI programme for Societal Stakeholders which should provide a proportionate mechanism for addressing Societal Stakeholder concerns. We welcomed appointment by the ETSI General Assembly of an ANEC expert as the “3SI Advocate”, following his common candidature by ECOS, ETUC & SBS.

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 of relevant free-trade agreements, such

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

as the 'frozen' EU-US free trade agreement (TTIP), will require ANEC to become involved in discussions on the use of standards through our international partners (e.g. 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 the first half of 2017, several training sessions were held as well as webinars, with a total of 75 participants. Since 2014, we have also organised webinars & web-meetings on specific subjects (such as the new standardisation rules). We intend to continue in this direction. We also plan to hold trainings on the use of the new e-learning modules developed with CEN-CENELEC, should the modules be finalised by then.

In 2016 and 2017, ANEC contributed several blogs on standardisation to the "Consumer Champion" capacity-building programme for consumer professionals (www.consumerchampion.eu) led by BEUC and its partners, and funded by DG JUST under EAHC/2013/CP/02. We plan to continue to contribute in 2018 if continued interest from participants.

5. Participation in CEN and CENELEC technical and corporate governance

General objective: Improved consumer protection and welfare through standardisation

Following the granting of the right of Opinion, the CEN-CENELEC Partnership Agreements and Guide 25 are being revised. 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. In addition to the right of opinion and e-learning modules, the issue of effective participation in international standardisation has still to be satisfactorily addressed by CEN-CENELEC. ANEC will need to ensure it can continue to

press for more inclusiveness in the framework of the recently-adopted CEN and CENELEC Strategic Plan for Digital Transformation. From 2018, it aims to digitise the standards-making process and deliverables, and to make the CEN-CENELEC system more agile and adaptable to market and technological innovations.

The CEN-CENELEC General Assemblies are held in June. Meetings of the Technical Boards (BT) take place two or three times annually, with a common session introduced in 2016.

6. Contribution to the EU Consumer Programme

General objective: Improved consumer protection and welfare through standardisation

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

7. Strengthening the framework for market surveillance

General objective: improved consumer safety and compliance

Even the best legislation and standards are worthless if not applied or enforced. Within the Internal Market, market enforcement authorities have responsibility to protect consumer health and safety. Market surveillance activities are undertaken by Member States exclusively and individually at the national level as market surveillance falls under shared competence. This leads to inconsistencies and, above all, sees insufficient resources available to police the many products on the market. As a result, the consumer expectation for safe products is not always met. 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 but the marking of 'country of origin' has blocked agreement in the Council of Ministers.

⁴ <http://goo.gl/iBao20>

ANEC remains committed to calling for the adoption of the Market Surveillance Regulation as a tool to aid consumer protection. Nevertheless, there seems to be no solution to the impasse in Council. ANEC looks forward to publication of the Goods Package in December 2017 which should contain legislative proposals to be discussed in 2018 (possible revision of Regulation (EC) 765/2008).

In the absence of a more systematic approach to market surveillance, PROSAFE coordinates the EU-funded Joint Market Surveillance Actions undertaken by Member States. Nonetheless, as participation of the Member States is voluntary, no action includes all national authorities at any time. ANEC follows the actions to contribute to its discussions on the implementation of standards, and to make proposals for joint actions on issues of consumer protection. Ongoing joint actions cover child care articles (soother and soother holders), toys (plasticised toys), playground equipment, power tools (circular saws, chain saws) and electrical household appliances (toasters, grills and blenders). ANEC participates as stakeholder in all these joint actions. New joint actions were launched during Q4/2017 to address child care articles (baby carriers and cots); toys (electrical toys); power tools (impact drills), electrical household appliances (hair care appliances). ANEC will participate as a stakeholder in these actions.

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). However since 2014, the marking of 'country of origin' has blocked agreement in the Council of Ministers. ANEC plans to continue to call for the adoption of the Consumer Product Safety Regulation as tool to aid the protection of consumers, and meanwhile to participate in the GPSD Committee and Consumer Safety Network (CSN) and to comment on proposals to reference standards in the OJEU, as well as on draft safety requirements and draft standardisation requests. We shall coordinate with BEUC on aspects of product safety linked to internet connectivity: more and more consumer products are now connected to the internet (e.g. smart appliances, smart toys, connected cars) but a lack of security can result in safety risks for consumers (see also under WP 6).

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

General objective: Improved consumer protection and welfare through standardisation

ANEC is an association comprised of members. It is therefore important to enable members to meet in order to steer development of strategy, objectives, expenditure, activities & priorities, in line with the consumer expectations articulated through national consumer organisations. A reporting template was introduced for the 2015 calendar year to allow members to report on their undertakings and to share experiences. The reporting exercise is now done annually.

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.

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

Political & Horizontal Activities

Rationale and objectives

The aim of the Work Package is to support the implementation of the ANEC Strategy 2014-2020 - and the horizontal standardisation and policy activities linked to it - by using the opportunities provided by Regulation (EU) 1025/2012, and political elements of the AUWP, to make the participation of consumers in the European Standardisation System more effective, and to maintain the representation of consumers elsewhere in the European continuum addressing protection and welfare (including product safety and market surveillance policies). The activities concern the development all horizontal and strategic issues and representation of ANEC, as well as management of the annual ANEC Work Programme and reporting on its execution, including the training of experts. With the support of all Secretariat staff, the activities are led by the Secretary-General who manages the General Assembly & Steering Committee (the governing bodies of ANEC).

The activity supports the following European policies and legislation: Regulation (EU) 1025/2012 on European Standardisation; Annual Union Work Programme 2018; Single Market Strategy and the Joint Initiative on Standardisation; 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 in terms of activities and/or tasks

T1.1 Implementation of the ANEC Strategy 2014 to 2020 - development of Rolling 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 2018 will include further development of actions in support of Objective 10 to enable sustainability of the European consumer voice in standardisation post-2020.

T1.2 Implementation of the MoU between ANEC, BEUC, CI & ICRT – comparison of strategic objectives and work programmes to ensure optimisation of resources among the four organisations and common approaches where possible; including the continued common engagement of a fundraiser in 2018 (see T1.12).

T1.3 ANEC contribution to Implementation of Regulation (EU) 1025/2012 and AUWP - participation in the Committee on Standards; participation in EC Coordination Meetings; participation in EC review meetings; contribute to and comment on the Annual Union Work Programme, draft standardisation requests and other elements related to AUWP; contribution to Joint Initiative on Standardisation, its Steering Group and relevant Actions; related activities under the Single Market Strategy such as inter-institutional dialogue; drafting and submission of the Article 24 report; contribution to Institutional review of the “Standardisation Package II”; liaison with peer Annex III Organisations and actions in the common interest.

T1.4 ANEC Work Programme – drafting and submission of Progress Report & Final Report on Work Programme 2018, including financial reports; drafting and submission of ANEC Work Programme 2019; provision of any other reports required by the EC (or EFTA) related to the execution of the ANEC Work Programme.

T1.5 Enhancing consumer participation in standardisation- participate in ISO/COPOLCO meeting in coordination with Consumers International (CI); participate in CEN-CENELEC Societal Stakeholders Group Task Force on e-training, and with ECOS and ETUC further develop the e-learning modules into an interactive tool to be hosted on the CEN-CENELEC website. Collaborate with consumers organisations on the standards-related aspects of

relevant free-trade agreements; respond to Institutional/ESO requests to provide training to experts from third countries.

T1.6 Training of consumer experts and consumer representatives- organisation of mentoring/training sessions as part of the meetings of ANEC WGs; organisation of webinars/web-meetings on specific subjects, including new e-learning modules; continue to contribute to 'Consumer Champion' capacity-building programme.

T1.7 Participation in CEN-CENELEC technical and corporate governance- participation in CEN/BT & CENELEC/BT meetings (and common sessions) to react on relevant issues; participation in CEN-CENELEC Annual Meetings to react on relevant issues; participation in CEN-CENELEC Societal Stakeholder Group (SSG) to press for further rights and monitor implementation of revised Partnership Agreements & CEN-CENELEC Guide 25; participation as needed in CENELEC WG Policy (and its common sessions with CEN) and other relevant policy groups. .

T1.8 Contribution to the EU Consumer Programme- Participation in European Consumer Consultative Group meetings to react on standards-relevant issues.

T1.9 Strengthening the framework for market surveillance- Participate in general market surveillance fora (e.g. joint market surveillance actions) in order to detect and react to issues in the consumer interest; influencing the standards-related aspects of the draft Regulation on market surveillance of products (MSR) as part of the Product Safety Package or any successor initiative from EC such as the Goods Package expected to be adopted by the College on 20 December 2017.

T1.10 Strengthening the framework for the safety of consumer products- influencing the standards-related aspects of the draft Regulation on Consumer Product Safety (CPSR) as part of the Product Safety Package or any successor initiative from EC; participation in activities and bodies under the General Product Safety Directive; participation in the European Accreditation Advisory Board (EAAB);

T1.11 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.

T1.12 *Fundraising* – building on the recruitment of the common ANEC-BEUC-ICRT Fundraising Officer in April 2017, we will continue to seek fundraising from the private sector (trusts and foundations), in the first instance for cross-cutting priorities shared by ANEC, BEUC & ICRT (smart home & energy; the Internet of Things); in the second instance, for ANEC specific priorities (cybersecurity; accessibility; child safety). All leads will be in line with the ANEC policy on fundraising from the private sector adopted in November 2017. We will also seek to bid for H2020 projects and similar as part for a consortium (e.g. obsolescence of products).

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, 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.

Noting the relative lack of success in attracting media attention outside the Brussels Bubble, and the short-lived impact of conferences and seminars (be they at European or national level), ANEC will put emphasis in 2018 on development of a series of videos that will aim to explain ANEC and its successes in the simplest of terms, with as few of words as possible (and we will also consider language versions other than English). Moreover, we propose to focus on particular sectoral stories (such as the safety of sunbeds and sun tanning services) that could be supported (and possibly co-financed) by partners. In this way, we would aim to achieve two goals of the ANEC action plan on diversification: a raised profile for ANEC and generation of income (albeit small sums). We plan to make the widest use of the videos on social media (including through YouTube).

Based on the success of the 'eCoffee' webinars organised in 2017, we plan to host similar webinars in 2018 that will be open to relevant stakeholders on consumer issues. It is possible we will hold these in collaboration with partners. We will also explore the possibility of organising an event with our sister organisations or Annex III peers on a common issue.

In order to reach the widest audience possible, ANEC uses Twitter or Facebook advertising to promote selected social media posts. For example, since November 2008, over 2.1 million people have seen a total of 103 promoted ANEC posts on Facebook. However, our experience is that there is little enthusiasm from individual consumers to engage in a dialogue or exchange of ideas. ANEC also promotes the social media activities of trusted third-parties related to consumer protection and welfare (e.g. re-tweets of weekly RAPEX notifications; OECD campaigns on window blind cords and laundry capsules; carbon monoxide awareness; the publication of European or International standards). With a view to deepening its appeal, ANEC plans to develop more visually attractive communication material during 2018 to promote its message, campaigns and achievements.

In a survey of ANEC General Assembly members conducted in early 2017, it was reported that 74% of members make our Newsletter publicly available, and another 20% to 25% use social media to communicate ANEC activities (a restraint is the lack of translation into national languages).

A new ANEC website was launched in February 2017. It was certified accessible according to WCAG 2.0 level AA in July 2017. It is more user-friendly and with more functionalities in order to help convey our activities and success stories. We shall continue to improve it and update it in 2018.

Communications & Dissemination of Information

Rationale and objectives

The aim of this activity is to ensure that consumers at both European and national level are informed of ANEC positions on political & technical matters, and can contribute to them and can use them for their own purposes. It aims to keep the media and other stakeholders advised 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 and a Communications Officer commission the ANEC e-Newsletter & Annual Review to which all contribute. A Programme Manager is the web-master of the ANEC web-site. Dissemination of all publications by the responsible Project Officer and Communications Officer is by email, website & social media. The Secretary-General leads the ANEC presence on Twitter, as our main social media platform, as well as LinkedIn and Facebook.

Description of work in terms of activities and/or tasks

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

T2.2 Annual Review - developing 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 members of the responsible ANEC body; formatting and publication (in-house); Updating the ANEC recent Success Stories;

*T2.5 ANEC website -*frequent update of website to mirror developments in ANEC activities;

T2.6 Social media - posting of deliverables D2.1-4 with limited advertising of selected posts of most interest to the individual consumer (e.g. the ANEC Annual Review; the "ANEC in 60 seconds" series of leaflets); dissemination and information about ANEC activities & news; communication with relevant stakeholders; "re-tweeting" of social media activities from trusted third-parties on measures related to consumer protection and welfare.

T2.7 Events & webinars- explore the possibility of organising a joint event in cooperation with our members and/or sister organisations on a commonly identified consumer relevant topic; organise and host at least 2 webinars on consumer relevant issues (such as the sharing economy or connected toys, possibly with a partner organisation).

T2.8 Promotional videos – a short series of videos to explain ANEC and its successes in simple and memorable form (along the lines of the cartoons in the ANEC brochure, “What we do for you”). We will consider whether to make the videos available in languages other than English.

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 ANEC Working Groups (WGs) keep more detailed work programmes under continuous review and adapt & prioritise in response to new or emerging needs. A review of the key sectors will be taken in the preparation of the next ANEC Strategy, tentatively as part of the ANEC General Assembly meeting in 2018.

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

1. Child Safety

General objectives: reducing the number of accidents involving children and their severity; guaranteeing a minimum quality of products intended for children and/or used by children; ensuring enough information is available to enable parents to choose products that comply with safety standards.

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

In order to properly develop standards leading to safer products for children, it is very important to have accident and injury statistics at our disposal. In 2016, a project with the EC Joint Research Centre (JRC) started to look at creating links and synergies between existing databases aiming at adding value for product safety activities on a larger scale. The final workshop was held in November 2017 where the findings of the study were presented. ANEC will monitor the follow-up of the final workshop and will stress its call for a pan-European injury database.

The ANEC representative to CEN TC 402 'Domestic swimming pools' resigned in 2017 due to illness. ANEC will monitor further work.

As more standardisation work on child safety is starting at the international level, ANEC plans to monitor the work of ISO PC 310 on pushchairs and of ISO TC 136 WG on children's furniture in 2018, both subject to approval of ANEC liaison status by these ISO bodies.

CEN TC 162 WG 10 deals with 'Buoyant aids for swimming instructions'. As earlier work items (prEN 13138 Parts 1 to 4) are to be re-activated, and as drowning is a leading cause of death among children, ANEC will monitor the work through national consumer representatives.

In 2018, no further meetings are planned of the following standards committees and working groups: CEN/TC 398 'Child protective products' (work programme completed); CEN PC 364 'High chairs' (revision of the standard completed); CEN TC 355 and its Ad

Hoc Group 1 (EN 13869 'child resistant lighters' published). For the rest, ANEC plans to participate in (or follow) the same committees and working groups as in 2017.

Child Safety

Rationale and objectives

The objective of this activity is to enhance the quality & safety of children's lives by ensuring that standards can be effective in providing better protection for children and decreasing the number of accidents in which children are involved. The activity is carried out by a Programme Manager from the ANEC Secretariat who manages the Child Safety Working Group, supported by a Programme Officer. Its members are voluntary experts drawn from the countries of the ANEC membership. Some voluntary experts represent ANEC in the technical bodies of the ESOs (and ISO/IEC) while the other voluntary experts have an advisory role.

The activity supports the following European policies and legislation: Annual Union Work Programme for European Standardisation for 2018 COM(2017)453 (objective: Deeper and fairer internal market with a strengthened industrial base: 25. improve consumer safety); Annual Union work programme for European Standardisation for 2017 COM(2016) 357; Directive 2001/95/EC on General Product Safety; Directive 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); M/264 Safety of childcare articles (horizontal mandate); M/464 Childcare articles - drowning risks (bathing products) - Cluster 1; M/497 Childcare articles - risks in sleep environment - Cluster 2; M/527 Childcare articles - Children's seats - Cluster 3; M/507 Gymnastic equipment; M/445 - General mandate to CEN/CENELEC to adapt European toy standards according to the revised Toy Safety Directive.

Description of the work in terms of activities and/or tasks

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, intervention as needed.

T3.3 Horizontal issues 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, act as appropriate; monitor follow-up of DG JUST & DG JRC final workshop on the feasibility study on injury data collection

T3.4 Playground equipment & sports equipment - participation in (or monitoring) work of CEN TC 136 SC1 & its bodies; participation in joint market surveillance action; participation in CSN Expert Group on playing field equipment.

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

T3.6 Child care articles - participation in work of CEN TC 252 and its bodies and in the work of CEN TC 248 WG34; monitoring work of ISO PC 310 (subject to approval of liaison status); participation in joint market surveillance actions; participation in CSN Expert Group on pushchairs.

T3.7 Children's furniture - participation in work of CEN TC 207 WG2; monitoring work of ISO TC 136 WG on children's furniture (subject to approval of liaison status); participation in joint market surveillance actions;

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

T3.9 Products worn by children – participation in CSN Expert Group on children's shoes; monitoring CEN TC 248 WG20; monitoring CEN TC 162 WG10.

T3.10 Child resistant lighters – 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).

T3.12 Management of Child Safety WG – briefing and debriefing of ANEC experts, organisation of WG meetings and teleconference meetings, validation of representatives' reports, recruitment and (on-going) training of experts, coordination and drafting of comments.

2. Accessibility

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

A deeper and fairer Internal Market is one of the European Commission's priorities and European consumer policy aims to maximise consumer participation and trust in the market⁵. However, while the majority of consumers can reap the benefits of a greater choice of products and services in the Single Market, vulnerable consumers such as older people and people with disabilities are still faced with safety and access problems to mainstream products and 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 2018, ANEC plans to continue participation in the same standards committees and working groups it did in 2017. We shall also contribute to the same policy initiatives linked to standards, nevertheless taking into account new developments. ANEC will continue to express its views on the Commission's proposal for a European Accessibility Act. ANEC welcomed it as we support the elaboration of a legal basis on the accessibility of products and services to be underpinned by standardisation. Despite the proposal being "business friendly", the industry does not support it, and ANEC will need to defend the passage of the proposal through Council while also trying to improve some aspects. The collaboration with the disability and older people movements (EDF and AGE) is also important, as it was for the Web Accessibility Directive published in December 2016. Standards to support the Directive should be developed in 2018. At the end of 2016, ANEC joined the new CEN TC 452 'Assistance Dog & Guide Dog Teams Standards and Instructors Competences', and started a collaboration with the European Guide Dogs Federation to contribute to this work.

We also have certain expectations from the second phase of Mandate M/420 on access to the built environment, as we are leading the drafting of prEN JT011001, 'Accessibility and usability of the built environment. Functional requirements'. It is based on ISO 21542 'Building construction - Accessibility and usability of the built environment', the revision of which we also follow.

⁵ <https://goo.gl/dmxUX4>

We expect to press for immediate revision of EN 81-70 'Safety rules for the construction & installation of lifts - Particular applications for passenger and good passenger lifts - Part 70: Accessibility to lifts for persons including persons with disabilities', having appealed against the ratification of the standard in 2017.

Accessibility

Rationale and objectives

The objective of this activity is to enhance the safety and accessibility of products and services by ensuring that standards take into account the needs of as many consumers as possible, irrespective of their age or abilities. The activity is carried out by the Senior Manager from the ANEC Secretariat, who manages the Accessibility Working Group, supported by a Programme Officer. Its members are voluntary experts drawn from the countries of the ANEC membership. Some voluntary experts represent ANEC in the technical bodies of the ESOs (and ISO/IEC) while the other voluntary experts have an advisory role.

The activity supports the following European policies and legislation: Annual Union Work Programme for European standardisation for 2018; Staff working document on the implementation of the actions foreseen in the 2016 Union work programme for European standardisation SWD(2015)301; Rolling Plan for ICT Standardisation 2017; 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 (LVD) 2014/35/EC; Lifts Directive 2014/33/EU; Directive 2007/47/EC amending Council Directive 93/42/EEC concerning medical devices.

Description of work in terms of activities and/or tasks

T4.1 European Accessibility Act – following adoption by the Parliament, to encourage the Council to adopt a robust 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 M/473 to include 'Design for All' in relevant standardisation initiatives and training material on accessibility standardisation; participation in CEN-CENELEC TC 5 (Mandate M/473) to contribute to finalisation of prEN 17161 'Design for All - Accessibility following a Design for All approach in products, goods and services -

Extending the range of users'; participate in possible new ISO TC on services for vulnerable consumers.

T4.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety WG & DOMAP WG) - Participation in the meetings of CENELEC TC 61 'Safety of Household Appliances' and WG1; use the results of all ANEC research projects on the maintenance of Parts 2 of EN 60335; participation in IEC TC 61 and its MT 4; monitor the work of CENELEC TC 116 WG 5 to follow-up possible revision of EN 50636 Parts 2; participation in other European & International fora as needed.

T4.4 Accessibility & usability of the built environment - participation in ISO TC 59 SC 16 in order to work on revision of ISO 21542 'Building construction - Accessibility and usability of the built environment'; participation in CEN-CLC TC 11 'Accessibility in the built environment' to work on 2nd phase of mandate M/420 'European accessibility requirements for public procurement in the built environment'.

T4.5 Assistive products and services for people with disabilities - participation in CEN TC 293 'Assistive products for people with disability'; monitoring ISO TC 173 'Assistive products for persons with disability' and contributing to WG 10 'Assistive Products for Cognitive Disabilities'; participation in CEN TC 452 'Assistance Dog & Guide Dog Teams Standards and Instructors Competences' and WG 1 'Terminology'.

T4.6 Lifts - participation in CEN TC 10 and its technical bodies (WG 7 in order to deal with follow-up of ANEC appeal against 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 WG 8 on the finalisation of the revision of EN 81-41 'Stair-lifts and vertical lifting platforms for persons with impaired mobility' and EN81-40 'Safety rules for the construction and installation of lifts — Special lifts for persons with impaired mobility').

T4.7 Ergonomics - participation in CEN TC 122; monitoring ISO TC 159, subject to the recruitment of a suitable expert.

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

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

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

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

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

3. Domestic Appliances (DOMAP)

General objectives: to reduce the 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, market surveillance and enforcement is considered a vital contribution in ensuring (future) consumer confidence in domestic appliances.

During the first half of 2017, ANEC welcomed the adoption of EN 1860-1/A1, which introduces a safety symbol on barbecues in order to warn consumers not to use them indoors because of CO poisoning risk. It was prepared by CEN TC 281 WG1 with ANEC participation. As the work is complete, ANEC will not follow the work of CEN TC 281 in 2018.

During the second half of 2017, the ANEC representative in CENELEC TC 116 'Safety of hand-held motor-operated electric tools' and in CEN TC 144 WG7 'Garden equipment' resigned for health reasons. Subject to the appointment of a new ANEC Representative, ANEC will continue to participate in or monitor the work of these two committees in 2018.

In 2018, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2017. In addition, the DOMAP WG agreed to monitor the work of CEN TC 153 'Machinery intended for use with foodstuffs and feed' in relation to the work on 'Self-service bread slicers'. Although these are not domestic appliances as such, self-service bread slicers are used by consumers more and more, e.g. in supermarkets.

Domestic Appliances

Rationale and objectives

The objective of this activity is to enhance the safety and performance of domestic appliances for consumers by ensuring that standards can be effective in reducing the high number of annual home and leisure accidents involving household appliances, and in increasing the energy efficiency of such appliances. Accessibility is also a key element for ANEC participation in domestic appliances standardisation. The activity is carried out by a Senior Programme Manager from the Secretariat, who manages the Domestic Appliances Working Group (DOMAP WG), supported by a Programme Officer. Its members are voluntary experts drawn from the countries of the ANEC membership. Some voluntary experts represent ANEC in the technical bodies of the ESOs (and ISO/IEC) while the other voluntary experts have an advisory role.

The activity supports the following European policies and legislation: Annual Union Work Programme for European Standardisation 2018 COM(2017) 453 (objective: Deeper and fairer internal market with a strengthened industrial base: 17. Harmonise safety standards for food machines; 25. improve consumer safety) and SWD(2017)284final; Annual Union Work Programme for European Standardisation for 2017 COM(2016)357; Low Voltage Directive (2014/35/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); European Disability Strategy 2010-2020 (area of action: accessibility); M/511 'Standardisation mandate to

CEN, CENELEC and ETSI relating to harmonised standards in the field of the Low Voltage Directive’.

Description of work in terms of activities and/or tasks

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; monitoring CENELEC TC 116 WG5; monitoring IEC ACOS and participate when needed.

T5.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety & Accessibility WG) - participation in new CENELEC TC 61 WG 1; participation in IEC TC 61 and its MT 4 (using results of ANEC technical studies); participation in other European & international fora as needed.

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

T5.5 Gas appliances & Gas Appliances Directive (GAD) - Monitor the agenda of the Commission meetings on the Gas Appliances Directive (GAD) and participate if necessary. Monitoring CEN TC 49 ‘Gas cooking appliances’ and participate when needed.

T5.6 CO emissions & preventing poisoning - participation in CENELEC TC 216.

T5.7 Safety of garden equipment – Monitoring CEN TC 144 WG 7 ‘Garden equipment’ and CEN TC 153 ‘Machinery intended for use with foodstuffs and feed’.

T5.8 Domestic appliances under GPSD - monitor work of CEN TC 152; monitor Commission’s expert group on ladders.

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

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

T5.11 Management of Domestic Appliances WG – briefing and debriefing of ANEC experts, organisation of WG meetings, 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 and Smart Meter/Smart Grids Project Team to promote and defend consumer interests where standards can be used effectively to complement regulation and policies in meeting these challenges. The creation of a true Digital Single Market is at the centre of the Commission priorities in order to ensure better access on-line and to tackle any barriers⁶.

It should be noted that standardisation in this field is somewhat different from the traditional 'New Approach' sectors, as it is often global and follows 'informal and fast' procedures which present a special challenge to effective consumer influence.

In 2018, ANEC plans to continue participation in the same standards committees and working groups it did in 2017, as well as contributing to the same policy initiatives linked to standards. In addition, ANEC will participate in new standardisation work on privacy and security such as CEN-CENELEC TC 8 'Privacy management in products and services', CEN-CENELEC TC 13 'Cybersecurity and data protection' and the planned CEN-CENELEC workshops on Internet of Things. ANEC is also supporting a proposal with ANEC/ISO COPOLCO/BSI for a new ISO standard for Privacy by Design of Consumer Goods and Services which should start in 2018.

Consumer privacy and security are also at the centre of a new CEN-CENELEC BT WG on Fintech which should deal with financial services, blockchain and innovative areas where applications of FinTech are being used (e-governance, real estate, health etc). ANEC was able to recruit an expert to work on this complex topic and looks forward to participate in the work. However we are concerned by the growing complexity of standardisation in the digital sector as well as the number of consumer relevant work items emerging. Relying on volunteer experts does not seem to be a sustainable solution to ensure a high level of consumer protection in this highly technical and fast-moving sector. When

⁶ https://ec.europa.eu/priorities/digital-single-market_en

consumer expertise is not available, ANEC can consider resorting to subcontracting. For 2018 we are considering hiring an expert to represent and advice ANEC on cybersecurity standardisation. Moreover, we shall consider creation of a Cybersecurity Project Team noting the cross-sectoral nature of the cybersecurity challenge.

ANEC will follow up its proposal of a Commission delegated act to make personal data protection an essential requirement under the Radio Equipment Directive, based on our campaign #toyfail ('My friend Cayla', the spying doll⁷). An ANEC proposal on smart cities and communities standardisation for citizens and consumers has been accepted by ETSI and we look forward to developing it in 2018.

With the signature of the Memorandum of Understanding by ANEC, BEUC, CI & ICRT in 2016, a first common project for the four organisations is the "Internet of Things". In 2017 a joint ANEC-BEUC-CI-ICRT position paper 'Securing consumer trust in the Internet of Things: principles & recommendations' was published and other joint activities might take place in 2018.

As active engagement of consumers will be pivotal to the success of smart meter deployment, ANEC will continue to contribute to the activities of the European Commission Smart Grids Task Force (SGTF) and ESOs Smart Meters Coordination Group (SMCG) to deal with issues, such as electromagnetic interference in smart metering readings.

Moreover, there is a possibility that the Digital Society WG and Smart Meter/Smart Grids Project Team will need to deal with emerging issues, such as smart appliances standardisation where the decision to become involved will depend on evidence gathered during the year.

Digital Society (including Innovation)

Rationale and objectives

The objective of this activity is to enhance the safety, accessibility, interoperability and privacy protection of digital products and services for consumers by ensuring that standards can be effective in reducing the number of accidents caused by such products and in increasing the protection of consumers in an on-line environment. The activity is carried out by the Senior Manager from the Secretariat, who manages the Digital Society

⁷ <https://goo.gl/yksofX>

WG and supervises the Smart Meters & Smart Grids Project Team (AHGsmg), supported by a Programme Officer. Its members are voluntary experts drawn from the countries of the ANEC membership. Some voluntary experts represent ANEC in the technical bodies of the ESOs (and ISO/IEC) while the other voluntary experts have an advisory role. Noting the absence of volunteer expertise for work on cybersecurity standardisation, the recruitment of a subcontracted expert is foreseen in 2018 (see WP 10).

During 2018, it is probable activities related to the “Internet of Things” agreed as common actions under the MoU between ANEC, BEUC, CI & ICRT will continue.

The activity supports the following European policies and legislation: Annual Union Work Programme for European standardisation for 2018; ICT Standardisation Priorities for the Digital Single Market COM(2016) 176 final; Rolling Plan for ICT Standardisation 2017; A Digital Single Market Strategy for Europe (COM(2015)192final); Radio Equipment Directive (2014/53/EU); 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); European Disability Strategy 2010-2020 (area of action: accessibility).

Description of work in terms of activities and/or tasks

T6.1 Web & e-Accessibility legislation – see T4.9.

T6.2 Accessibility of electronic communications – see T4.10.

T6.3 Product legislation, Radio Equipment Directive (RED) - Participation as an observer in the EC TCAM/RED Expert Group (established under the RED Directive), in order to detect issues of consumer interest; follow-up on ANEC’s proposal for a EC delegated act on privacy and security essential requirements; follow-up implementation of relevant consumer aspects of the M/536 standardisation request to implement the Radio Equipment Directive.

T6.4 Human exposure to electromagnetic fields - participation in CENELEC TC 106X which works on the subject of human exposure to electromagnetic fields (EMF) to comment on relevant documents, working drafts and/or draft standards; participation in new CENELEC TC 106X WG on “reasonably foreseeable conditions of use” 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 and WG 3 on safety of Personal Music Players and contribution to execution and finalisation of the standardisation Mandate M/452 on safety of Personal Music Players.

T6.6 e-Recognition and Internet of Things - participation in CEN TC 224 'Personal Identification, Electronic Signature and Cards' and CEN TC 225 'AIDC Technologies' with particular focus on the ANEC-ISO/COPOLCO-BSI proposal for a new standard for Privacy by Design of Consumer Goods and Services; participation in possible new CEN-CENELEC standardisation activities on Internet of Things.

T6.7 Biometrics - participation in CEN TC 224 WG 18 on Interoperability of Biometrics to finalise CEN TS 'Biometric authentication for critical infrastructure access control - Requirements and Evaluation' and CEN TS "Personal Identification – Recommendations for ensuring the robustness of biometrics in European ABC systems against presentation attacks"; participation in new CEN TC 224 WG 19 'Breeder Document' to comment on relevant documents, working drafts and/or draft standards.

T6.8 Privacy & Security 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); participation in new CEN/CENELEC TC 13 'Cybersecurity and data protection' to comment on relevant documents, working drafts and/or draft standard (conditional on finding new expert for 2018 work programme); consider revising ANEC privacy standardisation guides for representatives to cover new emerging issues such as children's privacy.

T6.9 FinTech - participation in new CEN/CENELEC BT WG 220 on Fintech to comment on relevant documents, working drafts and/or draft standardisation request; monitoring of any other relevant activity.

T6.10 Smart & sustainable cities - Participation in CEN-CENELEC-ETSI Sector Forum on Smart and Sustainable Cities and Communities (SSCC-SF) to comment on relevant documents, working drafts and/or draft standards; contribution to possible ETSI TC HF STF on smart cities based on ANEC's proposal.

T6.11 Policy on ICT standardisation - participation in EC ICT Multi-Stakeholder Platform, comment on ICT Rolling Plan; monitoring of implementation of ICT Priority Plan.

T6.12 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); monitoring smart appliances standardisation.

T6.13 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, European Consumer Agenda, numerous initiatives taken by CEN, the provisions of Regulation (EU) 1025/2012 itself. 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 to participate in the development of the standards themselves. The majority of service standards tends to be developed at national level, with business mainly keen to develop certain B2B standards at European level (e.g. standards for management consultancies). Consumer services also saw an increasing development of international standards due to the global nature of certain activities.

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

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

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

In 2018, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2017 but the area of cross border online services will see an extension of scope.

In line with ANEC's favourable Opinion (ANEC-2017-FV-F-001) 'EN 16844 Aesthetic medicine services - Non-surgical medical treatments', the standard was adopted. Nevertheless, we highlighted overlaps with the work of CEN TC 409 'Beauty Salon services' and some CEN members also noted the need for clarification of ambiguities regarding competences in the two standards. The work of CEN TC 403 thus came to an end in 2017. Work should be completed by the end of 2017 in TC 409 but development of a Technical Specification on advanced treatments may follow in 2018.

Services

Rationale and objectives

The objective of this activity is to enhance the safety and quality of services for consumers by ensuring that standards are effective in reducing the risks posed by certain services such as healthcare and tourism, and in increasing the quality provision of services of general interest (SGIs). As standards gain more importance in the service sectors, the lack of an overarching European legal framework becomes of increasing significance. ANEC believes it should be built for services safety, quality and liability to avoid consumer detriment. The activity is carried out by a Programme Manager from the ANEC Secretariat, who manages the Services Working Group (Services WG), supported by a Programme Officer. Its members are voluntary experts drawn from the countries of the ANEC membership. Some voluntary experts represent ANEC in the technical bodies of the ESOs (and ISO) while the other voluntary experts have an advisory role. Two of the members are nominated as Chair and Vice Chair in particular advise the Secretariat on preparation and follow up of the WG meetings, the annual work programme and matters related to its implementation.

The activity supports the following European policies and legislation:

Annual Union Work Programme for European Standardisation for 2018; 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; Communication COM(2015) 550 final: Upgrading the single market: more opportunities for people and business; Communication from the Commission to the European parliament, the council, the European economic and social committee and the committee of the regions; 'A Digital Single Market Strategy for Europe' COM(2015) 192 final. Package 'A services economy that works for Europeans' (COM(2016) 821 - Proposal for a directive on the enforcement of the Directive 2006/123/EC on services in the internal market, laying down a notification procedure for authorisation schemes and requirements related to services). Mandate M/548 on Quality of postal services. Proposal for a Regulation on cross-border parcel delivery services Communication; A comprehensive approach to stimulating cross-border e-Commerce for Europe's citizens and businesses. Communication, '[A European agenda for collaborative economy](#)' SWD(2016) 184 final. European Parliament resolution of 29 October 2015 on new challenges and concepts for the promotion of tourism in Europe (2014/2241(INI)).

Description of work in terms of activities and/or tasks

T7.1 Horizontal service standardisation & policy –Participation in CEN SAGS; Participation in CEN TC 447 'Services – Procurement, contracts and performance assessment' and in M/517 implementation; Participation in ISO COPOLCO WG 18 on services; ISO TC 176 SC 3 WG 18 'Customer satisfaction'; Participate in policy debates on future service legislation & standardisation.

T7.2 Health, support & well-being services - Participation in CEN Focus Group on Healthcare Services; Promote ANEC position in the area of health care standards while monitoring developments related to health services in CEN and contribute to issues in the consumer interest. Participate in revision of work of CEN PC 409 'Beauty salon services'; monitor ISO TC 228 WG 2 'Health Tourism' and provide consumer input to work on medical spas; Participate in CEN TC 449 'Quality of care for older people in collaboration with ANEC Accessibility WG, also based on Joint 2014 DfA/Services R&T Study on "Models of special Accommodation for Older People across Europe"; Participation in CEN TC 450 on 'Minimum requirements of patient involvement in person-centred care' & ensure consumer input; Monitor and react EC work on indoor UV exposure services; Participate

in CEN TC 448 'Funeral services'; Participate in CEN TC 431 'Service Chain for Social Care Alarms'; Collaborate with Accessibility WG from the services angle about accessibility of services (CEN TC to deal with Assistance Dog & Guide Dog Teams Standards and Instructors Competences; Proposal for an International Standard on service to vulnerable consumers); Monitor through national members' participation work on tattoo services in CEN TC 435, Liaising with ANEC chemicals PT where needed; Liaise with BEUC and to detect and react to initiatives in the ANEC interest; Use of ANEC 2017 technical study in ANEC participation to relevant meetings on healthcare services standardisation. Sharing of results with Commission.

T7.3 Tourism, leisure & sports services - Monitoring of follow up actions to the EC Communication on the Future of EU Tourism Policy and react promoting ANEC position on tourism services policy and standardisation; Participate in Expert group on maritime safety; Monitor activities related to Leaseurope guidelines on car rental services; Monitor CEN TC 329 'Tourism Services'; Monitoring of ISO TC 228 'Tourism and related services' and its WG 15 with a view to bringing the consumer perspective; Participate in ISO TC 228 WG 14 'Accessible tourism'; Liaise with Accessibility WG on accessibility of tourism services; Participation in CEN TC 136 WG 2 'Fitness centres'; Liaise with Domestic Appliances WG and child Safety WG on safety of leisure products.

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

T7.5 Postal services - Participation in CEN TC 331 and CEN TC 331 WG 1 notably in the implementation of *standardisation request M/548 as regards postal services and the improvement of quality of service in support of Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997*; in order to detect and react to issues in the consumer interest; Monitor developments following the plan to boost e-commerce that included a Proposal for a Regulation on cross-border parcel delivery services in light

of ANEC study on e-commerce; Promotion of ANEC position on cross border parcel delivery services; Participate in Keep me posted EU campaign steering group meetings.

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

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

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

6. Sustainability

General objectives: to improve the environmental performance of products and contribute to their safety; to ensure innovative technologies are safe when used in products, that claims are verifiable & adequate information is provided to consumers; to encourage the setting of mandatory requirements for product design; to enable consumers to adopt more sustainable consumption behaviours; promoting sustainable growth and supporting consumer interests in key sectors (energy, sustainable products etc).

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

Certain key areas of work – such as the Ecodesign of products and hazardous chemicals in consumer articles - have become controversial issues in recent years, notwithstanding

solid support from most Member States. Hence, consumer organisations will need to push arguments in favour of European action.

In 2018, we foresee the continuation of activities carried out in 2017 and follow-up activities in light of 2016 EU actions (especially regarding next steps following the REFIT exercise in the area of chemicals legislation; the European Commission consultation on the interface between chemicals, waste and products legislation; the end of Product Environmental Footprint pilots; the revision of energy-related legislation).

Sustainability

Rationale and objectives

The objective of this activity is to enhance the safety and sustainability of products for consumers by ensuring that standards are effective in assessing the environmental performance over the products entire life cycle and in reducing hazardous substances as well as providing consumers with clear and unambiguous information for their green choices. WG members are experts drawn from across the countries of the ANEC membership. Some experts represent ANEC in the technical bodies of the ESOs (and ISO) while the other experts have an advisory role.

The activity supports in particular the following European policies and legislation:

Annual Union Work Programme for European Standardisation for 2018; 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 European 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; energy label Regulation (EU) 2017/1369 setting a framework for energy labelling and repealing Directive 2010/30/EU.

Description of work in terms of activities and/or tasks

T8.1 *Hazardous chemicals in consumer products* - Call for regulatory framework based on the strategy in ANEC paper from 2014; Continue liaising with collaborators of the 2013 and 2015 events and possible new allies in NGOs movement for possible joint activities; Participation to selected CEN committees and Commission expert groups related to ANEC priority areas related to hazardous chemicals in consumer products, including CEN TC

437 'Electronic cigarettes and e-liquids' and CEN TC 436 'Cabin Air Quality on commercial aircraft – Chemical Agents' and the stakeholder panel of EASA related project; ANEC will continue giving its input to the discussion on the safety of tattoo products in ECHA activities; Liaise with other civil society organisations in call for mandatory transparency measures regarding products containing nanomaterials, and participate in related EU policy developments; Monitoring and participation in consumer relevant standardisation activities on nanotechnology such as CEN TC 352 WG 2 'Nanotechnologies-Commercial and other stakeholder aspects' and ISO TC 229 'Nanotechnology' WG 14 to follow any other consumer relevant issue emerging; Assist CEN SABE in the development of a detailed implementing strategy following CEN Project on tailored support – chemicals in product standards for standardisers on addressing hazardous chemicals; Review CEN work programme to detect work of interest and participate as needed; Coordination with ANEC relevant WGs.

T8.2 Sustainable consumption & production (SCP) - Participate in EC fora on sustainable consumption and production (SCP) e.g. IPP/SCP Regular Committee in order to defend and promote consumer interest; internal reporting and follow-up; Collaborating with BEUC and give input to institutions further to retention of the A-G label and defending the consumer interests further to the revision of the Energy-label directive and follow up on adopted regulation; ANEC will aim to make use of its positions regarding substantive sustainability indicators and reporting in emerging policy areas such as sustainable financing; Participation in CEN TC 415 and ISO TC 34. Follow-up on evidence of monitoring and influencing of developments related to the standardisation on traceable and sustainable cocoa; Lobbying also jointly with BEUC for a comprehensive SCP policy framework covering all relevant products and addressing relevant sustainable aspects; Internal reporting on the results of the European Institutions' debates.

T8.3. Sustainability of construction works - Follow-up on evaluation of proposed revision of EPBD directive and possible revision based on ANEC position delineated in ANEC paper 'Laying the foundations for sustainable buildings and ANEC 2016 input to EC debate on indicators for the environmental performance of buildings Monitor developments in CEN TC 350, and in ECOS participation in standards work relevant for 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 using the work in ISO/TC 207 and subsequent ANEC positions and research/technical studies; Pursue synergies in instruments on environmental information to ensure

coherency and clarity among product labels aimed at consumers; Participation in ISO TC 207, reacting to issues of consumer relevance. Promotion at European level of results acknowledged from a consumer perspective; Follow EC actions in the development of EMAS sectoral reference documents for buildings.

T8.5 Integration of environmental aspects into product standards - Participate in ENIS meetings and report on ANEC activities on environmental aspects in standards; Participate in CEN/SABE meetings to push for an ambitious environmental policy of CEN which incorporates the consumer perspective; Monitor effectiveness of the Environmental Helpdesk (EHD); Coordinate with ECOS where relevant.

T8.6 Resource efficiency and packaging waste - Promotion of ANEC position regarding a broader sustainable consumption and production concept in the circular economy debate going beyond efficiency gains and addressing issues such as, rebound effects, life styles, prevention of the production of excessive packaging; reduction of consumption of certain products, extension of the service life time and reusability of products, etc.; Collaboration with BEUC on a case-by-case basis regarding SCP policies, including resource efficiency policies and development of related indicators; Monitor work in CEN TC 261 SC 4 'Packaging & the Environment' about standardisation developments following Directive 2015/720 amending Directive 94/62/EC 'as regards reducing the consumption of lightweight plastic carrier bags' requiring the Commission to ask CEN to develop a standard for home-compostable packaging. React with the consumer perspective, if relevant.

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 & Mobility WG seeks to contribute to a high-level of safety among road users and especially vulnerable road users. It defines the ANEC contribution to standardisation

work in UNECE on Child Restraint Systems (car seats), and other aspects of motor vehicle safety, where ANEC is the sole representative of the consumer interest (albeit under the umbrella of Consumers International). It also decides the ANEC position in the development and revision of standards for bicycles and accessories in ISO and CEN. Its aim is to ensure environmental priorities do not jeopardise the safety of motor vehicles, and it looks for an efficient, user-friendly & safe way to recharge electric vehicles as well as the safety of personal light electric vehicles (segways, scooters etc). The work on standards in UNECE (confusingly known as 'Regulations' as their use is mandatory in UNECE member countries) is complex and is the sole area where ANEC is using a paid (subcontracted) expert as such expertise is not available voluntarily. Nevertheless, the positions are still decided upon by the Traffic WG on the advice of the expert.

In 2018, ANEC intends to continue participating in (or monitoring) the work of the same standards committees and working groups it did in 2017 with few changes:

Work on Regulation 129 (Enhanced Child Restraint Systems) phase 3 is expected to be finalised mid-2018, although we think the work may overrun. ANEC will advocate that the remaining part of the old R44 be withdrawn (or made dormant) as soon as possible after the adoption of phase 3 by WP 29. In August 2017, ANEC's request for the Category A Liaison between ANEC and ISO TC 22 SC36 and WG2 was confirmed. Hence, ANEC will be able to contribute to the new envelope to accommodate a 150 cm child that is under development, as well as the new work item on lower tether anchorages. There is also interest in ISO TC 22 SC 36 WG 2 to investigate the possibilities of new technologies enabling the detection of child in the vehicle which will be followed by ANEC if it proceeds.

In 2016, a new WG 15 'EPACs (Electrically Power Assisted Bicycles)' of ISO TC 149 SC 1 was established, with EN 15194 to be taken as the basis for the new international standard. Although the work is not in parallel development with CEN under the Vienna Agreement, it is planned to replace EN 15194 with an EN ISO standard once the ISO standard is published. Hence it is important that ANEC influences the ISO standard from the outset. Work in the CEN TC 333 WG 5 'EPAC' on the revision of EN 15194 has been finalised and the revised standard adopted in April 2017. However, work continues on the ISO standard 4210-10 'EPAC' in which ANEC is participating to safeguard European requirements and to see that new requirements are taken into consideration (interoperable plug, universal batteries and use classes).

CEN TC 333 WG 8 'Innovative materials used in the manufacturing of bicycles' has also been created. ANEC will participate as its work relates to innovative materials in bicycles.

With respect to work on helmets for speed pedelecs, CEN TC 158 'Head protection' had decided to create WG 15 'S-EPAC/pedelec helmets'. ANEC nominated a Representative to contribute. However, progress is affected by the different approaches among countries: in the UNECE GRSP, some argue that a speed pedelec is a moped and that an R22 approved helmet should therefore be worn. Others suggest creating a new class of helmet. ANEC encourages the use of green alternative transport and heavy bulky helmets should not jeopardise this.

WG 17 'Urban ITS' has been established under CEN TC 278 'Intelligent Transport Systems (ITS)'. ITS technologies must ensure integrity, confidentiality and secure handling of data, including personal and financial details, and ensure that consumers' rights are protected. ANEC nominated a Representative to participate in WG 17.

ANEC had participated in the work of CEN TC 441 on fuel labelling for motor vehicles. Its standard, EN 16942, was published in October 2016. The EU Directive was implemented in October 2016 but it will not be before 2018 until all new cars and fuel pumps feature the labelling. ANEC will keep monitoring as CEN-CENELEC have not yet decided how to make the symbols and repository publicly available.

The labelling of electric vehicle (EV) charging, as defined under Directive 2014/94/EU on deployment of alternative fuels infrastructure, emerged in 2016. It will be addressed in CEN TC 301 WG 14 'Electric fuel labelling' to which ANEC has nominated a Representative. We will contribute to work on a new standard.

In 2016, ANEC joined the Advisory Group of a project on the Market Surveillance of Tyres (MSTYR15), co-ordinated by PROSAFE, which runs from 2016 to 2018.

Traffic & Mobility

Rationale and objectives

The objective of this activity is to enhance the safety of road users, and especially vulnerable road users, by ensuring that standards are effective in increasing active and passive safety issues related to road traffic, and in making sure that environmental priorities do not jeopardise the safety of motor vehicles, as well as in providing consumers with an efficient, user-friendly & safe way to recharge electric vehicles. The activity is carried out by a Programme Manager from the ANEC Secretariat, who manages the Traffic Working Group, supported partly by a Programme Officer. The specialist knowledge needed requires ANEC to use a sub-contracted expert for the UNECE work on standards

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for vehicle safety. Its members are voluntary experts drawn from across the countries of the ANEC membership. Some voluntary experts represent ANEC in the technical bodies of the ESOs (and ISO), while the other voluntary experts have an advisory role, with the subcontracted expert active in UNECE.

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); UN Vehicle Regulations - 1958 Agreement (Regulations 14, 16, 22 94, 95, 100, 127, 129, 135, 137); 1998 Agreement on Global Technical Regulations (GTRs) (GTRs 7, 8, 9, 14, 15); 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 Programmes for European Standardisation for 2017 and 2018; Roadmap to a Single European transport area – towards a competitive and resource-efficient transport system (COM(2011) 144 final); UN Global goal for sustainable development (adopted in Brasilia conference in 2015).

Description of work in terms of activities and/or tasks

T9.1 Child Restraint Systems (CRS) - participate in UNECE WP 29 on the development of phase 3 of Regulation 129 (R129); contribute to the further refinements required in phase 2; develop guidance to consumers in transition phase from R44 to R129; propose to make dormant the remaining part of R44 as soon as possible after adoption of phase 3); participate in ISO/TC 22/WG 12; continue to bring new facts on pirated/non justifiable CRS to the attention of authorities; collate injury information where available ahead of future revisions of R129.

T9.2 Children left in cars - monitor continuing instances at European level (in particular, if possible, collecting appropriate statistics from first aid/ambulance services), survey of measures/requirements in different countries, in particular in the Mediterranean countries; evaluation of new achievements, devices, intelligent solutions (using smartphones as a possibility), monitor ISO TC 22 SC 36 WG 2 that intends to investigate the possibilities and opportunities of new technology enabling detection of child and CRS presence and other aspects.

T9.3 Protection of pedestrians from cars - participate in UNECE WP 29 and its bodies in the development of amendments to R127 and the Global Technical Regulation 9 to ensure

testing regimes focus on better pedestrian protection in event of collision with a motor vehicle, and contribute to the revision of the Pedestrian Safety Regulation 78/2009 and Vehicle General Safety Regulation. A proposal to include deployable devices to reduce injuries (pop-up bonnets) has been tabled by Korea. ANEC will monitor this.

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

T9.5 Bicycles and accessories - participate in CEN TC 333 and ISO TC 149 on continuous improvement of the standards for bicycles and accessories, in particular in implementation of bicycle use classes and further development of test procedures for braking and the fully assembled cycle; participate in ISO TC 149 SC 1 WG 14 'Revision of ISO 8090:1990 Cycles -Terminology'; continue participation in CEN TC 252 WG 7 in the revision of EN 14344 (topics under discussion are the dynamic test procedure including the test dummy and the shape of the backrest and the armrest). The revised draft standard prEN 14344 is expected for early 2018.

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

T9.7 Safety, efficiency & emissions of motor vehicles - monitor the developments in UNECE WP 29 on implementation of the worldwide harmonised light vehicles test procedures (WLTP); developments at WP 29 on Tyre Pressure Monitoring Systems (TPMS); monitor the developments regarding tyre labelling; participate in the meetings of CEN TC 441 to contribute to raising awareness on EN 16942 and monitor implementation.

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

T9.9 Frontal impact protection - Monitoring work in UNECE WP 29 and GRSP concerning the revision of Regulations of frontal and side impact protection to detect and react to

issues of consumer interest; monitoring work in UNECE WP29 and GRSP concerning the development of a global Technical Regulation on Pole Side Impact phase 2.

T9.10 Intelligent Transport Systems (ITS) - participate in CEN TC 278 and monitor CEN TC 226 WG9; participate in WP 29 and the Informal Group on ITS to monitor developments. Participate in the CEN TC 287 WG 17 on urban ITS.

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 rearward-facing transport of children in CRS to the age of 15 months (R44 allowed forward-facing at a weight approximately that of a 6 months old child), demonstrating that rearward-facing transport was up to 5 times more effective in protecting a child from serious or fatal injury.

The following studies are being done in 2017. Their deliverables will be reviewed by the responsible ANEC WGs and the ANEC Steering Committee by the end of 2017.

1. DOMAP/Accessibility/Child WGs: *To develop ANEC comments & proposals for revision of several Parts 2 of IEC 60335 with respect to the safety of children, older persons and persons with disabilities ("removal of the exclusion clause")*

The study is to provide ANEC with (updated) proposals for the revision of Parts 2 of IEC 60335. These need to be amended to include the provisions with respect to the safety of children and older persons and persons with disabilities that have now been included in all relevant EN standards. The second purpose is to represent ANEC/CI at appropriate IEC TC61 meetings in order to negotiate the conditions under which IEC will adopt these proposals.

2. Services WG: *Study on 'Cross-border healthcare services'*

The purpose is to investigate the consumer experience of using healthcare services located in other European countries, with a view to informing current and future standards work.

3. Steering Committee: *Further support on diversification of ANEC funding.*

This is a subcontract further to the technical study of 2016 that examined the possibilities to diversify ANEC funding. Following a restricted call for tender, Action Planning was reappointed to advise the Steering Committee and ANEC Secretariat in the development of an action plan.

The following proposals have been adopted in principle by the ANEC Steering Committee for 2018:

1. ANEC Secretariat: *Proposal to sub-contract a consultant for the ANEC Traffic & Mobility WG in 2018;*

2. ANEC Secretariat: *Proposal to sub-contract a consultant on cybersecurity and privacy standardisation for the ANEC Digital Society WG in 2018;*

3. DOMAP/Accessibility WGs: *Proposal for a study to develop ANEC comments/proposals for the revision of several Parts 2 of IEC 60335 with respect to the safety of children and older persons and persons with disabilities ("removal of the exclusion clause");*

4. Child Safety WG: *Proposal for a study to investigate safe sleeping conditions for young children.*

The SC approved all four proposals. However, as part of the actions to diversify the ANEC funding, the proposal to subcontract work on cybersecurity is being pursued by the ANEC Fundraising Officer for possible funding or co-funding by an external donor. Should a donor not be found, the proposal will be financed wholly by the EC and EFTA Operating Grant Agreements in 2018.

The restricted call for tenders for the studies will be launched by the ANEC Secretariat no later than January 2018.

ANEC technical studies

Rationale and objectives

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

ANEC commissions technical studies and subcontractors systematically, on the basis of transparent procedures, selection criteria and restricted calls for tender. The research priorities are identified by the ANEC Working Groups according to their sectoral work programmes. A political priority may be identified by the ANEC Steering Committee. The activity is coordinated by a Programme Manager from the ANEC Secretariat who manages the contractor after a restricted call for tender, in line with the internal procedure on subcontracting. The Working Group appoints a Project Advisor (usually unpaid) to assist the Programme Manager and contractor.

For 2018, the Steering Committee has approved the following studies and direct subcontracting:

1. Secretariat: Proposal for sub-contracting an expert to the ANEC Traffic & Mobility WG.

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

2. Secretariat: Proposal for sub-contracting an expert to the ANEC Digital Society WG. ANEC does not have the voluntary expertise available to promote the consumer interest in work on cybersecurity standardisation and so looks to appoint a contracted expert.

3. DOMAP/Accessibility WGs: Proposal for a study to develop ANEC comments/proposals for the revision of several Parts 2 of IEC 60335 with respect to the safety of children and older persons and persons with disabilities ("removal of the exclusion clause").

The purpose of the study is to support ANEC in the process of revising the Part 2 standards in the IEC 60335 series where these need to be amended to include the provisions with respect to the safety of children, older persons and persons with disabilities. The second purpose is to represent ANEC/CI at IEC TC 61 meetings in order to negotiate the adoption of proposals.

4. Child Safety WG: Proposal for study to investigate safe sleeping conditions of young children.

The purpose of this study is to make sure that young children sleep in a safe environment and to promote its recommendations to be reflected in the relevant European standards. The SC approved all four proposals. However, as part of the actions to diversify ANEC funding, the proposal to subcontract work on cybersecurity is being pursued by the ANEC Fundraising Officer for possible funding or co-funding by an external donor. Should a donor not be found, the proposal will be financed wholly from the Operating Grant Agreements in 2018.

Description of work in terms of activities and/or tasks

T10.1 Managing the restricted call for tenders - after outline approval by ANEC WGs (or ANEC/SC), identification of potential contractors together with Project Advisor; launch of restricted call for tenders; evaluation of offers together with project advisor in line with the ANEC criteria; signature of contract, planning of deadlines; in the case of studies, review of interim report together with Project Advisor & corrective action as needed; review of final report 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.

Annex 1: Snapshot of CEN/CENELEC/ETSI Committees & Working Groups where ANEC is represented⁸

CEN	CENELEC	CEN-CENELEC	ETSI
General Assembly	General Assembly	Joint BT WG on "Tasks and responsibilities of New Approach Consultants"	General Assembly
Certification Board	Technical Board (BT)	CEN-CENELEC/ETSI Joint Working Group on "eAccessibility"	TC Human Factors
Technical Board (BT and TCMG)	CENELEC CA Working Group Policy	CEN-CENELEC SRAHG eAccessibility	ETSI Special Task Force 488 'Recommendations to allow people with cognitive disabilities to exploit the potential of mobile technologies'
CEN SABE EMT – Environmental Management Team	CLC TC 4 PC 'Services for Fire Safety and Security Systems'	CEN-CENELEC eMobility Coordination Group	TC CYBER (monitor)
CEN SABE ENIS – Environmental Issues in Standardisation	CLC TC 34A 'Lamps' (only monitored)	CEN-CENELEC TC PC 4 'Services for fire safety and security systems'	ETSI 3SI programme (Societal Stakeholder Support and Inclusiveness)
CEN SABE/ENIS Project 'Tailored support - chemicals in product standards'	CLC TC 59 X 'Performance of household appliances'	CEN-CENELEC BT WG 7 'Development Time'	
CEN EHD – Environmental Helpdesk	CLC TC 59 X WG 1 'Performance of washing machines'		
CEN SAGS 'Strategic Advisory Group on Services', previously	CLC TC 59 X WG 2 'Performance of dishwashers'		

⁸ Through participation or monitoring

<p>CEN BT WG 163 'Services standardisation' SAGS-ABHS Ad-hoc group on services ToR BT WG 192 'Qualifications of personnel/professions' BT WG 213 'Strategic Advisory Group on Accessibility (SAGA) BT WG 213 SAGA Ad Hoc Group 'Training and support materials' CEN TC 226 'Road equipment', WG 9 'Clockwork parking meters and automatic car park ticket dispensers' CEN TC 373 Project Committee 'Services of Real Estate Agents' CEN Advisory Nucleus on Machinery Safety CEN Sector Forum Gas – Utilization</p>	<p>CLC TC 59 X WG 6 'Surface cleaning appliances' (only monitored) CLC TC 59X WG 7 'Performance of household and similar electrical appliances – Smart Household Appliances' (monitored) CLC TC 61 'Safety of Household and Similar Electrical Appliances' CLC TC 61 WG 1 'Relation between standardisation and legislation' CLC TC 61 WG 4 'Use of appliances by vulnerable consumers, including children'</p>	<p>CEN-CENELEC BT AHG 'Effective Participation' CEN-CENELEC WG 'Societal Stakeholder' CEN-CLC/BTWG 10 'RED Standardization Impact' (remotely) CEN-CENELEC Societal Stakeholders' Group (SSG) Task Force 1 "Societal Toolbox" CEN-CENELEC Societal Stakeholders' Group (SSG) Task Force 2 "E-Learning Project" CEN-CENELEC Societal Stakeholders' Group (SSG) Task Group "Effective Participation"</p>	
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<p>CEN TC 10 'Lifts, escalators and moving walks'</p> <p>CEN TC 10 WG 6 'Fire related issues'</p> <p>CEN TC 10 WG 7 'Accessibility to lifts for persons including persons with disability'</p> <p>CEN TC 10 WG 8 'Stairlifts and vertical platforms for the disabled'</p> <p>CEN TC 33 'Blinds and shutters'</p> <p>CEN TC 33 WG 3 TG 3 'Window blind cords'</p> <p>CEN TC 49 'Gas cooking appliances'</p> <p>CEN TC 52 'Safety of Toys'</p> <p>CEN TC 52 'Safety of Toys – Advisory Board'</p> <p>CEN TC 52 WG 3 'Mechanical and physical properties'</p>	<p>CLC TC 61 WG 7 'Electric Toys'</p> <p>CLC TC 61 WG 8 'Child appealing electrical products'</p> <p>CLC TC 62 WG 1 'Medical beds for children'</p> <p>CLC TC 100X 'Audio, video and multimedia systems and equipment and related sub-systems' (only monitored)</p> <p>CLC TC 106 X 'Electromagnetic fields in the human environment'</p> <p>CENELEC/TC106X/WG20 'Reasonably Foreseeable Use'</p> <p>CLC TC 108X 'Safety of audio-video, Information</p>	<p>CEN-CENELEC REFIT mirror group</p> <p>CEN-CENELEC Joint Policy Meeting</p> <p>CEN/CENELEC Ecodesign Coordination group (ECO-CG)</p> <p>CEN/CENELEC Ecodesign Coordination Group Task Force 4 (ECO-CG TF4)</p> <p>CEN/CENELEC/ETSI Smart Meters Co-ordination Group</p> <p>CEN/CENELEC/ETSI Smart and Sustainable Cities and Communities Sector Forum (SSCC-SF)</p>	
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CEN TC 52 WG 3 TG 2 'Cords on toys'	and Communication Technology Equipment'	CEN/CENELEC JTC 12 'Design for All'	
CEN TC 52 WG 3 TG 3 'Projectiles'	CLC TC 108X WG 3 'Sound pressure related to portable music players'	CEN/CLC/JTC 8 'Privacy management in products and services'	
CEN TC 52 WG 10 'Activity toys'	CLC TC 111 X 'Environment' (monitored)	CEN/CENELEC TC 10 'Energy-related products - Material Efficiency Aspects for Ecodesign'	
CEN TC 57 'Central heating boilers' (only monitored)	CLC TC 111 X Environment WG 1 'Publicity'	CEN-CLC/BTWG 10 'RED Standardization Impact'	
CEN TC 93 'Ladders'	CLC TC 111 X Environment WG 3 'EuP standardisation programme'	CEN/CENELEC JTC 11 'Accessibility in the built environment'	
CEN TC 109 'Central heating boilers using gaseous fuels' + WG 1 (only monitored)	CLC TC 116 'Safety of Hand-held and Transportable Electric Motor Operated Tools'	CEN-CENELEC JTC 13 'Cybersecurity and Data Protection'	
CEN TC 113 'Heat pumps and air conditioning units' (only monitored)	CLC TC 116 WG 5 'Particular requirements for electric motor-		
CEN TC 122 'Ergonomics'			
CEN TC 136 'Sports, Playground and other Recreational Equipment'			
CEN TC 136 WG 2 'Fitness centers'			

<p>CEN TC 136 WG 3 'Water slides and water play equipment'</p> <p>CEN TC 136 WG 22 'Gymnastic and playing field equipment'</p> <p>CEN TC 136 WG 26 'Outdoor fitness equipment'</p> <p>CEN TC 136 SC 1 'Playground equipment for children'</p> <p>CEN/TC 136/SC 01/WG 01 "Surfacing"</p> <p>CEN/TC 136/SC 01/WG 09 "Inflatable play equipment"</p> <p>CEN/TC 136/SC 01/WG 13 "Safety requirements and test methods"</p> <p>CEN/TC 136/SC 01/WG 14 "Revision of EN 1176 Parts 2, 3, 4, 5 and 6"</p> <p>CEN/TC 136/SC 01/WG 15 "Revision of EN 1176-7"</p>	<p>operated lawn and garden machinery'</p> <p>CLC 205 WG 16 'Standards for intelligent home and building/smart houses ictsb' (monitored)</p> <p>CLC TC 216 'Gas detectors'</p> <p>CLC TC 216 WG 9 'Carbon monoxide detectors'</p>	<p>CEN-CENELEC "Protection and Security Advisory Group" (PASAG) mirror group</p> <p>CEN-CENELEC Workshop CRISP – Towards embedding socio-legal requirements in the certification of security systems: 'Guidelines for the evaluation of installed security systems, based on S-T-E-Fi criteria'</p>	
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<p>CEN/TC 136/SC 01/WG 16 "Revision of EN 1176-10"</p> <p>CEN/TC 136/SC 01/WG 1 "Framework for the competence of Playground Inspectors"</p> <p>CEN TC 144 WG 7 'Garden equipment'</p> <p>CEN TC 152 'Fairground and amusement park machinery and structures – Safety'</p> <p>CEN TC 158 'Head protection'</p> <p>CEN/TC 158 WG 15 'Helmets for S-EPAC users'</p> <p>CEN TC 207 'Furniture'</p> <p>CEN TC 207 WG 2 'Children's furniture'</p> <p>CEN TC 207 WG 9 'Test methods'</p> <p>CEN TC 224 'Personal identification and related</p>			
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<p>personal devices with secure element, systems, operations and privacy in a multi sectorial environment'</p> <p>CEN TC 224 WG 6 'User interface'</p> <p>CEN TC 224 WG 15 'European Citizen Cards' (dormant)</p> <p>CEN TC 224 WG 18 'Biometrics'</p> <p>CEN TC 224 WG 19 'Breeder documents'</p> <p>CEN TC 225 'AIDC Technologies'</p> <p>CEN TC 225 Ad hoc Internet of Things group</p> <p>CEN TC 225 WG 5 'RFID, RTLS and onboard sensors'</p> <p>CEN TC 225 WG 5 - Project Team C 'Privacy Impact</p>			
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<p>Assessment' (2nd Phase M/436 (RFID)</p> <p>CEN TC 225 WG 6 'Internet of Things – Identification, Data Capture and Edge Technologies'</p> <p>CEN TC 226 'Road equipment', WG 9 'Clockwork parking meters and automatic car park ticket dispensers'</p> <p>CEN TC 248 'Textiles'</p> <p>CEN TC 248 WG 20 'Safety of children's clothing'</p> <p>CEN TC 248 WG 34 'Textile child care articles'</p> <p>CEN TC 252 'Child Use and Care Articles'</p> <p>CEN/TC 252/WG 01 "Seating and body care"</p> <p>CEN/TC 252/WG 02 "Sleeping, relaxation and lying down"</p>			
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<p>CEN/TC 252/WG 03 "Wheeled transportation"</p> <p>CEN/TC 252/WG 04 "Early learning and protection"</p> <p>CEN/TC 252/WG 05 "Feeding, drinking, sucking and similar functions" (only monitored)</p> <p>CEN/TC 252/WG 06 "General and common safety specifications"</p> <p>CEN/TC 252/WG 07 'Child cycle seats'</p> <p>CEN TC 261 SC5 WG26 'Risk of suffocation to children from plastic packaging'</p> <p>CEN TC 278 'Intelligent Transport Systems'</p> <p>CEN TC 278 'Intelligent Transport Systems' WG 3 'NetworkExchange NeTex'</p>			
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<p>CEN TC 278 'Intelligent Transport Systems' WG 15 'eSafety'</p> <p>CEN TC 278 'Intelligent Transport Systems' WG 17 'Urban ITS'</p> <p>CEN TC 281 'Appliances, solid fuels and firelighters for barbecuing'</p> <p>CEN TC 281 WG1 'Barbecues'</p> <p>CEN TC 293 'Assistive products for people with disabilities'</p> <p>CEN TC 293 WG 10 'Revision of EN 12182'</p> <p>CEN TC 295 'Residential solid fuel burning appliances' (only monitored)</p> <p>CEN TC 301 'Road vehicles'</p> <p>CEN TC 301 WG 14 'Electricity Fuel labelling'</p>			
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<p>CEN TC 312 'Thermal solar systems and components' (only monitored)</p> <p>CEN TC 329 'Tourism services' (monitored)</p> <p>CEN TC 331 'Postal Services'</p> <p>CEN TC 331 WG 1 'Quality of Postal Services'</p> <p>CEN TC 331 WG 5 'Letter boxes and letter plates'</p> <p>CEN TC 333 'Cycles'</p> <p>CEN TC 333 WG 1 'Bicycle trailers'</p> <p>CEN TC 333 WG 5 'EPACs'</p> <p>CEN TC 333 WG 8 'Innovative materials in bicycles'</p> <p>CEN TC 350 'Sustainability of construction works' (monitored)</p>			
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<p>CEN TC 350 'Task Group "Framework' (monitored)</p> <p>CEN TC 350 WG 3 'Product level' (monitored)</p> <p>CEN TC 352 'Nanotechnologies'</p> <p>CEN TC 352 WG 2 'Nanotechnologies - Guidance on the voluntary labelling of consumer products containing manufactured nano-objects'</p> <p>CEN TC 354 WG 4 'Personal Light electric vehicles (PLEVs)</p> <p>CEN TC 355 'Lighters' + Ad Hoc Group</p> <p>CEN TC 364 'High Chairs'</p> <p>CEN/TC 365 'Internet Filtering'</p> <p>CEN TC 398 'Child protective products'</p> <p>CEN TC 402 'Domestic swimming pools'</p>			
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<p>CEN/TC 402/WG 01 "Pool structure - design, product and installation"</p> <p>CEN/TC 402/WG 02 "Pool water circulation, filtration and treatment"</p> <p>CEN/TC 402/WG 03 "Mini pools"</p> <p>CEN/TC 402/WG 04 "Domestic spas and hot tubs"</p> <p>CEN TC 403 'Aesthetic Surgery and aesthetic non-surgical medical services'</p> <p>CEN TC 409 'Beauty Salon Services'</p> <p>CEN PC 421 'Emission safety of combustible air fresheners'</p> <p>CEN TC 415 'Sustainable and traceable cocoa'</p>			
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<p>CEN TC 415 WG 10 'Sustainable and traceable cocoa - Performance'</p> <p>CEN TC 431 'Service Chain for Social Care Alarms'</p> <p>CEN TC 431 WG 2 'Service Chain for Social Care Alarms - Service models development'</p> <p>CEN TC 436 PC 'Cabin Air Quality on commercial aircraft – Chemical Agents'</p> <p>CEN TC 436 PC TG 1 'Cabin Air Quality on commercial aircraft – Chemical marker compounds'</p> <p>CEN TC 437 'Electronic cigarettes and e-liquids'</p> <p>CEN TC 437 WG 3 'Requirements and test methods for e-liquids'</p>			
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<p>CEN TC 437 WG 4 ` Requirements and test methods for emissions`</p> <p>CEN TC 441 `Project committee on Fuel labelling`</p> <p>CEN TC 444 `Test methods for environmental characterization of solid matrices` (monitoring)</p> <p>CEN TC 445 `Business Processes in the Insurance Industry` (monitoring)</p> <p>CEN TC 447 `Services - Procurement, contracts and performance assessment`</p> <p>CEN TC 448 `Funeral services`</p> <p>CEN TC 449 `Quality of care for elderly people in ordinary or residential care facilities`</p> <p>CEN/TC 452 `Assistance Dogs`</p> <p>CEN TC 452 WG 1 `Terminology`</p>			
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CEN Workshop on a 'Unique Identifier for Personal Data Usage Control in Big Data' (CEN WS ISÆN) CEN BT WG Fintech			
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Annex 2: Snapshot of ISO/IEC Committees & Working Groups where ANEC is represented

ISO	IEC
<p>Consumer Policy Committee (COPOLCO) ISO COPOLCO Product Safety WG ISO/COPOLCO WG on Guide 46 ISO/COPOLCO WG on Guide 14 ISO/COPOLCO WG on Guide 41 ISO COPOLCO WG 18 'Services' ISO COPOLCO TG 5 'Sharing Economy' ISO TC 22 SC 36 WG 2 'Child restraint systems' ISO/TC 34/SC 18 'Cocoa' ISO TC 59 'Buildings and civil engineering works' ISO TC 59 SC 16 'Access to the built environment' ISO TC 59 SC 16 WG 1 'Access to the built environment' and: TG 2 References: Updating of references</p>	<p>IEC ACOS 'Advisory Committee on Safety' IEC TC 34 'Lamps and related equipment' (liaison, only monitored) IEC TC 100 'Audio, video monitored) IEC TC 59 'Performance of household and multimedia systems and equipment' (liaison, only appliances' IEC TC 59 WG 15 'Connection of household appliances to smart grids and appliances interaction' IEC TC 61 'Safety of Household and Similar Electrical Appliances' IEC TC 61 MT4 'Resistance to heat and fire' IEC TC 106 'Methods for the assessment of electric, magnetic and electromagnetic fields associated with human exposure' IEC TC 108 'Safety of Electronic Equipment within the Fields of Audio/Video, Information and Communication Technology'</p>

<p>TG 3 Exceptional considerations (developing countries and existing buildings)</p> <p>TG 4 Fire safety for all</p> <p>TG 5 Visual impairments (LRV, TWSI)</p> <p>TG 6 Hearing impairments</p> <p>TG 7 Ramps</p> <p>TG 9 General: Improvement of the introduction or general design considerations (explanation on the concept of accessibility, use of figures, etc.)</p> <p>TG 10 Editorial: Misprints and errors, and use of shall and should (specially avoid negative)</p> <p>TG 11 Lifts</p> <p>ISO TC 61 SC4 WG10 'Lighters'</p> <p>ISO TC 136 WG on children's furniture (subject to approval of liaison status)</p> <p>ISO TC 159 'Ergonomics'</p> <p>ISO TC 173 'Assistive products for people with disabilities'</p>	<p>IEC TC 108 WG HBSDT Hazard based standard development team for IEC 62368-1 and IEC 62368-2 TR</p>
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<p>ISO TC 173 WG 10 "Assistive products for cognitive disabilities"</p> <p>ISO TC 149 SC 1 'Cycles and major sub-assemblies'</p> <p>ISO TC 149 SC 1 WG 13 'Continuous improvement of the standards EN ISO 4210 and EN ISO 8098'</p> <p>ISO TC 149 SC 1 WG 10 'Lighting and retro-reflective devices'</p> <p>ISO TC 149 SC 1 WG 15 'Electrically Power Assisted Cycles'</p> <p>ISO TC 92 'Fire Safety' WG 8 'Fire terms and definitions' (liaison member) – monitoring</p> <p>ISO TC 176 SC 3 'Supporting Technologies' WG 18 Customer satisfaction</p> <p>ISO TC 207 'Environmental Management'</p> <p>ISO TC 207 SC 3 'Environmental Labelling'</p> <p>ISO TC 207 SC 3 WG 4 'Type III environmental declarations'</p> <p>ISO TC 207 SC 4 'Environmental performance evaluation'</p>	
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<p>ISO TC 207 SC 7 'Greenhouse gas management and related activities'</p> <p>ISO TC 207 SC 7 WG 2 'Greenhouse Gas management in the supply chain'</p> <p>ISO TC 207 'NGO Forum'</p> <p>ISO TC 228 'Tourism and related services'</p> <p>ISO TC 228 'Tourism and related services' WG 14 'Accessible Tourism'</p> <p>ISO TC 229 'Nanotechnologies'</p> <p>ISO TC 229 WG 3 PG 14 'Nanotechnologies - Guidance on the voluntary labelling of consumer products containing manufactured nano-objects'</p> <p>ISO TC 290 'Online reputation'</p> <p>ISO TC 290 WG 1 'Online review'</p> <p>ISO PC 310 on wheeled child conveyances (subject to approval of liaison status)</p> <p>ISO/PC 311 'Vulnerable consumers'</p> <p>IWA on Sharing Economy</p>	
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ANEC is the European consumer voice in standardisation, defending the collective European consumer interest in technical standardisation and the use of standards, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 34 countries.

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