

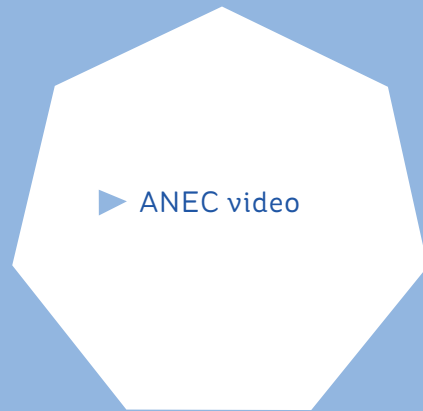


Raising standards for consumers

# ANEC ANNUAL REVIEW



2018



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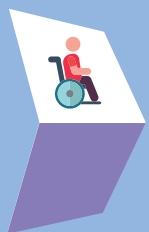
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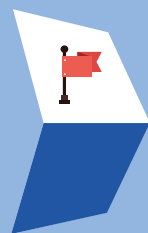
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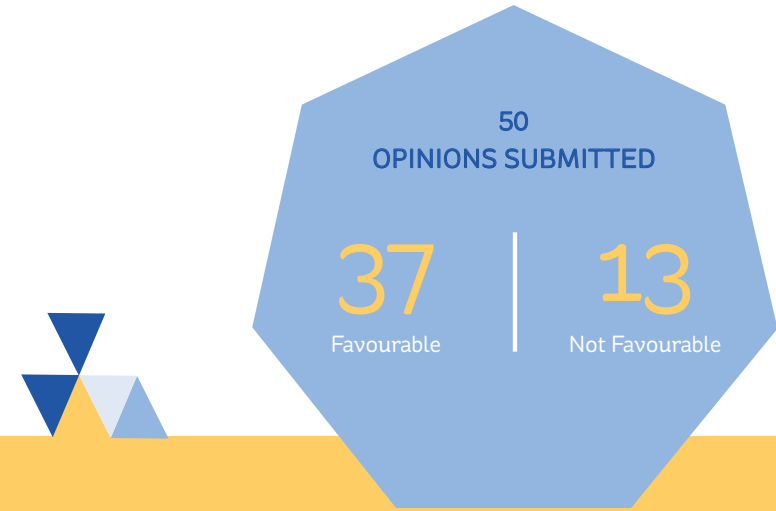


26  
Members of the  
ANEC General  
Assembly



# KEY FACTS & FIGURES

ANEC submitted 50 Opinions (37 'Favourable' and 13 'Not Favourable') to CEN-CENELEC in 2018, constituting the majority of Opinions submitted by the societal Annex III Organisations to whom the right is granted.



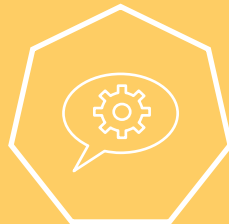
68

Experts



492

Technical comments



238

Meetings



In executing its Work Programme 2018, ANEC brought together 68 experts who participated in 238 meetings at European and international level in the collective consumer interest. ANEC requested comments and technical contributions from its network of experts no fewer than 492 times in 2018.

# ANEC's MISSION



“

Looking back on my term as ANEC President, it is remarkable how the interests of consumers have come to the forefront of European standardisation over the past eight years. Our voice is more often heard, and our points of view more often accepted. Indeed, encouraged by the European Commission's Single Market Strategy of 2015 and its Joint Initiative on Standardisation, I believe there is now recognition that a European standardisation system which is inclusive, and designed to meet business and societal needs simultaneously, helps give Europe a competitive edge on the global stage. Of course, none of what ANEC achieves would be possible without its many volunteer experts, its members and its Secretariat. My profound thanks go to them all.

Arnold Pindar  
ANEC President

”

# ANEC's AREAS OF PRIORITY

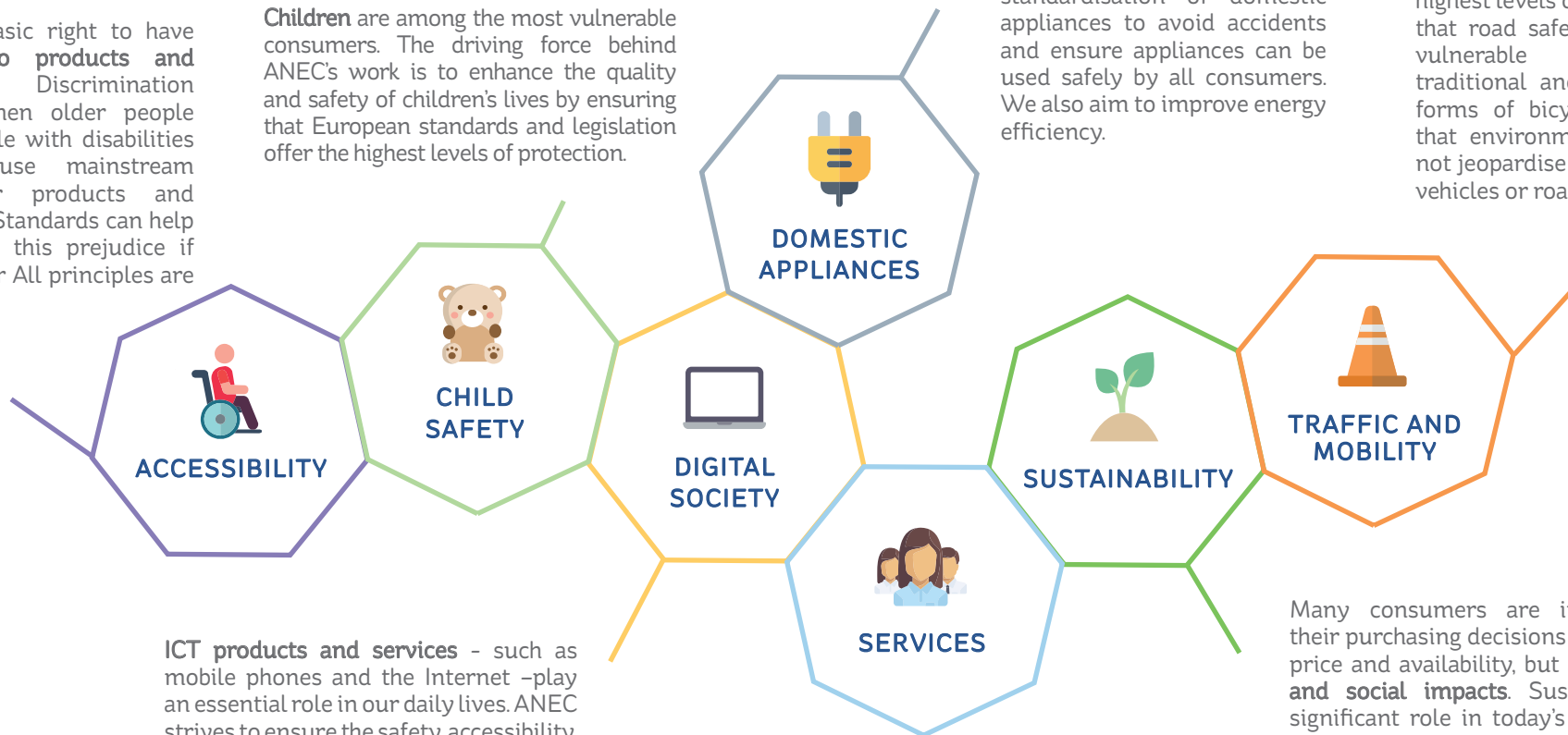
In 2018, there were 7 fields of technical activity: Accessibility, Child Safety, Digital Society, Domestic Appliances, Services, Sustainability, and Traffic & Mobility.

It is a basic right to have **access to products and services**. Discrimination arises when older people and people with disabilities cannot use mainstream consumer products and services. Standards can help overcome this prejudice if Design for All principles are applied.

**Children** are among the most vulnerable consumers. The driving force behind ANEC's work is to enhance the quality and safety of children's lives by ensuring that European standards and legislation offer the highest levels of protection.

Consumers still suffer 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 aim to improve energy efficiency.

ANEC addresses both the **active and passive aspects of road safety**. These include ensuring child-restraint systems 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.



**ICT products and services** – such as mobile phones and the Internet – play an essential role in our daily lives. ANEC strives to ensure the safety, accessibility, interoperability and privacy of ICT products & services, especially noting the risks posed by connected products and the Internet of Things.

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

Many consumers are increasingly basing their purchasing decisions not only on quality, price and availability, but also **environmental and social impacts**. Sustainability plays a significant role in today's consumer product policy and standards.

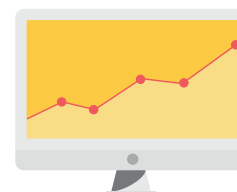


## HORIZONTAL HIGHLIGHTS

### NEW eLEARNING TOOL

A new free, interactive eLearning course on standards was launched on 12 October 2018 during the World Standards Day conference, 'How will standards meet the future?', hosted by the three European Standardisation Organisations, in cooperation with the EC & EFTA. The development of the tool was led by ANEC with the support of CCMC, ECOS and ETUC. We and our Annex III partners also contributed financially to the costs of the tool. ANEC views the course as meeting its long-time call for a sustainable and straightforward training tool on European standardisation. The wish now is for the course – which is available in only English – to be translated into at least the popular European languages.

▶ eLearning course on standards



Between October 2018 and January 2019, over **1.100** visitors completed at least some of the course modules.

### ENHANCING TRANSPARENCY AND LEGAL CERTAINTY FOR A FULLY FUNCTIONING SINGLE MARKET

ANEC welcomed the EC Communication of 22 November 2018, “Harmonised standards: Enhancing transparency and legal certainty for a fully functioning Single Market” (COM(2018) 764 final). We appreciate the commitment to monitor whether the contributions of weaker stakeholders, including consumers, are taken into account in the standards development process, noting that these contributions enhance the quality of the standards. Moreover, we believe European standards that meet the expectations of business and society can benefit European business in the global market, as well as achieve improved levels of protection and welfare for Europe’s citizens.



# TECHNICAL STUDIES 2018

## DEFINING SAFE SLEEPING CONDITIONS FOR CHILDREN

During recent years, there have been continued reports of serious accidents involving children in the sleep environment, including some that resulted in the death of a child. In addition, new types of products for use in the child's sleep environment are coming on to the market. Health care professionals are sometimes giving the green light to parents and carers to use these products without being aware of potential safety hazards. Similarly, parents sharing their bed with a baby or young child presents other hazards and risk of accident.

Differing views and advice on best practices in the health care sector on the optimal sleep environment for a child have made it difficult to assess the risks posed by products such as cot beds, travel cots, baby nests and baby sleepers, among others.

Given this background, ANEC commissioned a technical study to assess the optimal conditions for a safe sleeping environment for children, taking into account the types of product available, the standards for these products where they exist, and varied environments in which a child may be expected to sleep.

The ANEC Child Safety WG is considering the findings of the study ahead of possible proposals to extend the scope of European standards or to develop new European standards (e.g. for baby nests).



▶ Final report of the Technical Study on the safe sleeping conditions for children

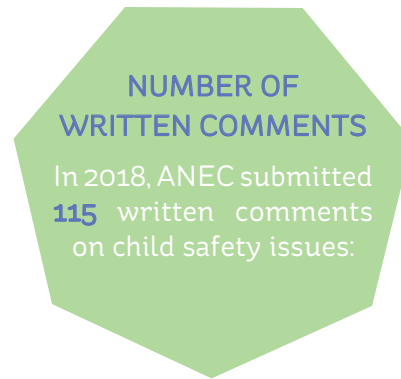


# CHILD SAFETY

## ANEC PROMPTS NEW CHEMICAL LIMITS IN TOYS

Parents and child carers expect toys to be safe for children, often the most vulnerable consumers.

In May 2018, we welcomed the publication of Directive (EU) 2018/725 for Chromium VI limits in Appendix C of the Toy Safety Directive, having aided the EC in determining the proposed limit values. In October, we welcomed draft rules for formaldehyde and aniline limits and proposals on allergenic fragrances.



## ANEC PROMOTES THE VALUE OF PLAYGROUND STANDARDS

European standards can improve consumer protection and welfare but only if known and used.

Following the adoption in 2017 of the playground equipment standards, EN 1176-1, EN 1176-4 and EN 1177, ANEC co-sponsored the "International Expert Meeting - Outdoor Play", hosted by the Serbian Association of Landscape Architects in March 2018. Our expert presented the value of the EN 1176 series in the design of safer play spaces. ANEC was influential in shaping the requirements

of these standards which offer notable improvements in the protection of children.

A similar conference, 'Children and the City - Play Spaces,' also co-sponsored by ANEC, was organised in Prague in October 2018, where our expert explained how standards affect playground design and how existing playgrounds can be adapted to the latest standards.

- ▶ Conference 'Children and the City - Play Spaces'



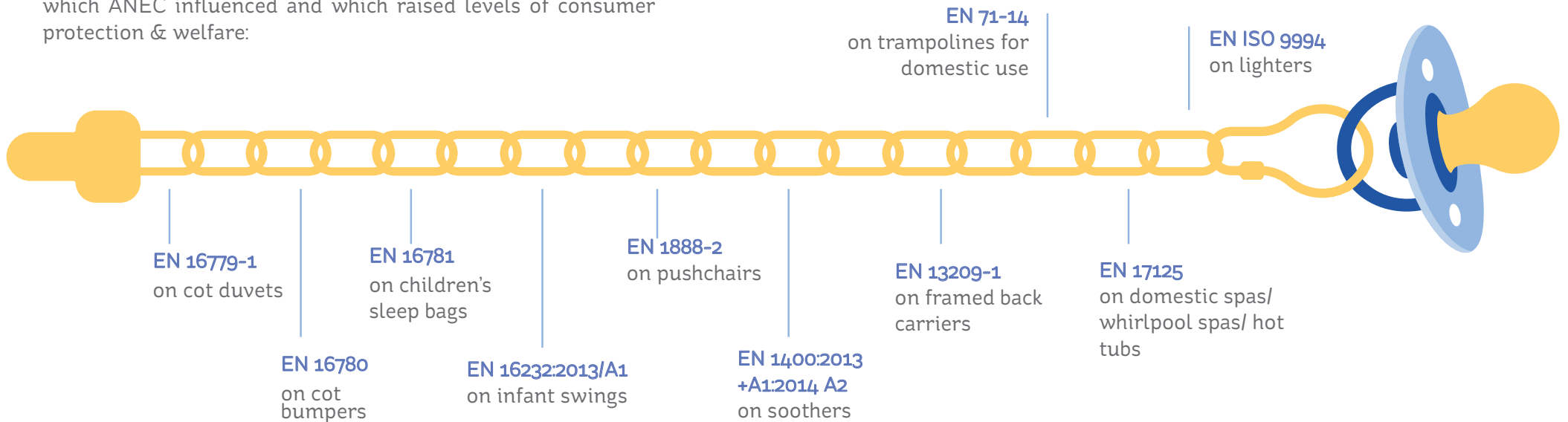
### TRAMPOLINES NOW SAFER, THANKS TO ANEC

Available accident and injury data show trampolines to be a growing cause of accidents and injuries among children.

ANEC was influential in shaping an amendment to EN 71-14 'Safety of Toys – Part 14: Trampolines for domestic use' which extends the scope of the standard to include in-ground (buried) trampolines. The standard already required safety nets for freestanding trampolines to protect against falls during use. In-ground trampolines may be sold with the alternative of shock-absorbing material, designed to provide a soft surface around the toy.

### STANDARDS FOR CHILDREN'S PRODUCTS ADOPTED IN 2018

which ANEC influenced and which raised levels of consumer protection & welfare:



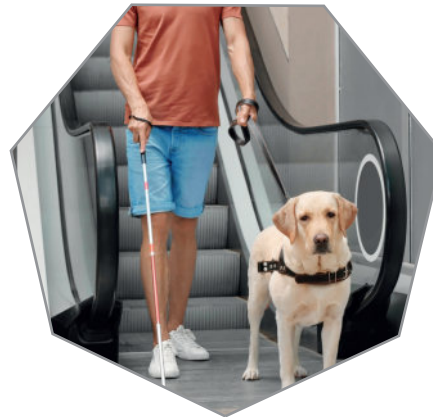


# ACCESSIBILITY

## ANEC HELPS TO MAKE EUROPE ACCESSIBLE

At the end of 2018, ANEC welcomed the agreement of the Parliament and Council to the **European Accessibility Act**. After many years of lobbying, this proved a significant win for ANEC. The Directive on accessibility requirements for products and services (the so-called Act) reflects our proposal to use standards to complement legislation. The final text should be published in 2019. The Commission will then issue standardisation requests for the standards intended to provide presumption of conformity to the legislation.

Our lone regret is that the Act requires the built environment to become only “continuously and progressively more accessible” to persons with disabilities. Mandatory requirements for the built environment should have been introduced in order to increase accessibility across Europe.



## ANEC CONTRIBUTES TO TOOLS FOR ACCESSIBLE PRODUCTS AND SERVICES

ANEC contributed significantly to **EN 17161 ‘Design for All – Accessibility following a DfA approach in products, goods and services – Extending the range of users’**, adopted in December 2018. The standard implements M/473 to include ‘Design for All’ in relevant standardisation initiatives and training material on accessibility standardisation. M/473 itself was agreed only after considerable lobbying by ANEC. This adoption of the standard is a key achievement for ANEC and the disability movement as business stakeholders proved reluctant to follow the approach at the outset.

## ANEC SUPPORTS MEMBER STATES IN THEIR DUTIES ON ACCESSIBILITY

During the summer, **EN 301 549 v.2.1.2 ‘Accessibility requirements for ICT products and services’** was approved, in line with ANEC’s position. It is triple logoed (CEN-CENELEC-ETSI). On 21 December, it became the first Harmonised Standard proving presumption of compliance with Directive (EU) 2016/2102 on accessibility of websites and mobile applications. Member States have until September 2019 to comply with the legislation.

# DOMESTIC APPLIANCES

## ANEC SHOUTS OUT ON THE “SILENT KILLER”

Following adoption in 2017, with support from ANEC, of an amendment to EN 1860-1/A1 ‘Appliances, solid fuels and firelighters for barbecuing – Part 1: Barbecues burning solid fuels - Requirements & test methods’, ANEC in 2018 focussed on raising awareness to consumers not to use a barbecue indoors because of the risk of carbon monoxide (CO) poisoning. Some consumers use barbecue grills to heat a tent or caravan, or to cook in case of rain. In April 2018, we launched the leaflet, ‘Be Safe This Summer’, to help educate children and young adults on the dangers of carbon monoxide poisoning, and to warn that ‘Misuse of a BBQ grill can kill!’. The leaflet is available in English, French, Romanian, Spanish, Italian, Polish and Russian, and can be found on the campaign page, which details other ANEC activities related to the prevention of CO poisoning. The leaflet was re-launched in June, just before the start of the FIFA World Cup. As carbon monoxide incidents are more common during the colder months, ANEC issued a visual in November reminding consumers on social media that with temperatures dropping, they should never use a charcoal BBQ indoors as a heating source.

▶ ANEC/CSI campaign page on CO poisoning



**CO kills! Stay aware!**

**Never take a barbecue grill or stove indoors to use as a heat source.**

Charcoal **barbecues can be dangerous** even when cooling or smouldering. They emit large quantities of **carbon monoxide (CO)**, which is a lethal gas that **can kill** within a few minutes.

 [www.anec.eu](http://www.anec.eu) [@anecweet](https://twitter.com/anecweet) ANEC is supported financially by the EU and EFTA  

### NEW ISO STANDARD HELPS CONSUMERS CHOOSE

ANEC welcomed the publication of ISO 21041 'Guidance on unit pricing'. We participated in the development of the standard which is meant to help consumers compare the prices between household products and make more informed choices. The way in which unit prices are displayed can influence how consumers recognise and use this information when buying a product. The new standard aims to allow the value for money of products to be compared more easily and so allow consumers to differentiate between package sizes, brands, packaged and non-packaged products, types of packaging, regular and special offer prices, substitute products, and even retailers.

▶ ANEC press release 'New ISO standard will help consumers choose'



### STANDARDS IN THE HOUSEHOLD APPLIANCES FIELD ADOPTED IN 2018

which ANEC influenced and which proved successful in raising levels of consumer protection & welfare:

#### EN 60335-2-97

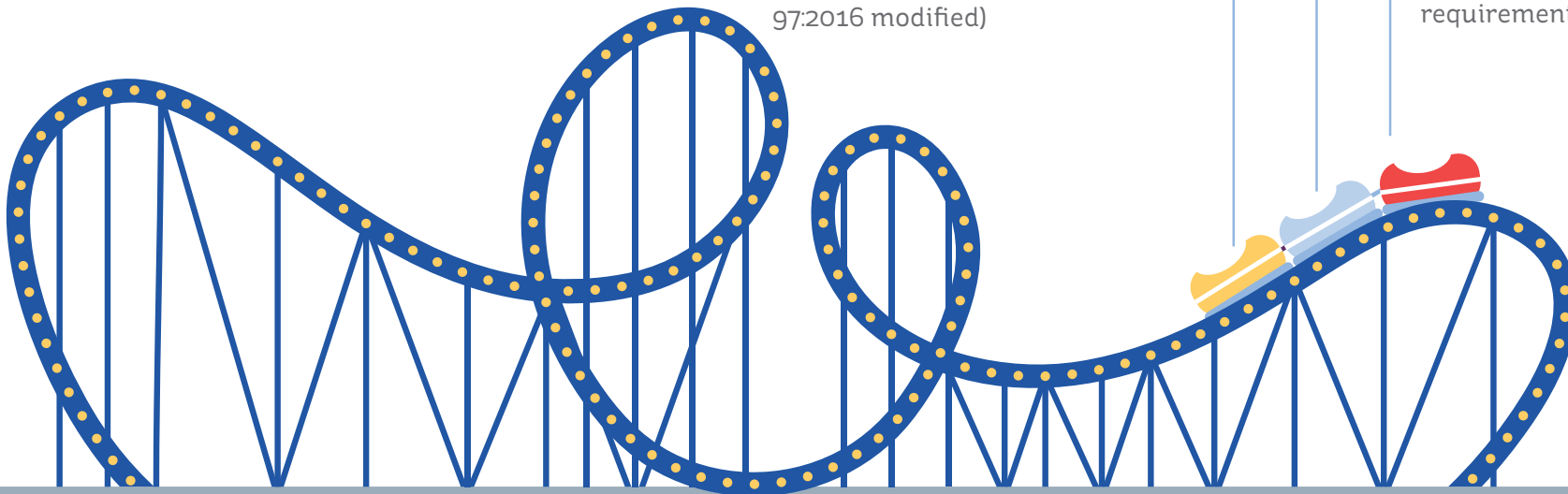
'Household and similar electrical appliances - Safety - Part 2-97: Particular requirements for drives for shutters, awnings, blinds and similar equipment' (IEC 60335-2-97:2016 modified)

#### EN 13814

'Safety of amusement rides and amusement devices' (3 Parts)

#### EN 60335-1:2012

'Household and similar electrical appliances - Safety - Part 1: General requirements' (2 Amendments)





# DIGITAL SOCIETY

(INCLUDING INNOVATION)

## ANEC ADVOCATES PRIVACY BY DESIGN

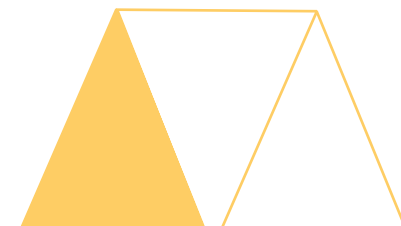
In June, the EC announced a possible **delegated act under Art. 33 of the Radio Equipment Directive (2014/53/EU)** on connected and wearable products. ANEC welcomed the proposals which we have long sought. If privacy and security become essential requirements for products to be put on the market, unsecure products can be removed more easily. Standards can be used to check whether products respect the principles of privacy and security by design. The EC will carry out an Impact Assessment in 2019, including a public consultation.

## CYBERSECURITY IS GOOD, TESTED CYBERSECURITY IS BETTER!

ANEC was able to influence the scope of **CEN-CENELEC JTC 13 'Cybersecurity and data protection'** in the interest of consumers, and to maintain that privacy is also covered as it is closely linked to security. ANEC submitted a proposal for a standard to test the security of consumer connected products. The JTC decided to establish a feasibility study on our proposal, together with a similar Danish proposal. Nevertheless, the main aim of JTC 13 will be to adopt ISO standards at European level.



- ▶ ANEC-BEUC position paper on cybersecurity of connected products (including European Cybersecurity Act)
- ▶ ANEC/BEUC Factsheet on the safety of connected products:
- ▶ WCRD 2018 ANEC and CEN-CENELEC Infographic 'Standards help create fair & secure digital market places':





## PUMP DOWN THE VOLUME

We backed the adoption of EN 62368-1:2014/AD:2018 'Audio/video, information & communication technology equipment - Part 1: Safety requirements (IEC 62368-1:2014, modified)', on sound level dosage and limits for Personal Music Players, on which we have been working for several years. This helps to support our long-running campaign, 'Pump down the volume!' to lower the sound level in Personal Music Players and smartphones in order to protect the hearing of children and younger people. The aim of the standard is to avoid listeners reaching the safe maximum weekly dose in a matter of minutes, and then to continue listening at high volume simply by noting the warning.

## ANEC LEADS SMART CITIES STANDARDS FOR SMART CONSUMERS

In September 2018, ETSI selected ANEC to lead the work of ETSI TC HF Specialist Task Force (STF) 561 'Smart cities and communities: standardisation to meet citizen and consumer requirements'. Our perception is that work on smart city standards does not sufficiently factor in citizens' needs, including usability, accessibility, or data security. This is counterproductive when trying to create efficient smart cities ecosystems. Very few standards have been started with the citizen in mind. We want to change that.

- ▶ ANEC campaign 'Pump down the volume!'
- ▶ ANEC's work on smart cities





## STANDARDS FOR ENERGY-RELATED PRODUCTS

ANEC continues to cooperate with ECOS to ensure environmental and consumer interests are reflected in Ecodesign standards. ANEC focuses on items of high consumer relevance in the area of energy related products, including work in CEN-CENELEC TC 10 on material efficiency, and on the Ecodesign aspects of product groups, such as white goods & smart appliances in CENELEC TC 59X 'Performance of household and similar electrical appliances'. Specifically, we participate in work related to washing machines, dishwashers, vacuum cleaners, electric room heating appliances and smart appliances. We have also been active in discussions on consumer-relevant testing, where we have helped ensure standards reflect real-life use, while offering the repeatability and reproducibility necessary to support eco-design and energy labelling legislation.

## ECODESIGN TO MAKE REPAIR EASIER AND PRODUCTS SAFER

Throughout 2018, ANEC and BEUC participated in development of new Ecodesign requirements for 5 key consumer products: washing machines, dishwashers, refrigerating appliances, electronic displays and lighting products. Following our long standing demand to include Circular-Economy-related requirements under Ecodesign, the EC has put forward reparability requirements for those appliances. Manufacturers will have to make spare parts available for a period between 7 to 10 years, and within 15 working days. In addition, information on how to maintain and repair the appliance should be made available. Furthermore, harmful flame-retardants will be banned from the stand and enclosure of TVs, which is good news for consumers. The requirements should be adopted as a package in 2019.







# SERVICES

## CONSUMER ATTITUDES TO CROSS-BORDER HEALTHCARE

An ANEC study investigated consumer attitudes and experiences in cross-border healthcare.

1.656 European consumers were surveyed. The study shows an urgent need to give consumers consistent guidance about cross-border healthcare options, as well as for there to be effective systems of consumer redress in case of difficulties. It confirms that legislation that gives EU citizens the right to cross-border healthcare offers many potential benefits but is still not working effectively. The study concludes with recommendations to authorities.

### Lack of awareness about rights



**47 %** knew that they could apply to be reimbursed for certain planned treatments.

Our findings were confirmed by the EC Study on cross-border health services: enhancing information provision to patients, published in July 2018.



**only 34.1%** sought reimbursement of costs from their national healthcare insurer, with the remainder funding their treatment privately.



**1 out of 4** were aware of the National Contact Points (NCPs) which were set up in each Member State to provide information and advice about cross-border healthcare.

## IMPROVING CONSUMER EXPERIENCE WITH E-COMMERCE

### NEW RULES FOR CROSS-BORDER PARCEL DELIVERY

ANEC welcomed adoption of Regulation (EU) 2018/644 on cross-border parcel delivery services. Under the reform, **delivery tariffs** will be published on a website, which will allow **consumers to choose the best rates**. **Traders** are also to provide **delivery options to consumers**. Indeed, the new rules are expected to benefit consumers and small retailers. It will be fully applicable in 2019. The results of our 2015 study on e-commerce and our 2017 ANEC position paper on the proposed Regulation were key in helping ANEC encourage the decision.

### ANEC SHAPES ISO 20488 ON ONLINE REVIEWS

ANEC played a leading role in drafting **ISO 20488 'Online consumer reviews – Principles and requirements for their collection, moderation and publication'**. The new standard details best practice in the collection, moderation and publication of reviews, in order to improve reliability and enhance consumer trust. The intent is to minimise fake reviews.

Hence the standard requires processes to ensure transparency, verify review author authenticity, and moderate review content. Other issues addressed include accessibility, fairness, privacy, structure of review, and ratings.

- ▶ ANEC leaflet 'Cross -border healthcare'
- ▶ EC Study on cross-border health services: enhancing information provision to patients
- ▶ ANEC technical study on cross-border healthcare
- ▶ The results of the ANEC study on e-commerce
- ▶ ANEC position paper on the proposed Regulation on cross-border parcel delivery services
- ▶ ISO 20488:2018 'Online consumer reviews -- Principles and requirements for their collection, moderation and publication'



# SUSTAINABILITY



## CALLS FOR AN EU STRATEGY FOR A NON-TOXIC ENVIRONMENT

ANEC continued defending its position on chemical safety of consumer products and calling on the EU institutions to develop the EU strategy for a **non-toxic environment** required in the 7th Environmental Action Programme. Although this crucial instrument has been delayed, there is still support for developments in this area. For example, the EU Environment **Council** conclusions in June 2018, included strong recommendation for the EC and Member States to work on the strategy for a non-toxic environment, required by the 7EAP.

The European Parliament adopted its Report on the implementation of the 7th Environment Action Programme (2017/2030(INI)) on 17 April 2018 criticising the lack of progress on the 7th Environment Action Programme on the development of a European strategy for a non-toxic environment.

In September 2018, a **Parliament** resolution on a European strategy for plastics in a circular economy (2018/2035(INI)), also called on the EC to develop a union strategy for a **non-toxic environment**. The report said the **Eco-design Directive** and other product-specific legislation should be used with REACH to introduce requirements to substitute substances of concern. This is in line with our position. Though the strategy for the non-toxic environment has not been developed, our position on how to limit exposure to hazardous chemicals in consumer products has been sought on several occasions and our expertise valued.

- ▶ ANEC position paper on chemical safety of consumer products
- ▶ ANEC open letter on Austrian Presidency's actions on consumer product safety and European strategy for a non-toxic environment

- ▶ Delivering on the EU Action Plan for the Circular Economy - Council conclusions
- ▶ Report on the implementation of the 7th Environment Action Programme (2017/2030(INI))
- ▶ ANEC position paper on the Proposal for a revised Drinking Water Directive (DWD)

## REVISION OF THE DRINKING WATER DIRECTIVE

Further to our earlier contributions to the evaluation of the Drinking Water Directive (DWD), we prepared a position paper on its revision in April 2018. In May, ANEC presented its views at an event at the European Parliament. The report, adopted by the Parliament in October, reflects several of our key requests, notably specific provisions for material in contact with drinking water (e.g. migration of hazardous substances); minimum hygiene requirements for materials in contact with water, and special conditions of use. The European institutions enter tripartite negotiations in 2019.



# TRAFFIC & MOBILITY



## ANEC RAISES AWARENESS: NEW LABELS FOR FUEL IDENTIFIERS

ANEC launched a video to publicise new labels for fuel identifiers as an example of how standards make consumers' everyday lives easier. ANEC represented the collective European consumer voice in the drafting of the European Standard, EN 16942:2016 'Fuels – Identification of vehicle compatibility – Graphical expression for consumer information'. We released the video with an accompanying Infographic and briefing.

## GIVING CONSUMERS CLEAR, RELIABLE AND COMPARABLE INFORMATION ABOUT THE SAFETY AND FUEL EFFICIENCY OF TYRES

With BEUC, ANEC prepared a common position paper on the European Commission's legislative proposal on tyre labelling of May 2018 and encouraged Parliament to make further changes in the consumer interest. It is important to note that fuel efficiency is a key component of the tyre label, but our concern is that this element is promoted above safety information on wet-grip, and grip in snow and ice. The EC proposal reflects not only this concern but aims to align the labelling scheme with the model used for energy-labelling.

## A LEAP FORWARD IN PROTECTING CHILDREN: ANEC WORK ON CHILD SEATS SUCCESSFULLY COMPLETED

In June, ANEC welcomed the adoption by UNECE of the third and final phase of Regulation 129 (R129) on enhanced child restraint systems. Work on R129 started a decade ago, with ANEC - under the umbrella of Consumers International - the lone consumer voice in the discussions. Now that all three phases of the Regulation are adopted, it is important that the old R44 standard is phased out as early as possible to avoid confusion among consumers and see only car seats that offer the highest level of protection on the market.

## ANEC CAMPAIGNS FOR GREATER ROAD SAFETY

ANEC campaigned for new vehicle safety measures, joining a coalition of automotive supplier companies, cities and groups calling for greater road safety. We called on EU industry ministers to support the EC's proposed package of new vehicle safety. Furthermore, with the European Transport Safety Council, we called on the Parliament to support the revision of vehicle standards. The EC proposal is intended to save at least 25,000 lives and avoid 140,000 serious injuries over 13 years.



- ▶ ANEC video 'New labels for Fuel Identifiers in Europe'
- ▶ ANEC infographic 'New fuel labelling in Europe'
- ▶ ANEC briefing 'Fuels – Identification of vehicle compatibility – Graphical expression for consumer information'
- ▶ ANEC position paper 'Giving consumers clear, reliable and comparable information about the safety and fuel efficiency of tyres'
- ▶ ANEC press release 'Automotive supplier industry, cities and campaigners call on EU industry ministers to back new vehicle safety standards without delay'



# ANEC MEMBERS 2018-2019

ANEC represents consumers from EU Member States and 3 EFTA countries (Iceland, Norway and Switzerland), as well as the Republic of North Macedonia, Serbia and Turkey.

## MEMBERS OF THE GENERAL ASSEMBLY

NOTE: each member of the ANEC General Assembly is nominated to represent the interests of all national consumer organisations in his or her home country. Hence the organisations listed provide only a contact address for the GA member.

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*Raising standards for consumers*

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ANEC is the European consumer voice in standardisation, defending the collective consumer interests in the processes of technical standardisation, conformity assessment, accreditation and market surveillance as well as related legislation and public policies.

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