

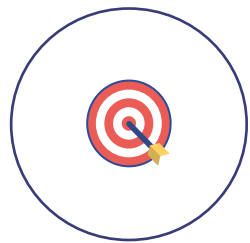


Raising standards for consumers

# ANNUAL REVIEW 2021



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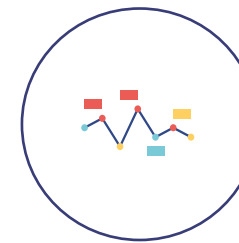
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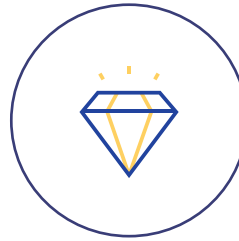
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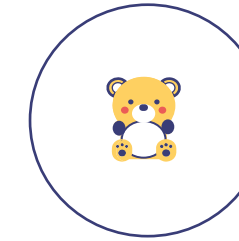
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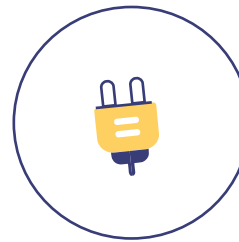
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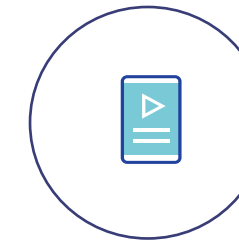
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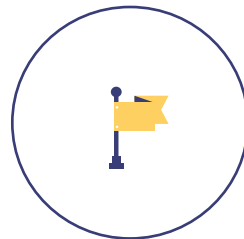
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# RAISING STANDARDS FOR CONSUMERS



In 2021, the General Assembly adopted the **ANEC Vision 2030** in support of this mission, comprising **five Strategic Objectives**:

## The mission of ANEC

ANEC's mission is to raise standards for European consumers through the work of our members, experts and Secretariat, in order to achieve optimal levels of consumer protection, welfare and sustainability.

## The ANEC vision 2030

ANEC's vision 2030 is to achieve, principally through legislation and standards,

- 01** | a Europe where consumers can make choices which are sustainable, both for their welfare and the environment;
- 02** | a Europe where the safety, security and well-being of consumers is ensured in both traditional and digital environments;
- 03** | a Europe where use of products and services does not discriminate among consumers;
- 04** | a Europe where its values and principles are upheld in a globalised world;
- 05** | a Europe where the engagement of consumers at national and European level is welcomed and supported, politically and financially.

The vision is a collective vision ANEC holds for the countries of its membership, and which it intends to achieve through actions at the European level, and within countries that have adopted the EU acquis.



# THE YEAR IN REVIEW



“While reflecting upon the year that has passed, there must be recognition that it has demanded a continued engagement with the unrelenting presence of COVID-19 in our lives. It is important therefore, from the outset, to restate the positivity and the successes achieved, while acknowledging the challenges that remain to be met. All of this in the context where such engagement, for the foreseeable future, continues to require a home/life/work balance that, ultimately, determines the pace of progress.

Across every strand of engagement and input reflected upon in this Review of 2021, you see the focus of the ANEC members, experts and staff; the strategic considerations of our working groups, and the co-operative and respectful professionalism of all, combined to influence standardisation in the very best way possible.

It is also important to note that this progressive activity was completed in the midst of the significant restructuring necessitated by the European Commission for the implementation of the Single Market Programme 2021-2027, the adoption of which was delayed by continued discussions among Member States on the budget. This impacted upon the funding calendar and, consequently, delayed elements of the ANEC work programme under our Operating Grant Agreement.

I have previously commented how European standards bring benefits to both the consumer and to business, and how they determine the level of trust that consumers have in the quality, efficiency and safety of products and services. Now, in consideration of the impact of global inflation; a drift toward a permanent energy crisis; and the yet to be determined consequences of the conflict in Ukraine, as the trusted voice of the European consumer in standardisation, ANEC will be an influencing agent in the strategic considerations and actions that we must recommence in looking forward to 2030 and beyond.

This will not be without its challenges. However, the much appreciated support and resources of the European Commission, EFTA and our partners give us confidence and assurance that our work is valued and appreciated. Again, I must reflect the view that to hold such a respected position of influence in standardisation serves as testament to the generosity and professionalism of all concerned, and which should never be undervalued in any way. My sincere appreciation and thanks go to each and every one of my colleagues and friends in the ANEC community.

ANEC will now focus on the future and the needs of the millions of consumers who rely upon our expertise, practical assessments and positive actions on their behalf.

I can say, with confidence, that they will not be disappointed.”




**Dermott JEWELL**

ANEC President | April 2022

# ANEC IN FACTS AND FIGURES



Opinions submitted to CEN-CENELEC:

-  **62** Total
-  **43** Favourable
-  **19** Not favourable



**6**

media releases



**30**

position papers and similar



**2865**

Twitter followers



**551**

sets of comments submitted



**1070**

Newsletter recipients



**568**

meetings attended



**253**

people trained




**7**   
ANEC Working  
Groups comprise

 **63**  
ANEC Representatives  
briefed by these  
Working Groups  
participate in almost



**163**   
different  
volunteer experts

 **180**  
technical bodies of CEN,  
CENELEC & ETSI and  
over 25 technical bodies  
in ISO and IEC

 **1.648**  
volunteer expert  
days in 2022 valued  
at 516.000€

# ANEC'S AREAS OF PRIORITY



**Accessibility:** Having access to products and services is a basic consumer right. Discrimination arises when older people, and persons with disabilities, cannot use everyday, mainstream consumer products and services. Standards can be a great help in overcoming this bias if Design for All principles are applied.



**Child Safety:** Children are among the most vulnerable consumers. The driving force behind ANEC's work in child safety is to enhance the quality and safety of children's lives by ensuring European standards and legislation offer the highest levels of protection, and decrease the number of accidents where children are involved.



**Digital Society:** ICT products and services – especially smartphones and the Internet – play a central role in consumers' lives. ANEC aims to ensure the safety, accessibility, interoperability and privacy of ICT products & services, especially taking into account the risks posed by connected products and the Internet of Things.



**Domestic Appliances:** Consumers still suffer from injuries – sometimes fatal – in accidents caused by faulty appliances. ANEC participates in the standardisation of domestic appliances to avoid accidents and ensure appliances can be used safely by all consumers. We also strive to improve their energy efficiency.



**Services:** In today's service-oriented economy, ANEC aims to ensure the safety and quality of services for all consumers. We contribute to standards that lessen the potential risks of certain services– such as healthcare and tourism – and increase the quality provisions of other services of general interest.



**Sustainability:** Many consumers are increasingly basing their purchasing decisions not only on quality, price and availability, but also on environmental and social impacts. With the advent of the Green Deal, sustainability will play an even more significant role in influencing consumer policy and standards.



**Traffic & Mobility:** ANEC addresses both the active and passive aspects of road safety. These include ensuring that child-restraints systems in vehicles provide the highest levels of safety practicable; that road safety measures cover vulnerable consumers; that traditional and newer powered-forms of bicycles are safe, and that environmental priorities do not jeopardise the safety of motor vehicles or road users.



# HORIZONTAL HIGHLIGHTS



The year was again defined by the **COVID-19 pandemic**. Nevertheless, the ANEC Secretariat team built on the positive experiences of teleworking gained in 2020 to provide a seamless service to our members and experts. The latter in turn adapted to the demands of remote meetings, and ensured the continued and effective contribution of the collective consumer voice to both European and international standardisation.

Of course, ANEC welcomed being selected again as the European organisation representing consumers in standardisation, as defined in Annex III to Regulation (EU) 1025/2012, after a public call for proposals launched in June 2020. New **Framework Partnership Agreements** were signed for four years from January 2021 with the European Commission (EC) and EFTA Secretariat.

The General Assembly (ANEC/GA) meeting on 10 June saw the **election** of the Office Bearers and Steering Committee for the 2021 to 2023 term. **Dermott Jewell** (Ireland) was re-elected President and **Jens Henriksson** (Sweden), Vice-President. **Rusnė Juozapaitienė** (Lithuania) was elected Treasurer, following the retirement of Benedicte Federspiel (Denmark). Together with the Office Bearers, the ANEC/GA members from Czechia, Italy, North Macedonia, Norway, Spain and United Kingdom were elected to the Steering Committee (ANEC/SC), the board of the association.

## REVISION OF THE GPSD

The revision of the General Product Safety Directive (GPSD) was a special focus of our political activities in 2021.

We were active in the work of a sub-group of the **EC Consumer Safety Network**, set up to advise on the impact of new technologies in the framework of the

revision of the GPSD. The work came to an end in January 2021 with adoption of an Opinion on Artificial Intelligence, connected products and other new challenges in product safety. We are pleased its recommendations reflected several of our proposals, despite opposition from industry participants.

ANEC Secretary-General, Stephen Russell, was a panellist during the webinar, **“Sewing up the holes in EU product safety law”**, co-hosted by BEUC and the MEP Maria-Manuel Leitão-Marques on 25 February. He focused on connected products, and stressed the need for the revised GPSD to require a product to be safe and (cyber)secure, not only when placed on the market, but throughout its expected lifetime. He added that regulators should use the revised GPSD to set requirements for a safe product, and mandate standards to define how those requirements are met and assessed. Naturally, he stressed the need for the participation of all interested stakeholders in the standardisation process to be supported, and for their voices heard.

On 21 April, Mr Russell was invited to speak to the **EU Council Working Party** on consumers. He explained the essence of the European Standardisation System (ESS), the importance of collective consumer participation in European standardisation, and the role of standardisation in supporting the revised GPSD. He ended by calling for the GPSD to be replaced by a Regulation which would have direct legal effect in Member States, so ensuring improved and consistent consumer protection.

ANEC welcomed the proposal to revise the General Product Safety Directive (GPSD) published at the end of June, and especially the proposal to replace it with a Regulation.



In October 2021, ANEC replied to the EC public consultation on revision of the GPSD. It was drafted with BEUC through our common WG on product safety. In November 2021, ANEC and BEUC published a common position paper as an update to our earlier recommendations on the General Product Safety Regulation (GPSR). We acknowledged the proposal reflected many of our recommendations on improving market surveillance and the need to better address new technologies.

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**Webinar “Sewing up the holes in EU product safety law”:**

<https://bit.ly/388B3wn>

**ANEC-BEUC common position on the GPSR:**

<https://bit.ly/3qYuXsw>

## ECONOMIC RECOVERY THROUGH STANDARDS

On 11 May, the Portuguese Presidency of the EU Council and IPQ (the Portuguese national standardisation body) hosted a conference on how standardisation can aid the European economic recovery. ANEC Secretary-General, Stephen Russell, spoke during the discussion, “Recovery with standardization: opportunities for the single market”.

He reminded the audience that consumer spending made up 54% of EU GDP before the pandemic. For reasons of both economic and societal benefit, consumers therefore need to be at the centre of the digital and green transitions, helping drive the European economic recovery. Standards have been key to protecting society during the pandemic and can continue to do so. However, an inclusive ESS, which facilitates participation of consumers and provides them with an effective voice, is essential in ensuring standards can play such a role.

## GUIDANCE ON USE CONDITIONS

August saw the publication of an important new guidance document by CEN-CENELEC. The guide, ‘Basic elements for a common understanding of use conditions in standards’, aims to provide a common understanding of terms that describe the ‘use conditions’ of products mentioned in

standards and regulation, as these differ across industries (e.g. intended use, other expected use, reasonably foreseeable (mis)use, misuse, and abuse). Development of this understanding should lead to more consistency in addressing the safety requirements of product standards, and a more consistent (and improved) consumer protection. ANEC joined the drafting of the guide.

## CEN-CENELEC guidance on use conditions:

CEN BOSS: <https://bit.ly/2WqvKWq>

CENELEC BOSS: <https://bit.ly/39Kr00K>

## Links to other items

### ANEC comments on Roadmap for the EU Standardisation Strategy:

<https://bit.ly/3kGIMaT>

### ANEC comments on draft Annual Union Work Programme for European Standardisation 2022:

<https://bit.ly/3seeiAY>

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## ANEC ALERTS CEN TO KITCHEN HELPERS

A range of children's furniture known as "kitchen helpers" or "learning towers" that could present serious hazards to young children was brought to ANEC's attention by our experts from APSI, the Portuguese Association for Child Safety Promotion.

Our analysis showed the products, which are widely available - including through e-commerce platforms - not only give rise to fall and entrapment hazards, but could also give rise to hazards by providing access to dangers such as thermal injuries, lacerations and poisonings when used close to kitchen work surfaces or bathrooms. No standard exists for these products.

Following a letter from ANEC to CEN, we are pleased that, following discussions in CEN TC 207 WG 2 'Children's and nursery furniture' and CEN TC 252 'Child care articles', the issue will be dealt with by CEN TC 364, which has amended its scope to do the work. The decision was endorsed by the CEN Technical Board in November 2021. CEN TC 364 'High chairs and learning towers' will start work on a standard for learning towers in 2022.



## ANTHROPOMETRIC DATA OF CHILDREN

ANEC helped draft the new CEN Technical Report, CEN/TR 17698 'Ergonomics - Demands and Availability of anthropometric and strength data of children in Europe'.

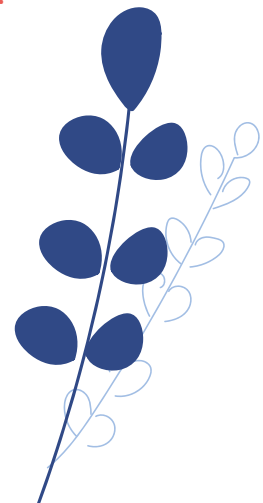
The report was established by CEN/TC 122/WG1 and based on the results of a project funded by the EC. Up-to-date anthropometric data of children is needed, not only for standardisation of children's products, but also of many other products children use or interacting with (e.g. electrical household appliances). Current data is insufficient and not easily accessible. As such, it has been possible to design products that are unsafe or not fit for purpose, with insufficient safety requirements being included in product standards.

The participation of ANEC in the project was found especially valuable given our participation in many product-related standardisation committees.



**For more on CEN/TR 17698 on the CEN CENELEC website:**

<https://bit.ly/3FoaaZy>





## REVISION OF THE TOY SAFETY DIRECTIVE (TSD)

Further to the EC evaluation of the Toy Safety Directive, to which ANEC contributed in 2019, we replied to the EC Inception Impact Assessment for the revision of the Directive.

We welcomed the Impact Assessment, agreeing with many of its points. Although the Directive has certainly brought improvements to child safety in Europe, we are of the opinion that its revision is needed to improve certain aspects: in particular, chemical risks; internet-connected toys; and compliance & enforcement.

On chemicals, we welcome the proposed measures to be assessed, in line with our position paper, 'Toy Safety Directive evaluation and Chemicals Strategy for Sustainability (CSS): Which way forward?' from April 2021 (see later under "Chemicals"). On risks posed by internet-connected toys, it is essential to address issues we brought to the attention of the EC in 2016 and 2017 regarding unsecure smart toys (such as Cayla, "the spying doll").

We stressed the continued need for increased market surveillance actions, as EU Safety Gate (ex-RAPEX) notifications show the toy market is far from clean. More resources are needed, and we expect the EC to finance joint market surveillance actions on toys.

We welcomed the intention to strengthen the reporting obligations of Member States. In this context, we stress the need to revitalise the European Injury Database (EU-IDB), and create a legal basis for the collection of accidents and injury data.

We also asked for lower maximum noise levels for toys, and to introduce type-examination for certain categories of toy, reflecting the risk to the child posed by the toy. Finally, we repeated our long-held wish for CE Marking to be removed from the toy or its packaging and relegated to the technical file. CE Marking is not intended for consumers and is not a safety mark.

Work on the revision of the Directive will continue in 2022.



**ANEC contribution to the evaluation of the TSD:**

<https://bit.ly/3C5xBPi>

**ANEC position: "Toy Safety Directive evaluation and Chemicals Strategy for Sustainability (CSS): Which way forward?":**

<https://bit.ly/3OhAjEa>

**ANEC reply to EC Inception Impact Assessment on revision of TSD:**

<https://bit.ly/3C5xXW8>

## EXAMPLES OF STANDARDS FOR CHILDREN'S PRODUCTS THAT ANEC INFLUENCED IN 2021 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- ★ **EN 16890/A1** 'Children's furniture - Mattresses for cots and cribs - Safety requirements and test methods'
- ★ **EN 1888-1/A1** 'Child care articles - Wheeled child conveyances - Part 1: Pushchairs and prams'
- ★ **EN 13138-1** 'Buoyant aids for swimming instruction - Part 1: Safety requirements and test methods for buoyant aids to be worn'
- ★ **EN 13138-2** 'Buoyant aids for swimming instruction - Part 2: Safety requirements and test methods for buoyant aids to be held'
- ★ **EN 13138-3** 'Buoyant aids for swimming instruction - Part 3: Safety requirements and test methods for swim seats into which a user is positioned'
- ★ **CEN/TR 17698** 'Ergonomics - Demands and Availability of anthropometric and strength data of children in Europe'
- ★ **CEN/TR 17695** 'Safety of toys - Mechanical and physical properties - Guidance on categorisation of projectile toys within EN 71-1'

# ACCESSIBILITY



## ACCESSIBILITY OF THE BUILT ENVIRONMENT

ANEC was delighted to speak at the UNE-ONCE workshop held on 22 March to present work done on accessibility of the built environment under Mandate M/420. The key standard, EN 17210 on functional accessibility requirements, was published earlier in the year. ANEC had been involved since the beginning of this work in 2008 and led the drafting of the standards. We believe consumers expect to be able to 'go out and about' regardless of their ages and abilities.

As part of M/420, CEN also adopted two Technical Reports on access to the built environment, developed by CEN-CLC JTC 11, with the aid of a Project Team led by ANEC. CEN/TR 17622 assesses compliance with the requirements in EN 17210. Meanwhile, CEN/TR 17621 contains technical performance criteria to fulfil the functional requirements.

## ACCESSIBILITY OF LIFTS

In June, further to our appeal in CEN against EN 81-70 'Safety rules for the construction and installation of lifts. Accessibility to lifts', we were pleased to see the Enquiry started on revision of the standard to modify the clauses on luminance contrast. ANEC sent a lobbying request to its members to support the approval of the revision at national level. In September, the Enquiry on the amendment was completed and the final draft prepared for Formal Vote, scheduled for February 2022. A full revision will be launched as soon as EN 81-70/A1:2022 is published, to reflect the ANEC asks.

Also in June, we published a position paper on the open technical issues as regards accessibility of lifts, specifically how European standard EN 81-70:2020 can meet legal requirements. In the paper, we stress accessibility of the built environment, products and services is essential for people with disabilities and for an ageing society to be able to exercise their rights and participate fully in society.

In December, we submitted comments to CEN/TC 10 on the EC draft Standardisation Request (SReq) on lifts. We asked whether "accessibility" of passenger lifts should be required only in a specific application standard, or be fully considered in EN 81-20 (EN ISO 8100-1) the general safety standard on passenger and goods lifts. We proposed developing a harmonised standard (hEN) for passenger and goods lifts, including all safety and accessibility requirements (merging EN 81-20 & EN 81-70), complying with EHSRs in the Lift and Machinery Directives (considering also unforeseen misuse), and considering UN CRPD's accessibility requirements (under Mandate M/549). This hEN would lead to a clearer situation in the market concerning accessibility of lifts in buildings for public use. We also commented on the links with EN 17210 on accessibility of the built environment.

The comments will be discussed in 2022 by the CEN SRAHG on lifts, which ANEC will join.



**ANEC position "Accessibility of Lifts: How the European standard prEN 81-70:2020 can meet the legal requirements?":**

<https://bit.ly/38TwAk6>

## EUROPEAN ACCESSIBILITY ACT (EAA)

On 29 June, ANEC and the European Disability Forum (EDF) hosted an open webinar that provided an introduction to European standardisation. The webinar focused on why standardisation is important for persons with disabilities and how they can get involved, as well as introducing the concepts, bodies, and procedures of European standardisation. The webinar was held in the context of the draft SReq under the EAA (Directive (EU) 2019/882).

ANEC and EDF sent comments on the draft SReq as regards the accessibility requirements of products and services in support of the EAA. We applauded the call for increased inclusiveness of the standardisation process in order to ensure consumers of all ages and abilities can participate effectively in the development of standards and so deliver standards for all. In December, ANEC expressed support for the final draft of the SReq and the proposal to request six standards, including the revision of the three European standards on accessibility resulting from previous requests (EN 301 549, EN 17210 & EN 17161), as well as development of three new harmonised standards.

## WEB ACCESSIBILITY DIRECTIVE

In October, the EC started evaluation of the Directive on the accessibility of public sector websites, (Directive (EU) 2016/2102). With EDF, ANEC contributed to the EC evaluation and explained the obstacles met by those who use assistive technologies to access digital content. As shown during the pandemic, access to digital services may be the only way for individuals to engage with public services. The supporting standards ensure the free movement of web accessibility products and services, in order to provide a high level of consumer protection and remove barriers for consumers and traders. In our view, constant updates to cover emerging technologies are needed for the standards to continue to function as a harmonisation tool in the Single Market.

We intend to continue to contribute to the evaluation process of the Web Accessibility Directive (and standards) in 2022.

**ANEC reply to public consultation on the Web Accessibility Directive:**

<https://bit.ly/3MXnbXL>

## EXAMPLES OF STANDARDS FOR ACCESSIBILITY THAT ANEC INFLUENCED IN 2021 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- ★ **EN 17210** 'Accessibility and usability of the built environment - Functional requirements'
- ★ **CEN/TR 17621** 'Accessibility and usability of the built environment - Technical performance criteria and specifications'
- ★ **CEN/TR 17622** 'Accessibility and usability of the built environment - Conformity assessment'
- ★ **EN 17478:2021** 'Transport Services – Customer communications for passenger transport services – A Universal Design approach'
- ★ **EN 301549** 'Accessibility requirements for ICT products and services'
- ★ **prEN ISO 21801-1:2020** 'Cognitive accessibility - Part 1: General guidelines'
- ★ **prEN ISO 21802** 'Assistive products - Guidelines on cognitive accessibility - Daily time management'
- ★ **prEN ISO 15537** 'Principles for selecting and using test persons for testing anthropometric aspects of industrial products and designs'
- ★ **prEN ISO 9241-20** 'Ergonomics of human-system interaction - Part 20: An ergonomic approach to accessibility within the ISO 9241 series'
- ★ **prEN 81-70:2021/prA1** 'Safety rules for the construction and installation of lifts - Particular applications for passenger and goods passenger lift - Part 70: Accessibility to lifts for persons including persons with disability'

# DOMESTIC APPLIANCES



## SUNBEDS

A safeguard notification against EN 60335-2-27 on sunbeds triggered a long discussion at the EC LVD-WP meeting in June 2021, including a possible ban. The EC asked for suggestions to improve the standard on sunbeds, as well as views on the best legislative framework to ensure their safety. ANEC replied through a short position paper, agreeing the debate on sunbeds be brought to a higher level.

From the perspective of electrical product safety requirements (LVD), ANEC supported the Enquiry on prEN IEC 60335-2-27 'Household and similar electrical appliances - Safety - Part 2-27: Particular requirements for appliances for skin exposure to ultraviolet and infrared radiation' in February 2021. However, we mentioned that we do not have sufficient familiarity with UV radiation aspects to be able to judge whether the limits in the draft comply with the classification and maximum irradiances decided by the EC.

In the paper, we agree with the Association of European Cancer Leagues (ECL) on the need for warnings, but disagree with the European Sunlight Association (ESA) which proposes to compare sunbed limits with exposure to (natural) sunlight.

Finally, we stressed that, if sunbeds are to be kept on the market, enforcement is key. Recent market surveillance in the UK on product related aspects (lamps) and service-related aspects (tanning salons) showed that many sunbeds were not compliant with the standard. We would welcome a new joint market surveillance action in this respect.

**ANEC position on sunbeds:**

<https://bit.ly/3oiOjY8>



## SAFE USE BY CHILDREN

During 2021, we made an important breakthrough on use of the so-called 'test probe 19' in standards for electrical household appliances. This finger probe is intended to simulate access to hazardous parts by children of less than 36 months. ANEC has been campaigning to require use of test probe 19 to assess those parts of household appliances standing below 850mm, as it can reasonably be expected that children of that age will interact with the product.

In CENELEC TC 61, the vote on FprA11 of FprEN IEC 60335-2-60 for whirlpool baths and spas – which we had found inadequate – was dropped and a new proposal that addresses our comments related to test probe 19 is being prepared. We said the draft should not exclude the use of appliances by very young children, as these products are used by children under the age of 36 months when they are supervised (an example being baby spas). Similarly, for FprEN IEC 60335-2-84/FprA11 'Toilet appliances', it was acknowledged that children under the age of 36 months use these products, and hence a draft will be prepared to include use of test probe 19 and a risk assessment. At international level, in IEC TC 61, our comments on the use of test probe 19 in the standard IEC 60335-2-95 'drives for vertically moving garage doors for residential use' were accepted.





## REVISION OF THE MACHINERY DIRECTIVE

In April 2021, the EC published its proposal for a Regulation on machinery products.

ANEC contributed to the public consultation in July 2021, stressing the key issues from a consumer perspective. We agreed the rules need updating to improve safety levels further, taking account of the latest IT innovations. As the legislation covers many consumer products, such as gardening equipment, it is imperative the revision ensures the same level of protection for consumers as for workers.

We asked for fairground and amusement park equipment to be included in the Regulation, and for means of transport (such as e-bikes and e-scooters) to be included in this or dedicated legislation. In line with our comments on the GPSR proposal, we believe a pan-European accidents & injuries database, or a revitalisation of the European Injury Database (EU-IDB), is needed to assess whether a machine poses a high-risk to consumers. We believe escalators should be considered high-risk machines, as these are freely accessible without supervision and used by vulnerable consumers such as children.

During the second half of 2021, we met MEPs to discuss amendments to the IMCO report on the proposal. Discussions will continue in 2022.



**ANEC reply to EC public consultation:** <https://bit.ly/3OUXPM1>

## EXAMPLES OF STANDARDS FOR DOMESTIC APPLIANCES THAT ANEC INFLUENCED IN 2021 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- ★ **FprEN IEC 60335-2-2 & FprAA** 'Household and similar electrical appliances - Safety - Part 2-2: Particular requirements for vacuum cleaners and water-suction cleaning appliances'
- ★ **FprEN IEC 60335-2-54/FprA12** 'Household and similar electrical appliances - Safety - Part 2-54: Particular requirements for surface-cleaning appliances for household use employing liquids or steam'
- ★ **FprEN 60335-2-29** 'Household and similar electrical appliances - Safety - Part 2-29: Particular requirements for battery chargers'
- ★ **EN 50636-2-107/FprA3** 'Safety of household and similar appliances - Part 2-107: Particular requirements for robotic battery powered electrical lawnmowers'
- ★ **EN 62841-3-1/FprAA & FprA1** 'Electric motor-operated hand-held tools, transportable tools and lawn and garden machinery - Safety - Part 3-1: Particular requirements for transportable table saws'
- ★ **FprEN IEC 62841-2-3/FprAA** 'Electric motor-operated hand-held tools, transportable tools and lawn and garden machinery - Safety - Part 2-3: Particular requirements for hand-held grinders, disc-type polishers and disc-type sanders'
- ★ **FprEN IEC 62841-4-3/FprAA** 'Electric motor-operated hand-held tools, transportable tools and lawn and garden machinery - Safety - Part 4-3: Particular requirements for pedestrian controlled walk-behind lawnmowers'
- ★ **FprEN IEC 62841-4-5 & FprAA** 'Electric motor-operated hand-held tools, transportable tools and lawn and garden machinery - Safety - Part 4-5: Particular requirements for grass shears'
- ★ **EN ISO/FDIS 11806-1** 'Agricultural and forestry machinery - Safety requirements and testing for portable, hand-held, powered brush-cutters and grass-trimmers - Part 1: Machines fitted with an integral combustion engine'
- ★ **FprEN 30-1-1** 'Domestic cooking appliances burning gas - Part 1-1: Safety - General'

# DIGITAL SOCIETY



## ONE CHARGER TO RULE THEM ALL!

On 23 September, the EC published its legislative proposal on common chargers (as a revision of the Radio Equipment Directive). ANEC welcomed the proposal on mandatory common chargers for mobile phones and other devices - such as tablets, digital cameras & notebooks - as it meets our long-standing demand. The media interest, at European and national level, led to ANEC preparing a media package. After replying to the public consultation, we drafted some limited amendments to strengthen the consumer interest further, focusing in particular on the role of standards for wireless charging. The final legislation is expected next year.

### ANEC media release:

<https://bit.ly/3vM7UmM>

### ANEC comments on the proposal:

<https://bit.ly/3FiVPsk>

### EC Impact Assessment:

<https://bit.ly/3LMOa8g>

## INCREASING CYBERSECURITY FOR CONSUMERS

ANEC continued to contribute to the discussions with the EC on the draft delegated act under the Radio Equipment Directive (RED) in order to address personal data protection and protect against fraud. This could also be valuable in addressing concerns we drew to the attention of the EC several years ago about unsecure smart toys and smart watches for children. ANEC commented on the draft SReq on Articles 3(3)(d/e/f) of the RED implementing the draft delegated act. We proposed to amend 'where appropriate' into 'where applicable' to make the assessment on whether the requirement is relevant more objective and clearer for the ESOs when drafting the standards. We also proposed a clarification of Clause 1.2, Part B of the draft SReq as the requirement ("The harmonised standards shall be proportionate to the risk") is too general. On 29 October 2021, the EC adopted the delegated act on cybersecurity-related aspect of the RED, reflecting most of our comments.

In February, we made available an internal position on cybersecurity requirements for connected consumer product standards, developed by the ANEC AHG on cybersecurity. The paper aims to outline requirements applicable to the most relevant connected consumer products, and to explain if and how these can/should be introduced in standards. The position offers guidance to ANEC representatives on the several ways consumer cybersecurity requirements could be addressed. It has already led IEC TC 61 to broaden the application of cybersecurity within its standards for domestic appliances and not only to robotics standards.

On 15 April, the ANEC President hosted an open webinar, 'How can cybersecurity Harmonised Standards increase consumer protection?', with panellists from ANEC, CEN-CENELEC, CECAPI, Eurosmart and ORGALIM. The webinar was held to discuss how Harmonised Standards could provide conformity to legislation, if data protection and security are to become mandatory requirements for placing products on the market. The webinar concluded by recognising that standards are the key element to harmonise the technical product requirements through their references in New Legislative Framework (NLF) legislation, leaving freedom to set the level of technical detail.





## TRUSTWORTHY AI FOR CONSUMERS

In July, ANEC commented on the EC proposal for an **Artificial Intelligence Act**, published in April and which makes use of Harmonised Standards. We expressed support for a legislative tool establishing mandatory requirements for all applications for trustworthy AI, as we had suggested in 2020. The new rules should cover risks posed by AI systems in a proportionate manner, with more stringent rules for high-risk applications. However, from the point of view of consumers, the concept of “intended use” does not correspond with real-life situations and neglects the expectations of modern society. In order to cover the consumer behaviours and what influences them, we suggested introducing the concept of foreseeable use (and not only misuse).

In October, we co-authored the section on standards in a BEUC position paper on the AI Act, “Regulating AI to protect the consumer”. We expressed doubts about how technical standards can address fundamental rights. In November 2021, we joined 114 civil society organisations in a statement to ask for changes to the Act to ensure it is effective in protecting fundamental rights. We supported the drafting of the part on standards, aided by financing from the European AI Fund. In December, we confirmed our concerns in a position on the role of standards in the AI Act. We presented the position to CEN-CLC JTC 21 ‘Artificial Intelligence’.



**ANEC comments on EC proposal for an AI Act:**

<https://bit.ly/3BkZBzD>

**BEUC position, “Regulating AI to protect the consumer”:**

<https://bit.ly/3iTBXSG>

**Civil society statement on AI Act:**

<https://bit.ly/3GfvewE>

**ANEC position on role of standards in the AI Act:**

<https://bit.ly/37hNybX>

## EXAMPLES OF STANDARDS FOR THE **DIGITAL SOCIETY** THAT ANEC INFLUENCED IN 2021 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- ★ **EN 50554** ‘Basic standard for the in-situ assessment of exposure to radio frequency electromagnetic fields in the vicinity of a broadcast site’
- ★ **FprEN 17529-4** ‘Data protection and privacy by design and by default’
- ★ **ETSI TS 103 701** ‘Cybersecurity-assessment-for-consumer-IoT-product’
- ★ **CEN/TS 17661** Personal identification – European enrolment guide for biometric ID documents (EEG)’
- ★ **CEN/TS 16634:2014** ‘Personal identification - Recommendations for using biometrics in European Automated Border Control’
- ★ **Review of CEN/TS 16634:2014** ‘Personal identification - Recommendations for using biometrics in European Automated Border Control’
- ★ **ETSI GR E4P 002** ‘Comparison of existing pandemic contact tracing systems’
- ★ **ETSI GS E4P 003** ‘High level requirements for contact tracing systems using mobile devices’
- ★ **ETSI GS E4P 006** ‘Device-Based Mechanisms for pandemic contact tracing systems’
- ★ **ETSI GS E4P 007** ‘Pandemic proximity tracing systems: Interoperability Framework’
- ★ **ETSI GS E4P 008** ‘Back-End mechanisms for pandemic contact tracing systems’

# ENERGY & ECODESIGN



## BACK TO THE FUTURE!

Since 1 March 2021, a clearer energy label has appeared on fridges, TV sets, dishwashers and washing machines on sale across Europe. This is the first step in a lengthy process that will help consumers better understand how much energy their household appliances consume. The major change is that the unloved and misleading A+, A++ and A+++ energy efficiency classes will disappear, meaning the label will revert to the scale of A to G. Most importantly, it allows consumers again to follow the message, “Buy A!”.

The change is not about the product’s energy consumption, but only its score. As a result of the rescale, an electrical appliance scoring A+++ in the current system may be classified as only a C, D or even an E appliance under the new label. This might seem confusing, but consumers need not worry. The differences between the current and new scores are due to refined measurement methods adopted by the EC. In short, the ‘downgrading’ of a product’s energy class means only that the new score is more accurate and helpful.

**ANEC-BEUC press release on the A to G energy label:**

<https://bit.ly/38c73Qd>

**ANEC-BEUC factsheet:**

<https://bit.ly/2NtLk8Q>

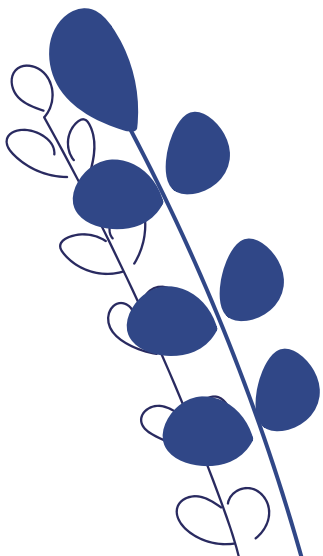
## ANEC IN CENELEC WORK ON MATERIAL EFFICIENCY

ANEC participates in the newly created CLC/TC 59X/WG23, ‘Material efficiency of household and similar electrical appliances’, that aims to facilitate material efficient products in the market as they are one of the building blocks of a circular economy, contributing to the reduction of CO<sub>2</sub> emissions.

The ease with which an appliance can be repaired or reused, and the ways in which durability, reliability & recycled content can be assessed concerns consumers. Consequently, checking the approach of European standards in assessing these elements is an essential precursor to the development of product-specific standards. Such work will prove key in supporting the ambitions of the EU Green Deal.

The work in WG 23 kicked off in October 2021 to develop the first material efficiency standard for a specific product category: washing machines. The aim of the work is to agree on a path forward for developing a further catalogue of such standards. ANEC believes it important to ensure the expectations of consumers are fully considered during this pioneering activity. We are also active in advocating EC policy makers take a structured approach to this work.

As part of our work within the PROMPT project, we are establishing links with WG23 to discuss development of this first material efficiency product-specific standard. PROMPT is preparing product-specific testing programmes, including for washing machines, and we look forward to exchanging best practices.





## MAKING MORE SUSTAINABLE, THE NEW NORMAL

At the start of September, ANEC and BEUC published a position paper with recommendations on the Sustainable Products Policy Initiative (SPI).

The SPI was announced as a key initiative of the Circular Economy Action Plan (CEAP), with the aim of making products “fit for a climate neutral, resource efficient and circular economy” and to “reduce waste”. The extension of the scope of the Ecodesign Directive to cover more products, beyond energy-related ones was announced as a key measure.

The position paper explains our recommendations on how to achieve the CEAP’s ambitions and calls on policy makers to introduce rules that make products more sustainable by design. We think the Ecodesign Directive is an instrument well-suited to get there, but its essential role in reducing the environmental burden of products should be strengthened. Its scope must be extended to non-energy related products, including textiles and furniture, and focus beyond energy efficiency. In addition, its governance must be modernised. We also ask the EC to consider the use of guarantees to help achieve more durable products.



**ANEC-BEUC common position, “Making more sustainable products the new normal”:**

<https://bit.ly/3ikvMXt>

## DEVELOPMENTS IN PROMPT

ANEC is part of a consortium running PROMPT, an independent testing programme assessing the lifetime of consumer products.

In June 2021, with BEUC, we co-organised a workshop with over 50 attendees and product testing experts from consumer organisations. We discussed the progress so far and exchanged best practices to finetune our testing programme. In November, the consortium presented the findings so far to policymakers to create links to ongoing and upcoming policy initiatives under the Circular Economy Action Plan. This second workshop included representatives from several EC DGs, MEPs and national representatives.

The testing programme considers reliability and reparability, as well as user and market aspects that can lead to products being thrown away too soon. It applies testing to smartphones, washing machines, vacuum cleaners and TVs. The four-year project, which started in May 2019, comes at a perfect time for standardisation, with development of horizontal standards on material efficiency in CEN-CENELEC JTC 10 (reparability, durability, remanufacturing) that will now need to be adapted to the product level.

ANEC is now leading the organisation of a PROMPT workshop with standardisation experts to discuss the development of product-specific standards, following the work taking place within the newly created CLC/TC 59X/WG 23 ‘Material efficiency of household and similar electrical appliances’ (see also page on Ecodesign).



**The PROMPT website:**

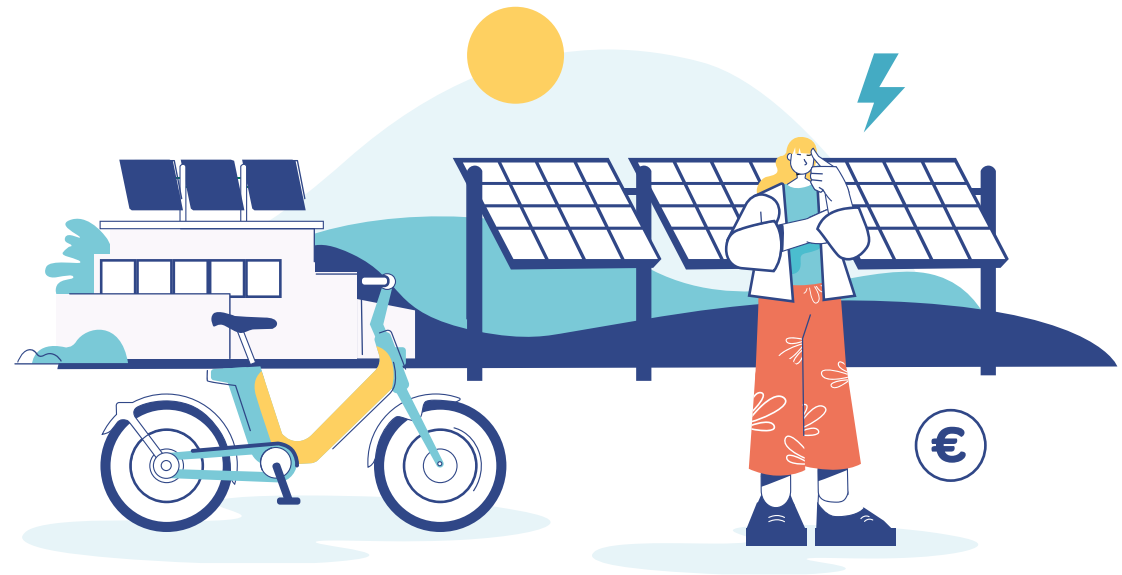
<https://bit.ly/3KOzXpX>

**The results so far:**

<https://bit.ly/3MWedK3>

## ENERGY PERFORMANCE OF BUILDINGS DIRECTIVE (EPBD)

In our position on the Revision of the Energy Performance of Buildings Directive, we explained how ANEC sees an opportunity to promote genuinely sustainable construction.



### ANEC FOCUSES ON SEVEN AREAS IN ITS POSITION ON THE EPBD:

- ★ Updating the framework for Energy Performance Certificates
- ★ Introduction of mandatory minimum energy performance standards for different types of buildings
- ★ Introduction of Building Renovation Passports
- ★ Introduction of a 'deep renovation' standard
- ★ Resource efficiency and circularity principles
- ★ Reducing energy poverty
- ★ Facilitating sustainable mobility

The Renovation Wave initiative, and EPBD revision, need to remain part of a democratic and unbiased process that reflects the needs of both society as a whole and individual vulnerable consumers. The interests of all parties have to be balanced and aim to tackle energy poverty.

The EC proposal for the revision of the EPBD was adopted on 15 December. Although ANEC can welcome some improvements, we still see a need for more ambitious changes.

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**ANEC position on review of the EPBD:**

<https://bit.ly/3kJ5e1>

**EC page with Q&A on the revision of the EPBD:**

<https://bit.ly/3sU57Ga>

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**ANEC position "Sustainability in the construction sector - A consumer perspective on relevant standards and initiatives":**

<https://bit.ly/39PNBcd>

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## ANEC PROPOSES B2C STANDARDS

ANEC continued to participate in CEN/TC 447 in the implementation of Mandate M/517 for the programming and development of horizontal service standards. Its WG5 tasked ANEC with the development of proposals for Business-to-Consumer (B2C) standards which we had previously identified. Hence ANEC submitted three Preliminary New Work Items (PNWI) drafts in April 2021 addressing the topics of Customer service; User satisfaction/customer experience and Complaints handling. Our contributions were well received and we look forward to continuing a fruitful discussion on next steps in 2022.



## ISO LOOKS TO INCREASE TRUST IN E-COMMERCE

A key win was the work done in the revision of ISO 10008 'Quality management – Customer satisfaction – Guidance for business-to-consumer electronic commerce transactions' that will be completed in 2022. ANEC played an essential role in improving the requirements of the standard from a consumer perspective, which we consider of great importance bearing in mind the rapid growth in e-commerce transactions. When applied in Europe, the revised standard could also help complement the provisions of the Digital Services Act.



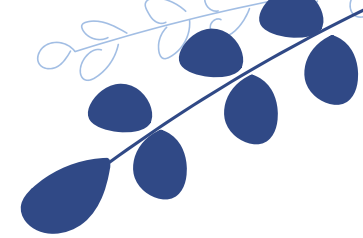
## ISO STANDARD ON ACCESSIBLE TOURISM

ISO 21902:2021 'Tourism and related services – Accessible tourism for all – Requirements and recommendations' received unanimous support from ISO members and was published in July.

The standard takes all consumer-relevant aspects into consideration, with a service-oriented approach and clear demands. Most proposals made by ANEC in the drafting of the standard were accepted, for example on staff training, and reference to other standards of importance to consumers.

We believe it key to raise awareness of ISO 21902, as its use will help improve the situation of all consumers for whom access is key. With the reopening of the tourism sector in the wake of the COVID-19 pandemic, the standard could also help early adopters find an advantage in the market.

**ISO page on ISO 21902:2021:**  
<https://bit.ly/3edXao8>



## PLANNING A SAFE RETURN TO FREE MOVEMENT

In March, the EC issued a Communication, “A common path to safe and sustained re-opening” in the wake of the COVID-19 pandemic. It called on Member States to coordinate a gradual lifting of COVID-19 restrictions. With a view to supporting a safe re-opening of the tourism sector, the EC also invited CEN to develop a standardisation deliverable as a basis for health and safety protocols in the hospitality sector.

ANEC contributed the consumer perspective to development of the CEN Workshop Agreement ‘Response to COVID-19 - Health and safety protocols for tourism establishments and services’ and the underlying ISO specification, ISO/PAS 5643:2021 ‘Tourism and related services – Measures to reduce the spread of COVID-19 in the tourism industry’. We asked that the CWA consider European specificities and additions resulting from the EC request, especially the importance of accessibility when defining a “visual identity, which could be displayed by businesses and seen and understood by consumers”. CWA 5643-1 was published endorsing the ISO PAS, and complemented by CWA 5643-2 including the visual identity. Both were made available in mid-May 2021.

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### EC Communication:

<https://bit.ly/3kLoi0q>

### CEN links to CWA 5643-1 and CWA 5643-2:

<https://bit.ly/3ygS3hx>

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## UNIVERSAL DESIGN IN TRANSPORT SERVICES

EN 17478:2021 ‘Transport Services – Customer communications for passenger transport services – A Universal Design approach’ was adopted by CEN in September. The standard, developed by CEN/TC 320, specifies requirements and recommendations for the planning, design, development and provision of communication services related to passenger transport. It requires that this information can be accessed, understood and used by the widest range of users, including persons with disabilities and older people.

Our participation in this work resulted in the successful inclusion of consumer relevant aspects.

## STANDARDS FOR QUALITY OF CARE

Following a negative ballot result from the Enquiry on prEN 17500, CEN/TC 449 agreed to change the deliverable from an EN to a Technical Specification. Although ANEC regretted the need to choose a lower standardisation deliverable on the quality of care and support for older persons, we still find that it represents a good and comprehensive reference point for care professionals. Hence we welcomed adoption of CEN/TS 17500 ‘Quality of care and support for older persons’ when it was adopted in September.

In the context of disease prevention and health promotion in an ageing population, we see an important role in the application of European standards for person-centred care, including both CEN/TS and EN 17398:2020 ‘Patient involvement in health care - Minimum requirements for person-centred care’.



## EU CONSIDERS ACTION ON SHORT TERM RENTALS

In September, the EC issued a new Roadmap for the initiative, “Tourist services - Short term rentals”. The aim of the initiative is to develop “*responsible, fair and trusted growth in short term rentals*”. In a position paper replying to the Roadmap, we shared our experiences with the collaborative economy in the European market, and in the international standardisation work of ISO/TC 324 ‘Sharing economy’.



### WE COMMENTED THAT, FROM A CONSUMER PERSPECTIVE, IT IS CRUCIAL TO ADDRESS ON ELEMENTS SUCH AS THE:

- ★ Transparency of the platform on the status of the provider (individual or business);
- ★ Responsibility of the platform for the classifieds published and type of providers (individual or business);
- ★ Importance of having an efficient complaints handling system;
- ★ Responsibility of the platform for the safety of accommodation (fire safety, security, swimming pool safety...).

The adoption of the EC proposal is foreseen in the second quarter of 2022.

### EC Roadmap:

<https://bit.ly/3Fh88FL>

### ANEC position responding to the EC Roadmap:

<https://bit.ly/3CYzu1e>

### Eurostat statistics on short-stay accommodation booked via collaborative economy platforms (June 2021):

<https://bit.ly/3rWsYEE>

## EXAMPLES OF STANDARDS FOR SUSTAINABILITY THAT ANEC INFLUENCED IN 2021 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

**ISO 21902:2021** ‘Tourism and related services – Accessible tourism for all – Requirements and recommendations’

**ISO/PAS 5643:2021** ‘Tourism and related services – Requirements and guidelines to reduce the spread of Covid-19 in the tourism industry’

**CWA 5643-1 and -2** ‘Measures to reduce the spread of Covid-19 in the tourism industry’

**CEN/TS 17500:2021** ‘Quality of care and support for older persons’

**EN 17478:2022** ‘Transport Services – Customer communications for passenger transport services – A Universal Design approach’



## EC HIGH LEVEL ROUNDTABLE

ANEC was pleased to be chosen for membership of the new EC High Level Roundtable (HLR) on the Chemicals Strategy for Sustainability where our Secretary-General, Stephen Russell, has been appointed.

At the first meeting of the Roundtable on 5 May, he presented the topics ANEC expects the HLR to address during its mandate. He explained our interest in raising consumer protection from hazardous chemicals, notably on points we believe are not yet addressed in implementation of the Chemicals Strategy. These include the development of a consistent approach to address chemicals in consumer products; the identification of gaps in the present regulatory frameworks for products, and the identification of product areas where further regulatory measures need to be taken. He gave further recommendations on the policy tools that could support the implementation of the Strategy.

During the second part of the year, several meetings took place of the Sherpa group that supports the members the HLR to prepare a report on compliance and enforcement of chemicals legislation, adopted by the 2nd HLR meeting of November.

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**HLR report on compliance and enforcement:**  
<https://bit.ly/3MQ6n4T>

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## LEGAL FRAMEWORK FOR FCM

It has been long known that the current EU regulatory framework for Food Contact Materials (FCM) is deficient and puts consumers at risk. Harmonised rules (particularly for plastics) are incomplete and outdated, and implementing measures for most other materials are missing.

The approach we propose seeks radical reduction of substances and materials, and elimination of substances of (high) concern from FCM. We ask for pre-market authorisation of substances and materials, with an expiry date for the authorisations. The costs of authorisations, renewals and market surveillance should be met by industry.

Our supporting position paper came under the spotlight in 2021 and we were asked to present it at the Chemical Watch event, “Food Contact Regulations Europe 2021” in February.

We plan to promote our recommendations further in the revision of the legislative framework, now further postponed to 2023.

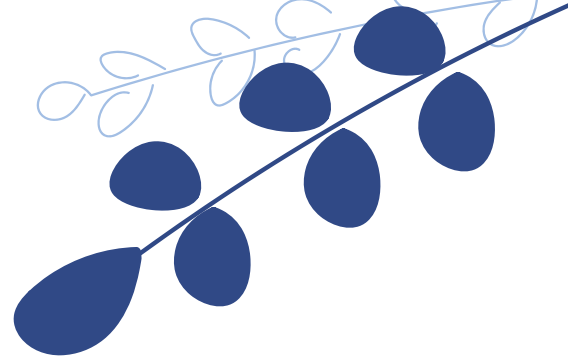
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**ANEC position on the directions for the future development of the EU legislative framework on FCM:**  
<https://bit.ly/3iy5ksa>

**“Food Contact Regulations Europe 2021” (including recording):**  
<https://bit.ly/3OKSKp8>

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## CHEMICALS IN TOYS

In April 2021, ANEC published a position paper on the way forward for chemicals in toys. In the paper, we welcome the conclusions of the EC Staff Working Document from 2020 on the evaluation of the Toy Safety Directive (TSD), which stated that “the Directive’s effectiveness is deficient in several points, in particular on chemicals” which “require urgent attention”. ANEC and BEUC have repeatedly pointed to these deficient provisions, even before adoption of the present TSD, 2009/48/EC. Our view has been supported by several Member States.

In our view, particularly Article 46 of the TSD must be changed to allow for the establishment (or amendment) of provisions for all kinds of chemicals and for all kinds of toys, using a comitology procedure. We believe it important to broaden the scope of Article 46, not only with respect to the age range of children using toys, but also to ensure that the revised clause makes it possible to deal with all kinds of chemical provisions, not simply limits for specific substances. In addition, it must be ensured that the EC has the resources to regulate chemicals in toys effectively.

We welcomed the publication in the OJEU on 4 June 2021 of a Directive amending the TSD as regards specific limit values for aniline in certain toys. The work was initiated by ANEC and the new limits are fully in line with our position from 2016.

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**ANEC position: “Toy Safety Directive evaluation and Chemicals Strategy for Sustainability (CSS): Which way forward?”**

<https://bit.ly/3ohAjEa>

**EC Staff Working Document on the safety of toys:**

<https://bit.ly/3ylUoqP>

**Directive (EU) 2021/903 amending the limit values for aniline:**

<https://bit.ly/3NwktbP>

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# TRAFFIC & MOBILITY



## SUSTAINABLE TRANSPORT AND MOBILITY IN THE CONTEXT OF EUROPEAN STANDARDS

In December, the dedicated ANEC Smart & Sustainable Project Team developed a position on sustainable transport and mobility in the context of European standards.

A key contributor to greenhouse gas emissions and other pollution, the transport sector is the focus of numerous greening policies. Improving performances and changing behaviours are needed to move towards forms of mobility that are sustainable and energy-efficient, respect the environment and aid human health. Technological innovations can contribute to this goal, but traditional pathways, such as enhancing environments for cycling and walking, should not be left aside, and consumers should have clear information about their mobility choices.

The paper provides recommendations for future and ongoing standardisation work, covering topics such as EPACs, ITS, Euro 7 norms, and alternative fuel infrastructures.



## NEW EU TYRE LABEL

On 1 May 2021, new rules were introduced in the EU to improve and strengthen the rules for tyre labelling.

ANEC published an infographic, explaining the new label which enables consumers to optimise their choices and take into account criteria such as fuel efficiency, noise level and wet grip performance.



**“Sustainable transport and mobility in the context of European standards”:**

<https://bit.ly/3vZCoSw>

**ANEC infographic on the new EU tyre label:**

<https://bit.ly/3ydi6q9>



# MEMBERS OF THE ANEC GENERAL ASSEMBLY



## NOTE:

Each member of the ANEC General Assembly is nominated to represent the interests of all national consumer organisations in their home country. Hence the organisations listed provide only a contact address for the ANEC/GA member.



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*Raising standards for consumers*

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