



Raising standards for consumers



ANEC WORK PROGRAMME **2017**





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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 ANEC Action Plan 2015 was endorsed by the General Assembly (GA) in March 2016. The majority of the actions were completed, although several had to be postponed to 2016 due to external factors (e.g. impasse in Council on the Product Safety Package). The Annual Action Plan 2016 was adopted by the GA in March 2016, and a progress report on its implementation was made at the GA meeting on 14-15 June 2016. We expect to prepare another progress report on the implementation of the Action Plan 2016 in the autumn, with the final progress report

¹ <http://goo.gl/olp1LN>

and the Action Plan 2017 planned to be sent to the GA in early 2017. The Action Plan 2016 includes a first consideration of actions in support of Strategic Objective 10 which aims to ensure sustainability of the European consumer voice in standardisation beyond the present FPAs with the EC and EFTA. The ANEC Steering Committee will decide on the next steps for inclusion in the Action Plan 2017.

In support of the Strategy, and aim of ANEC to strengthen its activities and help empower consumers, a Memorandum of Understanding (MoU) was signed by ANEC, BEUC, Consumers International (CI) and International Consumer Research & Testing Ltd (ICRT) on 11 October 2016. The intent of the MoU is to “multiply impact, prevent overlaps and, where possible, secure further sources of income”. Motivation for the MoU arose during summer 2016, as one result of the common meeting of the ANEC Steering Committee and BEUC Executive on 17 March. The two immediate opportunities arising from the MoU are to define a common work to which all four organisations can contribute (tentatively, the Internet of Things) and to consider recruitment of a fundraiser (in parallel to the steps the Steering Committee will take in the light of the recommendations of the present Technical Study into the diversification of funding, as part of the response to Strategic Objective 10).

At its meeting on 25 November 2016, the ANEC Steering Committee will consider the final report of the contractor for the Technical Study into the viability of alternative or diversified sources of funding for ANEC, and decide on the steps to be taken in 2017 as actions in support of Strategic Objective 10.

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

General objective: Improved consumer protection and welfare through standardisation

Article 22 of the Regulation sets up a Committee to assist the Commission in its implementation. ANEC is an observer member and participates in its meetings. In 2017, it is expected a new draft of the Union Work Programme 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 and work programmes. ANEC intends to continue bilateral regular meetings with the Commission as part of a structured dialogue on operational issues and reporting. According to Article 24.2 of the Standardisation Regulation, the European stakeholder organisations that receive Union financing in accordance with the Regulation must send

an annual report on their activities to the Commission. The European Standardisation Organisations are also required to report about their activities, with special focus on stakeholder participation in standardisation. In 2016, it emerged that there is no common methodology among the ESOs and the Annex III Organisations to assess the participation of consumers (and other societal stakeholders) at national level. ANEC will propose the Commission, ESOs and Annex III Organisations to develop and agree a methodology in order to identify problems and solutions more easily.

In June 2016, ANEC welcomed the European Commission's Communication, 'European standards for the 21st century' together with the mandate for the work of the Joint Initiative on Standardisation (JIS), the Staff Working Document on service standards and AUWP 2017. We noted the publications reflected several ANEC positions communicated during the previous months. ANEC will be pleased to contribute to the reflections of the Parliament and Council on the "Standardisation Package II" during 2017. The drafting of the JIS started with the first meeting of the Editorial Committee on 8 January 2016. After the signature of the JIS by interested parties, including ANEC, in the margins of the EU Single Market Forum on 13 June, a Steering Group has been established to develop the actions to implement the JIS in the years to 2019. As well as participating in the Steering Group, ANEC is contributing to development of those actions that we believe will have most impact on the effective participation of consumers, particularly at the national and European levels:

JIS Action		ANEC participation	Desired results
1	<i>Study on the economic and societal impacts as well as access to standards in the EU and the EFTA Member States.</i>	<i>Co-sponsor</i>	<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>
3	<i>Programmes for education in standardisation/Training and awareness on standardisation.</i>	<i>Co-sponsor</i>	<i>The possible application of initiatives arising from the Action to consumer experts.</i>
8	<i>Provide high quality standards delivered and referenced in a timely manner.</i>	<i>Co-sponsor</i>	<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	<i>Inclusiveness, transparency & effective participation of all stakeholders in the European Standardisation System.</i>	<i>Co-sponsor</i>	<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	<i>Facilitating participation of all stakeholders at national level.</i>	<i>Co-sponsor</i>	<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	<i>Encouraging the greater development and use of European Service Standards to help integrate Europe's service markets.</i>	<i>Co-sponsor</i>	<i>In parallel with the CEN strategy on service standardisation, the definition of steps to encourage 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>
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3. Enhancing consumer participation in standardisation

General objective: Improved consumer protection and welfare through standardisation

Noting the ambition of the Regulation for the long-term strengthening of the consumer voice at national level, reflected in the ANEC Strategy 2014 to 2020, ANEC aims to continue to support its members in their lobbying of Member States about the need for organised consumer expertise in standardisation, and the reliance of the CEN-CENELEC process on the 'national delegation principle'. But, given the financial climate, it must be doubted whether Member States have the resources to commit to building the consumer voice at national level, noting their systematic withdrawal from many standardisation activities over the past 15 years and the long-term consequences of the financial crisis. 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.

So far, the CEN-CENELEC Societal Stakeholders' Group has not pursued the plan to adapt the CEN-CENELEC e-learning tool for SMEs, launched on 29 June 2015, to the needs of societal stakeholders. ANEC and the other Societal Stakeholder Organisations regret this lack of progress and will continue to press for the elaboration of a tool as a means to provide sustainable means of training to their constituencies. It is why we have pressed for JIS Action 3 to address the training of experts and not only focus on education about European standardisation. Separately, but not unrelatedly, ANEC and its Annex III peers need to ensure implementation of CEN-CENELEC Guide 25² does not

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

undermine the intent of the Regulation for the voices of Annex III Organisations to be strengthened in the European Standardisation System.

ANEC and its peers are working with the three ESOs to consider how their processes can better meet the expectations and needs of in considering how their processes can better accommodate the needs of the underrepresented stakeholders. Discussions are on-going with CEN-CENELEC and ETSI and, with the support of the European Commission as the guardian of the Standardisation Regulation, we trust decisions in our favour will be possible by the end of 2016. This is in parallel to the JIS and its Action 9 but again aims at effective implementation of the Standardisation Regulation.

Noting the growing importance of international trade and standardisation, we will continue, when possible, to follow the activities of ISO/COPOLCO (Consumer Policy Committee) in coordination with Consumers International under our renewed collaboration. It is also possible that negotiations on the planned EU-US free trade agreement (TTIP) will require ANEC to become involved in discussions on the role and use of standards through the Trans-Atlantic Consumer Dialogue (TACD), as a follow up of the TACD resolution on TBTs in TTIP adopted in September 2016³, which ANEC co-authored.

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 2016, several training sessions were held as well as webinars, with a total of 48 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 on-line tutorials for our new website should are members need more information on its new features and content.

During the second half of 2016, 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 2017 if continued interest from course participants.

³ <https://goo.gl/rkOYze>

5. Participation in CEN and CENELEC technical and corporate governance

General objective: Improved consumer protection and welfare through standardisation

Following signature in December 2013 of the CEN-CENELEC Partnership Agreements under Guide 25, ANEC intends to use its participation in the corporate and technical governance bodies to promote its positions on enhanced consumer participation in standardisation and technical issues of consumer relevance. The Agreements grant ANEC the right to call on the CEN-CENELEC Presidential Committee on matters of political and strategic importance. The Committee set up the Societal Stakeholders Group (SSG), of which ANEC is a member, to oversee the participation of societal stakeholders in CEN-CENELEC. Proposals made by ANEC, ECOS & ETUC in September 2015 to strengthen the voice of societal stakeholders in the ESS have been discussed by the governance bodies of CEN-CENELEC and ETSI governance throughout 2016 and their recommendations should be adopted by the end of the year, with implementation through revision of the CEN-CENELEC and ETSI rules taking place in 2017.

The CEN-CENELEC General Assemblies are held in June. Meetings of the Technical Boards (BT) take place two or three times annually, with a joint 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 together 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. In 2013, ANEC co-drafted an ECCG opinion on vulnerable consumers that was key in the recast of Low Voltage Directive and revision of standards on safety of household appliances. In 2014, ANEC drafted the standards part of an ECCG opinion on TTIP. In 2016, ANEC's nomination to the ECCG was renewed and published in the Official Journal.

⁴ <http://goo.gl/iBao20>

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.

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 will therefore follow the Commission reaction to the public consultation on the efficiency and effectiveness of Regulation (EC) No 765/2008 in case this leads to renewed opportunity to reinforce the market surveillance system in favour of business and consumers.

In the absence of a more systematic approach to market surveillance, PROSAFE coordinates Joint Market Surveillance Actions funded by the European Commission, but none of its actions includes all national authorities at any one time. ANEC follows PROSAFE in order to contribute to its discussions on the implementation of standards and to make proposals for joint actions on issues of consumer protection. In 2016, PROSAFE launched joint actions covering 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).

8. Strengthening the framework for the safety of consumer products

General objective: improved consumer safety

As part of the Product Safety Package, the Commission published a draft Consumer Product Safety Regulation to replace the General Product Safety Directive (the mandating of standards for which now falls under Regulation (EU) 1025/2012).

The Parliament vote took place on 16 April 2014. However, the marking of 'country of origin' has blocked agreement in the Council of Ministers. ANEC plans to continue to call for the adoption of the Consumer Product Safety Regulation as tool to aid the protection of consumers.

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

General objective: Improved consumer protection and welfare through standardisation

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

Political & Horizontal Activities

Rationale and objectives

The activity supports the following European policies and legislation: Regulation (EU) 1025/2012 on European Standardisation; Annual Union Work Programme 2017; 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 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 2017 will include further development of actions in support of Objective 10 to enable sustainability of the European consumer voice in standardisation post-2020.

T1.1bis 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; to consider the recruitment of a fundraiser in 2017 in association with BEUC & ICRT, in parallel to the actions of the Steering Committee on the possible diversification of ANEC funding.

T1.2 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 the AUWP; contribution to Joint Initiative on Standardisation related activities under the Single Market Strategy; 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.

T1.3 ANEC Work Programme – drafting and submission of Progress Report & Final Report on Work Programme 2017, including financial reports; drafting and submission of ANEC Work Programme 2018; provision of any other reports required by the EC (or EFTA) related to the execution of the ANEC Work Programme.

T1.4 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; Collaborate with the TransAtlantic Consumer Dialogue (TACD) on the standards-related aspects of the EU-US free trade agreement (TTIP); respond to Institutional/ESO requests to provide training to experts from third countries.

T1.5 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 the new ANEC website (due to go

live Q4/2016); to continue to contribute on standards to the “Consumer Champion” capacity-building programme if demand from course participants.

T1.6 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, and potential revision during 2017, of Partnership Agreements & CEN-CENELEC Guide 25; participation as needed in CENELEC WG Policy (and its common sessions with CEN) and CEN Certification Board.

T1.7 Contribution to the EU Consumer Programme - Participation in European Consumer Consultative Group meetings to react on standards-relevant issues.

T1.8 Strengthening the framework for market surveillance - Participate in general market surveillance fora (e.g. PROSAFE) in order to detect and react to issues in the consumer interest; influencing the standards-related aspects of the draft Regulation on market surveillance of products (MSR) as part of the Product Safety Package or any successor initiative from EC.

T1.9 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); responding to EC public consultations.

T1.10 Governance of ANEC and collaboration in the decision-making process - organisation of General Assembly meeting; organisation of Steering Committee meetings; briefing and debriefing of ANEC members; coordination & drafting of comments, reporting on execution of strategy & budget; consultation of General Assembly & Steering Committee members on standardisation policy & horizontal issues; annual reporting from members of the General Assembly.

10. Communications & Dissemination of information

General objective: Improved consumer protection and welfare through standardisation

Although communication with most individual consumers is via the national consumer organisations represented in the General Assembly, ANEC makes publications, press releases & position papers open to the widest audience possible. Beyond being available on the ANEC website, and to members through email and dedicated extranet, the ANEC Annual Review, monthly e-Newsletter, and all press releases & position papers are posted on social media (LinkedIn and Twitter). All ANEC publications and documents carry the EU and EFTA logos, with reference to the financial support made available.

In order to reach the widest audience possible, ANEC uses Twitter or Facebook advertising to promote selected social media. However, our experience is that there is little enthusiasm from individual consumers to engage in a dialogue or exchange of ideas (beyond the messages we receive through social media, asking us to help with consumer problems that are almost always outside our scope). ANEC is 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).

In a survey of ANEC General Assembly members conducted in early 2016, it was reported that 70% of members make the ANEC Newsletter publicly available, and another 20% to 25% use social media to communicate ANEC activities (the restraint appears the lack of translation into national languages).

A new ANEC website is planned to be implemented towards the end of 2016, more user-friendly and with more functionalities in order to help convey our activities and success stories. The review of the effectiveness of our communication tools & activities made in 2015 confirmed that the website and social media are more effective in reaching a wider audience than 'cold call' press releases.

During 2017, ANEC will test whether it is possible to engage a mainstream interest in standardisation, and the importance of consumer participation in standardisation, through "breakfast interviews" with selected journalists. The aim would be to promote the role of ANEC outside the "Brussels bubble". It is possible the Annex III Organisations may try a collective approach to this attempted engagement with more mainstream media.

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 Communications Offices commission the ANEC e-Newsletter & Annual Review to which all contribute. A Project Officer is the web-master of the ANEC web-site. Dissemination of all publications by the responsible Project Officer 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 - develop the content of the Annual Review, formatting, circulation and dissemination (electronic format and social media).

T2.3 Press Releases and Position Papers - drafting of press releases and position papers in association with the members of the responsible ANEC body, circulation and dissemination (electronic format and social media).

T2.4 ANEC leaflets and similar - development leaflet in association with members of the responsible ANEC body; formatting and publication (in-house); drafting of the third edition of the ANEC brochure, "What we do for you".

T2.5 ANEC website – complete review of the content of the website once the new architecture is live; frequent update of website to mirror developments in ANEC activities; tutorials for ANEC members on new web-site; accessibility audit; clear identification of ANEC fields of priority, Working Groups & Project Teams, with contact details of the responsible ANEC managers.

T2.6 Social media - posting of deliverables D2.1-4 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 Mainstream media – to test engagement with mainstream journalists to promote the value of ANEC and consumer representation in standardisation beyond the "Brussels bubble".

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.

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 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 2017, no further meetings are planned of the following standards committees and working groups: CEN TC 355 and its Ad Hoc Group 1 (EN 13869 'child resistant lighters' was published in 2016); CEN TC 402 WG1 and WG2 (these two WGs set up six standards for domestic swimming pools which were all published in 2015. WG3 and WG4 are still active); ASTM web meetings on laundry washing capsules. In case CEN TC 136 WG22 will end its work on portable goals before the end of 2016, ANEC will not attend WG22 meetings in 2017. For the rest, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2016.

Child Safety

Rationale and objectives

The activity supports the following European policies and legislation: Annual Union Work Programme for European Standardisation for 2017; Directives 2001/95/EC on General Product Safety & 2009/48/EC on Toy Safety; Consumer Agenda key 2020 (objectives: improving consumer safety; improving implementation; stepping up enforcement and securing redress); Consumer Programme 2014-2020 (objective: Safety - enhance safety through effective EU market surveillance).

Description of the work 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, intervention as needed.

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

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

T3.6 Child care articles - participation in work of CEN TC 252 and its bodies, CEN/TC 207 WG2, CEN/TC 248 WG34; monitoring work in CEN/PC 364; participation in PROSAFE actions on market surveillance; participation in CSN Expert Group on pushchairs.

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

T3.8 Products worn by children - participation in CSN Expert Group on children's shoes; monitoring CEN/TC 248 WG20; monitoring PROSAFE actions.

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

T3.10 Child resistant lighters – monitor activities of CEN/TC 355; 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 2017, ANEC plans to continue participation in the same standards committees and working groups it did in 2016 as well as contributing to the same policy initiatives linked to standards. In addition to important progress made in 2016 in accessible lifts and cognitive disabilities standardisation, 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. The collaboration with the disability and older people movement (EDF and AGE) is also important as it was for the Web Accessibility

⁵ <https://goo.gl/dmxUX4>

Directive, adopted in May 2016. ANEC supports the proposal as it takes into account many of the requests we have been seeking (standards, market surveillance, reporting). Standards to support the Directive should be requested by the Commission in 2017. We also have great expectations from the start of the second phase of Mandate M/420 on access to the built environment.

Accessibility

Rationale and objectives

The activity supports the following European policies and legislation: Annual Union Work Programme for European standardisation for 2017 COM(2016) 357; 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 Future European Accessibility Act – contribute to drafting of the Act with special focus on use of standards to complement legislation.

T4.2 Horizontal approach to accessibility in standardisation - participation in CEN-CENELEC BT WG 213 'Strategic Advisory Group on Accessibility' to execute standardisation mandate M/473 to include 'Design for All' in relevant standardisation initiatives; participation in CEN-CENELEC JWG 5 (Mandate M/473) to contribute to finalisation of EN/TS 'Organisational Management and Operational Processes - Accessibility of Products and Services - Extending the Range of Users'.

T4.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety WG & DOMAP WG) - Participation in the meetings of CENELEC TC 61 'Safety of Household Appliances' and new 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; Participation in the work of CENELEC TC 116; follow-up of the revision of EN 60335 Parts 2 falling under the CENELEC TC 116 scope; 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 JWG 6 '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 for people with disabilities - participation in CEN/TC 293 'Assistive products for people with disability'; participation in CENELEC/TC 62 to finalise prEN 500637:201x 'Medical electrical equipment –Particular requirements for the basic safety and essential performance of medical beds for children'; monitoring ISO TC 173 'Assistive products for persons with disability'; contributing to WG 10 'Assistive Products for Cognitive Disabilities'.

T4.6 Lifts - participation in CEN/TC 10 and its technical bodies (CEN TC 10 WG 7 in order to contribute to finalisation of revision of EN 81-70 'Safety rules for the construction and installation of lifts - Particular applications for passenger and good passenger lifts - Part 70: Accessibility to lifts for persons including persons with disabilities' and CEN TC 10 WG 8 on the finalisation of the revision of EN 81-41 'Stair-lifts and vertical lifting platforms for persons with impaired mobility' and prEN81-40 '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.

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 elderly people in ordinary or residential care facilities'.

T4.9 Web & eAccessibility legislation (with Digital Society WG) - Contribution to future EC standardisation request to implement Web Accessibility Directive and to subsequent standardisation activities.

T4.10 Accessibility of electronic communications (with Digital Society WG) - participation in ETSI Human Factors TC including possible new work on smart cities standardisation and finalisation of work of Specialist Task Force 488 on recommendations to allow people with cognitive disabilities to use mobile devices; follow revision of EN 301 549 'Accessibility requirements suitable for public procurement of ICT products and services in the Europe' and any follow-up activities of M/376.

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 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.

CENELEC TC 61 WG4 'Vulnerable consumers' held its last meeting in December 2015 to address use by vulnerable consumers in the EN 60335 series for electrical household appliances. The culmination of the work represents a huge step forward for the safety of European consumers, especially children, older people & those with disabilities. WG4 was disbanded in 2016. A new CENELEC TC 61 WG1 was set up in 2016 which ANEC will follow in 2017.

In 2017, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2016. In addition, the DOMAP WG agreed to also follow the work of CEN TC 49 'Gas cooking appliances' more closely in 2017.

Domestic Appliances

Rationale and objectives

The activity supports the following European policies and legislation: Annual Union Work Programme for European Standardisation for 2017; 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).

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; participation in CENELEC/TC 116; monitoring IEC ACOS and participate when needed.

T5.3 Safety & performance of electrical domestic appliances for all vulnerable consumers (with Child Safety & 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. Participation in the work of CEN TC 49 'Gas cooking appliances'.

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

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

T5.8 Domestic appliances under GPSD - monitor CEN/TC 281 & its bodies; 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 PROSAFE 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 2017, ANEC plans to continue participation in the same standards committees and working groups it did in 2016, as well as contributing to the same policy initiatives linked to standards. In addition, ANEC will participate in the CEN Workshop, 'Unique Identifier for Personal Data Usage Control in Big Data' (CEN WS ISÆN), set up in 2016.

An ANEC proposal on smart cities and communities standardisation for citizens and consumers has been accepted by ETSI TC Human Factors and we look forward to participating in the work in 2017.

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

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

standardisation or Internet of Things, in 2017 where the decision to become involved will depend on evidence gathered during the year.

With the signature of the Memorandum of Understanding by ANEC, BEUC, CI & ICRT on 11 October, a tentative common project for the four organisations has been identified as the "Internet of Things". Details will be discussed in early 2017.

Digital Society (including Innovation)

Rationale and objectives

The activity supports the following European policies and legislation: Annual Union Work Programme for European standardisation for 2017 COM(2016) 357; 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 - 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 and comment on relevant consumer aspects of the new standardisation request to implement the Radio Equipment Directive.

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

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

execution and finalisation of the standardisation Mandate M/452 on safety of Personal Music Players (conditional on finding new expert for 2017 work programme).

T6.6 e-Recognition - participation in CEN/TC 224 'Personal Identification, Electronic Signature and Cards' and CEN/TC 225 'AIDC Technologies' (possible work on Internet of Things).

T6.7 Biometrics - participation in CEN/TC 224/WG 18 on Interoperability of Biometrics to finalise CEN/TS 'Full Body Photography standardisation' and 'Personal Identification – Recommendations for ensuring the robustness of biometrics in European ABC systems against presentation attacks'.

T6.8 Privacy Standardisation - Participation in CEN/CENELEC JWG 8 'Privacy management in products and services', to work on execution of standardisation request on privacy management in the design and development and in the production and service provision processes of security technologies (M/530); participation in newly established CEN Workshop on a 'Unique Identifier for Personal Data Usage Control in Big Data' (CEN WS ISÆN).

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

T6.10 Policy on ICT standardisation - participation in EC ICT Multi-Stakeholder Platform, comment on ICT Rolling Plan; monitoring of implementation of ICT Priority Plan.

T6.11 Smart Meters and Smart Grids - participation in CEN-CENELEC-ETSI Smart Meter Coordination Group, European Commission Smart Grid Task Force and related expert groups (such as Expert Group 1); monitoring smart appliances standardisation.

T6.12 Management of Digital Society WG and Smart Meters & Smart Grids ad hoc group – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments.

5. Services

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. In March 2015, CEN submitted a report to the EC identifying priority areas for horizontal standards and, in February 2016, created a CEN TC 447 'Services - Procurement, contracts and performance assessment', to develop the standards under Phase 2 of the Mandate. The Committee initially planned to prioritise work on the three topics - performance measurement, service contracts and service - supported by the Commission, further priority areas are also considered. The second phase of M/517, on development of a series of horizontal standards capable of flexible application across a wide range of services, is now dealt with by CEN TC 447 which is developing (a) standard(s) 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 2017, ANEC plans to participate in (or follow) the work of the same standards committees and working groups it did in 2016 with several additions, especially in the challenging health, support and wellbeing area: the new CEN Focus Group on Health; CEN TC 449 'Quality of care for elderly people in ordinary or residential care facilities'; CEN TC 450 'Minimum requirements of patient involvement in person-centred care'; CEN TC 448 'Funeral services'. CEN TC 431 WG 2 'Service chain for social care alarms' may see a substantial extension of scope. ANEC will continue monitoring CEN TC 445

'Digital information Interchange in the Insurance Industry' and react to issues of consumer relevance.

Work should be completed by end of 2016 in CEN TC 403 on 'aesthetic non-surgical medical services', CEN TC 409 'beauty salon services' & CENELEC PC 4 on 'Services for fire safety and security systems'.

Services

Rationale and objectives

The activity supports the following European policies and legislation:

Annual Union Work Programme for European Standardisation for 2017; 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. 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 CA SAGS Advisory Group; participation in CEN TC 447 'Services – Procurement, contracts and performance assessment'; Participation in ISO COPOLCO WG 18; Monitor revision of ISO 10004 standard and react if relevant. Use of findings from ANEC 2016 services technical study on use of standards for compliance controls; future EC proposals on service legislation & standardisation.

T7.2 Health, support & well-being services - participation in CEN Focus Group on Healthcare services, following up on completion of work on aesthetic services in CEN/TC 403 & CEN/TC 409; monitor EC work on indoor UV exposure services; participate in CEN TC 449 'Quality of care for elderly people in ordinary or residential care facilities' in collaboration with ANEC Accessibility WG, (building on ANEC technical study from 2014 on models of special accommodation); monitor ISO/TC 228 WG 2 'Health Tourism' and provide consumer input to work on medical spas; participate in CEN TC 450 on 'Minimum requirements of patient involvement in person-centred care'. Participate in CEN TC 448 'Funeral services'. Participate in CEN TC 431 'Service Chain for Social Care Alarms'. Collaborate with Accessibility WG on accessibility of services (e.g. CEN TC to deal with Assistance Dog & Guide Dog Teams Standards and Instructors Competences; possible ISO work on services to vulnerable consumers); liaise with ANEC chemicals PT if relevant (e.g. tattoo inks). Liaise with BEUC/ICRT on initiatives of ANEC interest.

T7.3 Tourism, leisure & sports services - participation in CEN/TC 136/WG 2; monitor ISO/TC 228; monitor CEN/TC 329 with view to participation; participate in Expert Group on maritime safety (approval pending); monitor and react to progress on guidelines for car rental services; participate in Digital Tourism Platform Steering Committee; monitor & respond to legislative proposals. Liaise with Accessibility WG on accessibility of tourism services.

T7.4 Safety of accommodation - follow-up of 2014 Green Paper on the safety of tourist accommodation and European Parliament resolution of 29 October 2015 on new challenges and concepts for the promotion of tourism in Europe (2014/2241(INI)); 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); liaise with Sustainability, Accessibility and Domestic Appliances WGs on (fire & gas) safety of buildings; collaborate with partners in Tourism Accommodation safety campaign.

T7.5 Postal services - participation in CEN/TC 331, notably in the implementation of the new standardisation request 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; 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. Participate in Keep me posted EU campaign steering group meetings.

T7.6 Cross-Border online services: Participation in meetings of ISO TC 290 'Online Reputation and subgroups in consultation with Consumers International; Monitoring of policy developments regarding collaborative economy and online platforms; Liaise with BEUC and ANEC Digital Society WG on issues of common relevance.

T7.7 Customer contact centres - Follow up on publication of ISO standard ISO 18295-1 and -2 developed in ISO PC 273 customer contact centres and seek adoption at European level in replacement of EN 15838 'Customer contact centres'.

T7.8 Financial services - Monitor activities of CEN TC 445 and react to consumer relevant issues. Participate in EPC Scheme End User Forum (SEUF). ANEC to 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. liaise with BEUC on political aspects and reactivate ANEC Financial Services PT if future relevant standardisation activity at European level.

T7.9 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 2017, we foresee the continuation of activities carried out in 2016 and follow-up activities in light of 2016 EU actions (especially regarding the REFIT exercise in the area of chemicals legislation; the revision of the energy related legislation (energy label, energy performance of buildings directive, energy efficiency directive)).

Sustainability

Rationale and objectives

The activity supports the following European policies and legislation: Annual Union Work Programme for European Standardisation for 2016; European Consumer Agenda 2020 (objectives: promoting sustainable growth and supporting consumer interests; improving consumer safety); 7th Environment Action Plan; Directive 2009/125/EC on Ecodesign; the Europe 2020 Strategy: a resource-efficient Europe; Directive on energy-performance of buildings (2002/91/EC); COM(2014) 445 final on resource-efficient opportunities for the building sector; Regulation 1980/2000 on eco-label award scheme; Directive 2010/30/EU on the labelling of products regarding energy and other resources (and its ongoing revision) .

Description of work in terms of activities and/or tasks

T8.1 Hazardous chemicals in consumer products - Call for regulatory framework based on the ANEC strategy; continue liaising with collaborators of 2013 and 2015 events and possible new allies in NGOs movement for possible joint activities; participate to selected CEN committees related to ANEC priority areas related to hazardous chemicals in consumer products as CEN TC 437 'Electronic cigarettes and e-liquids', CEN TC 436 'Cabin Air Quality on commercial aircraft – Chemical Agents'; 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; monitor and participate in consumer relevant standardisation activities on nanotechnology (CEN TC 352 WG 2 'Nanotechnologies-Commercial and other stakeholder aspects' and ISO TC 229 'Nanotechnology' WG 14); participate in advisory board of ECOS, CIEL, Öko-Institut project for the 'Safe

development of nanotechnologies'; Participate in the Stakeholder Panel of the CEN SABE/ENIS project on tailored support – chemicals in product standards to develop guidelines for standardisers on addressing hazardous chemicals; coordination with ANEC relevant WGs.

T8.2 Sustainable production & consumption (SCP) - participate in EC fora on SCP e.g. IPP/SCP Regular Committee; collaborating with BEUC for a smooth transition to the revised energy label; follow next actions on EC proposal for non-financial CSR reporting by large companies; reflect ANEC position on SCP in CEN-CENELEC Ecodesign Coordination (ECO-CG) group & CEN-CENELEC Joint Working Group 10 'Energy-related products - Material Efficiency Aspects for Ecodesign' bringing the consumer perspective and making the link with the input we give at the legislative level. Participation in CEN/TC 415 and ISO/TC 34 influencing 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.

T8.3 Sustainability of construction works - Follow-up on evaluation of EPBD directive and possible revision based on ANEC position as in ANEC paper 'Laying the foundations for sustainable buildings'; follow up on EC debate on indicators for the environmental performance of buildings, based on ANEC 2016 input; monitor and react to consumer issues in CEN/TC 350 and ECOS participation in standards work on the Energy Performance of Buildings Directive; contribute on standards-aspects to EEB/BEUC work in Ecolabel criteria on consumer expectations of sustainable buildings; 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 of 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 and if expertise is available. Promotion at European level of results acknowledged from a consumer perspective; Follow EC actions in development of EMAS sectoral reference documents for buildings.

T8.5 Integration of environmental aspects into product standards – participate in ENIS; Participate in CEN/SABE meetings 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 & packaging waste - Collaboration with BEUC on a case-by-case basis regarding SCP policies about resource efficiency and development of related indicators; Monitor – and react to consumer issues - in CEN TC 261 'Packaging' SC 4 'Environment' about standardisation developments following the Directive (EU) 2015/720 of the European Parliament and of the Council of 29 April 2015 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; Monitor revision of waste legislation; promote broader sustainable consumption and production concept in the circular economy debate going beyond efficiency gains and addressing issues such as, rebound effects, durability of products; reflecting this in standardisation work related to material efficiency of products.

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 WG⁷ seeks to contribute to a high-level of safety among road users and especially vulnerable road users. It defines the ANEC contribution to standardisation work in UNECE on Child Restraint Systems (car seats) and other aspects of motor vehicle safety, where ANEC is the sole representative of the consumer interest. It also decides the ANEC position in the development and revision of standards for bicycles and

⁷ At its meeting on 5 October 2016, the Traffic WG agreed in principle to change its title to the "ANEC Traffic & Mobility WG" for 2017.

accessories in ISO and CEN. Its aim is to ensure environmental priorities do not jeopardise the safety of motor vehicles and it looks for an efficient, user-friendly & safe way to recharge electric vehicles as well as the safety of personal light electric vehicles (segways, scooters etc) which are invading the streets. The work on the standards in UNECE (confusingly known as 'Regulations' as their use is mandatory in UNECE 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 2017, ANEC intends to continue participating in (or monitoring) the work of the same standards committees and working groups it did in 2016 with a few changes:

In 2016, at ISO level, a new WG 15 'EPACs (Electrically Power Assisted Bicycles)' of ISO TC 149 SC 1 was established and the European standard EN 15194 will be taken as basis for the new international standard. At the moment, the work is not parallel with CEN under the Vienna Agreement, but it is planned to replace EN 15194 by an EN ISO standard once the ISO standard is published. Hence it is important that ANEC influences the ISO standard from the outset.

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.

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 intends to nominate a representative to WG 17.

An addition to the work originally planned for 2015 was participation in the work of CEN TC 441 on fuel labelling for motor vehicles. Its standard, EN 16942, will be published end of September 2016. ANEC will keep monitoring the developments in CEN TC 441. The EU Directive will be implemented in October 2016 but it will not be before 2018 until all new cars and fuel pumps have the labelling.

The labelling of electric vehicle (EV) charging, as defined under the Directive 2014/94/EU on the deployment of alternative fuels infrastructure, emerged in 2016. It will be addressed in CEN TC 301 'Road vehicles' where ANEC is represented. ANEC will contribute to the work on the new standard.

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

Traffic & Mobility

Rationale and objectives

The activity supports the following European policies and legislation: EU road safety guidelines 2011-2020; COM(2010) 389 'Towards a European road safety area: policy orientations on road safety 2011-2020', United Nations Decade of Action for Road Safety 2011-2020 (UN General Assembly Resolution 64/255 on improving road safety); Uniform provisions concerning the approval of restraining devices for child occupants of power-driven vehicles (Child Restraint Systems); Consumer Agenda 2020 (objective: increasing consumer protection); EP report on road safety (2010/2235(INI)); General Product Safety Directive (2001/95/EC); Machinery Directive (2006/42/EC); the European Green Cars Initiative; Annual union work programme for European Standardisation for 2017.

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 step-wise phasing out of R44 CRS (after the integral ISOfix being removed from R44, proposing removal of group 2); 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 the new intelligent mobile phone as possibility).

T9.3 Pedestrian protection of cars- participate in UNECE WP 29 and its bodies in the development of amendments to R127 and the Global Technical Regulation 9 to ensure testing regimes focus on better pedestrian protection in event of collision with a motor vehicle and contribute to the revision of the Pedestrian Safety Regulation 78/2009. A proposal to include deployable devices to reduce injuries (pop-up bonnets) has been

tabled by Korea and is expected to be discussed within GRSP in 2017. 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 which will be monitored closely by ANEC.

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 used 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.

T9.6 Electrically Power Assisted Bicycles (EPAC) - participate in CEN/TC 333/WG 5 in revision of EN 15914; participate in ISO TC 149 WG 15 'EPACs' to contribute to the development of the ISO standard for EPAC (ISO 4210-10); participate in the UNECE GRSP meetings to monitor and contribute to discussions on helmets for speed-pedelec users (support user friendly and safe solution for users).

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

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

T9.9 Frontal impact protection (Regulation 94 and a new full width barrier test regulation) and side impact protection of cars (Regulation 95 and the new pole side impact test regulation) - Monitoring work in UNECE WP 29 and GRSP concerning the revision of Regulations of frontal and side impact protection to detect and react to issues of consumer interest; monitoring work in UNECE WP29 and GRSP concerning the development of a global Technical Regulation on Pole Side Impact phase 2.

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

T9.11 Electro mobility - vehicle – participate in the Electro-mobility Coordination Group to monitor and influence developments related to the standardisation of electric and plug-in hybrid vehicles and to advocate safe and user-friendly electric vehicles; continue participation in CEN TC 301 to contribute to the new work item on the labelling of electric vehicle (EV) charging and in CEN/TC 354/WG 4 to contribute to the new work item 'Light electric vehicles and self-balancing vehicles'.

T9.12 Electro mobility - infrastructure - several standards are under development monitored by ANEC in the eMobility Coordination Group and CEN TC 301 'Road vehicles' to ensure that infrastructures are in place to charge batteries of electric and plug-in hybrid vehicle (and standardised in an efficient, user friendly and safe way).

T9.13 Management of Traffic WG – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments, management of subcontracted expert, preparation of updates on horizontal issues of relevance to other ANEC WGs.

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 rearwards-facing transport was up to 5 times more effective in protecting a child from serious or fatal injury.

The following studies are being undertaken in 2016. Their reports will be reviewed by the responsible ANEC WGs and the Steering Committee by the end of 2016.

1. *Child Safety WG: AIJU (Children's Product Safety, Spain) is carrying out a study to investigate the migration of children's products from the domestic sector to the non-domestic sector.*
2. *Services WG: Professor Per Kristensson at the Service Research Centre, Karlstad University in Sweden, is carrying out a study to investigate whether service standards are used as a tool by supervision authorities*
3. *Steering Committee: Action Planning (UK) is carrying out a study to assess the viability of alternative or diversified sources of funding for ANEC*

The following proposals have been adopted in principle by the ANEC Steering Committee for 2017:

1. *DOMAP/Accessibility/Child WGs: Proposal to develop ANEC comments & proposals for the 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')*
2. *Services WG: Proposal for a study on 'Cross-border healthcare services'*
3. *Sustainability WG: Proposal for the 'Evaluation of human toxicity impact assessment models in Life Cycle Analysis'*

As the budget for technical studies is unconfirmed, the ANEC Secretariat may need to prioritise these proposals to match the budget available.

Moreover, further to the present study on the possible diversification of the ANEC funding, the ANEC Steering Committee may introduce a **second study** to help implement its recommendations. The SC will take a decision after hearing the report of the consultants at its meeting on 25 November 2016.

The restricted call for tenders for the studies will be launched by the ANEC Secretariat no later than January 2017.

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 the political level. ANEC commissions technical studies in a systematic manner, on the basis of transparent

procedures, selection criteria and restricted calls for tender. The research priorities are identified by the ANEC Working Groups according to their sectoral work programmes. The activity is coordinated by a Programme Manager from the ANEC Secretariat who manages the contractor after a restricted call for tender. The Working Group appoints a Project Advisor (usually unpaid) to assist the Programme Manager and contractor.

For 2017, the ANEC Steering Committee has approved in principle the following studies:

1. DOMAP/Accessibility/Child WGs: Proposal to develop ANEC comments & proposals for the 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 purpose of 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, 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 create and negotiate the conditions under which IEC will adopt these proposals.

2. Services WG: Proposal for a study on 'Cross-border healthcare services'

The purpose of this technical study is to investigate the consumer experience of using healthcare services located in other European countries, with a view to informing standards work in this area.

3. Sustainability WG: Proposal for the 'Evaluation of human toxicity impact assessment models in LCA'

The purpose of the study is to investigate the LCA impact assessment category 'human toxicity' in depth and to critically review the applied assessment models (particularly the USEtox model) from a more traditional toxicological perspective, and to evaluate their scientific relevance. Further, the study should discuss alternative approaches to address toxicity looking at the life cycle of a (consumer) product identifying substances of concern.

The ANEC Steering Committee may consider a study in 2017 to take forward recommendations from the present technical study on the possible diversification of the funding of ANEC. This will be decided once the Steering Committee receives the report and presentation of the contractors at its meeting on 25 November 2016.

Description of work in terms of activities and/or tasks

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

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

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

CEN	CENELEC	CEN-CENELEC	ETSI
General Assembly (CEN/AG)	General Assembly (CLC/AG)	CEN-CENELEC JWG Policy	General Assembly
Certification Board (CCB)	Technical Board (BT)	CEN-CENELEC eMobility Coordination Group	ETSI TC 'Human Factors'
Technical Board (BT and TCMG)	CENELEC CA Working Group Policy	CEN-CENELEC TC 4 'Services for fire safety and security systems'	ETSI Special Task Force 488 'Recommendations to allow people with cognitive disabilities to exploit the potential of mobile technologies'
CEN-SECT-ENV-EMT – Environmental Management Team	CLC TC 34A 'Lamps' (<i>only monitored</i>)	CEN-CENELEC BT WG 7 'Development Time'	ETSI TC 'CYBER' (monitor)
CEN-SECT-ENV-SABE - Strategic Advisory Body on Environment	CLC TC 59 X 'Performance of household and similar electrical appliances'	CEN-CLC BT WG 10 'RED Standardization Impact'	
CEN-SECT-ENV-SABE ENIS– Environmental Issues in Standardisation	CLC/TC 59X/WG 01 'Laundry appliances'	CEN-CENELEC Societal Stakeholders Group (SSG)	
CEN-SECT-ENV-SABE ENIS Project 'Tailored support - chemicals in product standards'	CLC/TC 59X/WG 02 'Dishwashers'		
CEN EHD – Environmental	CLC/TC 59X/WG 07 'Smart household		

⁸ Through participation or monitoring

<p>Helpdesk</p> <p>CEN-CA-SAGS (and sub-groups) - CA Strategic Advisory Group on Services</p> <p>SAGS-ABHS Ad-hoc group on services ToR</p> <p>CEN-SECT-GAS-Installation - CEN Sector Forum Gas Installation</p> <p>CEN-SECT-GAS-Utilisation - CEN Sector Forum Gas Utilisation</p> <p>CEN-SECT-PPE - CEN Sector Forum Personal protective equipment</p> <p>CEN BT WG 117 'Child Safety'</p> <p>CEN BT WG 192 'Qualifications of personnel/professions'</p> <p>CEN BT WG 213 'Strategic Advisory Group on Accessibility</p>	<p>appliances'</p> <p>CLC/TC 61 'Safety of household and similar electrical appliances'</p> <p>CLC/TC 61/WG 01 'Relation with standardization and legislation'</p> <p>CLC TC 61 WG 4 'Use of appliances by vulnerable consumers, including children'</p> <p>CLC TC 61 WG 6 'Activities related to the new MD' (only monitored)</p> <p>CLC TC 61 WG 7 'Toys'</p> <p>CLC TC 61 WG 8 'Toy like (Child appealing) appliances'</p> <p>CLC TC 62 WG 1 'Medical beds for children'</p>	<p>CEN-CENELEC Societal Stakeholders' Group (SSG) Task Force 1 "Societal Toolbox"</p> <p>CEN-CENELEC Societal Stakeholders' Group (SSG) Task Force 2 "E-Learning Project"</p> <p>CEN-CENELEC Societal Stakeholders' Group (SSG) Task Group "Effective Participation"</p> <p>CEN-CENELEC REFIT Mirror Group</p> <p>CEN/CENELEC Ecodesign Coordination group (ECO-CG)</p> <p>CEN/CENELEC Ecodesign Coordination group</p>	
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<p>(SAGA)</p> <p>CEN BT WG 213 SAGA Ad Hoc Group 'Training and support materials'</p> <p>CEN TC 226 'Road equipment', WG 9 'Clockwork parking meters and automatic car park ticket dispensers'</p> <p>CEN TC 364 Project Committee 'High Chairs'</p> <p>CEN TC 373 Project Committee 'Services of Real Estate Agents'</p> <p>CEN TC 355 Project Committee 'Lighters' + Ad Hoc Group</p> <p>CEN TC 398 Project Committee 'Child protective products'</p> <p>CEN Advisory Nucleus on Machinery Safety</p> <p>CEN TC 10 'Lifts, escalators and moving walks'</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>CLC TC 108X 'Safety of audio-video, Information and Communication Technology Equipment'</p> <p>CLC TC 108X WG 3 'Sound pressure related to portable music players'</p> <p>CLC TC 108X WG4 'Investigation around the Future of EN 41003 Related to New Hazard Based Standard'</p>	<p>Task Force 4 (ECO-CG TF4)</p> <p>CEN/CENELEC/ETSI Joint Working Group 'eAccessibility under Mandate 376'</p> <p>CEN/CENELEC/ETSI Smart Energy Grid Coordination Group</p> <p>CEN/CENELEC/ETSI Smart Meters Co-ordination Group</p> <p>CEN/CENELEC/ETSI Smart and Sustainable Cities and Communities Co-ordination Group (SSCC-CG)</p> <p>CEN/CENELEC JWG 5 'Design for All'</p> <p>CEN/CENELEC JWG 6</p>	
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<p>CEN TC 10 WG 1 'Lifts and service lifts'</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 WG 3 TG 3 'Window blind cords'</p> <p>CEN/TC 46 'Fireplaces for liquid fuels'</p> <p>CEN/TC 46/WG 2 'Fireplaces for Ethanol/Gel'</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 'Safety of toys'</p>	<p>CLC TC 111 X 'Environment' (monitoring)</p> <p>CLC/TC 116 'Safety of motor-operated electric tools'</p> <p>CLC/TC 116/WG 05 'Gardening appliances'</p> <p>CLC 205 WG 16 'Standards for intelligent home and building/smart houses ictsb' (monitored)</p> <p>CLC/TC 205/WG 18 'Smart grids'</p> <p>CLC/TC 216 'Gas detectors'</p>	<p>'Accessibility in the built environment'</p> <p>CEN/CENELEC JWG 8 'Privacy management in products & services'</p> <p>CEN/CENELEC JWG 10 'Energy-related products - Material Efficiency Aspects for Ecodesign'</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'</p>	
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<p>- Mechanical, physical and general properties'</p> <p>CEN TC 52 WG 3 TG 2 'Cords on toys'</p> <p>CEN TC 52 WG 3 TG 3 'Projectiles'</p> <p>CEN TC 52 TGs for choking hazards and acoustics</p> <p>CEN/TC 52/WG 10 'Activity toys'</p> <p>CEN TC 57 'Central heating boilers' (<i>only monitored</i>)</p> <p>CEN TC 109 'Central heating boilers using gaseous fuels' (<i>only monitored</i>)</p> <p>CEN TC 109 WG 1 'Domestic central heating boilers using gaseous fuels' (<i>only monitored</i>)</p> <p>CEN TC 113 'Heat pumps and air conditioning units' (<i>only</i></p>		<p>for the evaluation of installed security systems, based on S-T-E-Fi criteria'</p>	
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<p><i>monitored)</i></p> <p>CEN TC 122 'Ergonomics'</p> <p>CEN TC 136 'Sports, playground and other recreational facilities and equipment'</p> <p>CEN TC 136 SC 1 'Playground equipment for children'</p> <p>CEN TC 136 WG 2 'Fitness centres'</p> <p>CEN/TC 136 WG 3 'Water slides and water play equipment'</p> <p>CEN TC 136 WG 22 'Moveable goals'</p> <p>CEN/TC 136 WG 26 'Outdoor adult fitness equipment'</p> <p>CEN TC 144 WG 7 'Garden equipment'</p> <p>CEN TC 207 WG 2 'Children's furniture'</p> <p>CEN TC 224 'Personal</p>			
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<p>identification and related 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 Card'</p> <p>CEN TC 224 WG 18 'Biometrics'</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 on board sensors'</p> <p>CEN TC 225 WG 5 - Project Team C 'Privacy Impact Assessment' (2nd Phase M/436 (RFID))</p> <p>CEN TC 225 WG 6 'Internet of</p>			
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<p>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 WG 20 ‘Safety of children's clothing’</p> <p>CEN/TC 248/WG 34 ‘Joint Working Group between CEN/TC 248 and CEN/TC 252 - Risks in the sleeping environment’</p> <p>CEN TC 252 ‘Child Use and Care Articles’</p> <p>CEN/TC 252 WG 1 ‘Seating and body care’</p> <p>CEN/TC 252 WG 2 ‘Sleeping, relaxation and lying down’</p> <p>CEN/TC 252 WG 3 ‘Wheeled transportation’</p>			
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<p>CEN/TC 252 WG 4 'Early learning and protection'</p> <p>CEN/TC 252 WG 5 'Feeding, drinking, sucking and similar functions'</p> <p>CEN/TC 252 WG 6 'General and common safety specifications'</p> <p>CEN TC 252 WG 7 'Child care articles - Child seats for cycles - Safety requirements and test methods'</p> <p>CEN/TC 261 'Packaging'</p> <p>CEN TC 278 'Intelligent Transport Systems'</p> <p>CEN/TC 278 WG 3 'Public transport (PT)'</p> <p>CEN/TC 278 WG 15 'eSafety'</p> <p>CEN/TC 278 WG 17 'Urban ITS'</p> <p>CEN TC 293 'Assistive products for people with disabilities'</p>			
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<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 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 'Customers, products and services'</p> <p>CEN TC 331 WG 5 'Equipment of end receivers'</p> <p>CEN TC 333 'Cycles'</p> <p>CEN TC 333 WG 1 'Cycles for common use and bicycle trailers'</p>			
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<p>CEN/TC 333/WG 4 'Cycles – Accessories'</p> <p>CEN/TC 333/WG 5 'Electric power assisted cycles'</p> <p>CEN TC 350 'Sustainability of construction works' (monitored)</p> <p>CEN TC 350 'Task Group "Framework' (monitored)</p> <p>CEN TC 350 WG 3 'Products level' (monitored)</p> <p>CEN TC 352 'Nanotechnologies'</p> <p>CEN TC 352 WG 2 'Commercial and other stakeholder aspects'</p> <p>CEN TC 354 WG 1 'Mini motorbikes'</p> <p>CEN TC 354 WG 4 'Light electric vehicles and self-balancing vehicles'</p> <p>CEN/TC 355 'Lighters'</p>			
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<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> <p>CEN/TC 402/WG 1 'Pool structure - design, product and installation'</p> <p>CEN/TC 402/WG 2 'Pool water circulation, filtration and treatment'</p> <p>CEN/TC 402/WG 3 'Mini pools'</p> <p>CEN/TC 402/WG 4 '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>			
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<p>CEN TC 415 'Sustainable and traceable cocoa'</p> <p>CEN TC 415 WG 10 'Performance'</p> <p>CEN PC 421 'Emission safety of combustible air fresheners'</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 'Cabin Air Quality on civil aircraft - Chemical Agents'</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</p>			
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<p>cigarettes and e-liquids’ CEN TC 437 WG 3 ‘Requirements and test methods for e-liquids’ CEN TC 437 WG 4 ‘Requirements and test methods for emissions’ CEN TC 441 ‘Fuel labelling’ CEN TC 444 ‘Test methods for environmental characterization of solid matrices’ (monitoring) CEN TC 445 ‘Digital information Interchange in the Insurance Industry’ (monitoring) CEN TC 447 ‘Horizontal standards for the provision of services’ CEN TC 448 ‘Funeral services’ CEN TC 449 ‘Quality of care for elderly people in ordinary or</p>			
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<p>residential care facilities’</p> <p>CEN/TC 450 ‘Minimum requirements of patient involvement in person-centred care’</p> <p>CEN/TC 452 ‘Assistance Dog & Guide Dog Teams Standards and Instructors Competences’</p> <p>CEN Workshop on a ‘Unique Identifier for Personal Data Usage Control in Big Data’ (CEN WS ISÆN)</p>			
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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 WG on Guide 46 ISO COPOLCO WG 18 'Services' ISO Technical Advisory Group for the revision of ISO/IEC Guide 71 ISO TC 207 'Environmental Management' ISO TC 207 SC 3 'Environmental Labelling' ISO TC 207 SC 3 WG 4 'Type III environmental declarations' ISO TC 207 SC 4 'Environmental performance evaluation' ISO TC 207 SC 7 'Greenhouse gas management and related activities' ISO TC 207 SC 7 WG 2 'Greenhouse Gas management in the supply chain' ISO TC 229 'Nanotechnologies' ISO TC 229 WG 3 PG 14 'Nanotechnologies - Guidance on the voluntary labelling of consumer products'</p>	<p>IEC ACOS 'Advisory Committee on Safety' IEC TC 59 'Performance of household 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 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' IEC TC 108 WG 11 "Particular safety requirements for equipment to be connected to paired conductor communication networks" IEC TC 108 WG HBSDT Hazard based standard development team for IEC 62368-1 and IEC 62368-2 TR</p>

<p>containing manufactured nano-objects'</p> <p>ISO TC 22 SC 36 WG 2 'Child restraint systems'</p> <p>ISO TC 59 'Buildings and civil engineering works'</p> <p>ISO TC 59 SC 16 'Access to the built environment'</p> <p>ISO TC 59 SC 16 WG 1 'Access to the built environment'</p> <p>ISO TC 61 SC4 WG10 'Lighters'</p> <p>ISO TC 159 'Ergonomics'</p> <p>ISO TC 173 'Assistive products for people with disabilities'</p> <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>	
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ANEC Work Programme
2017

Raising Standards for Consumers

ISO PC 273 'Customer contact centres services' (work ending soon) ISO TC 290 'Online reputation' ISO TC 290 WG 1 'Online review'	
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Raising Standards for Consumers
European Association for the
Coordination of Consumer Representation
in Standardisation aisbl



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ANEC is the European consumer voice in standardisation, defending consumer interests in the process of technical standardisation, as well as related legislation and public policies.

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

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.



ANEC is supported financially by the **European Union & EFTA**

EU Transparency Register No:
507800799-30

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