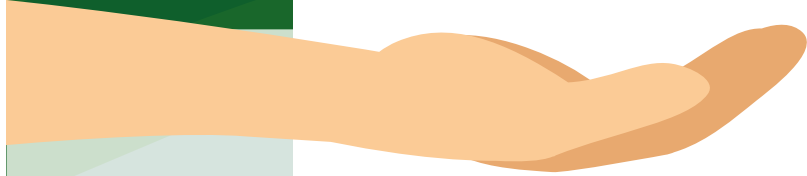
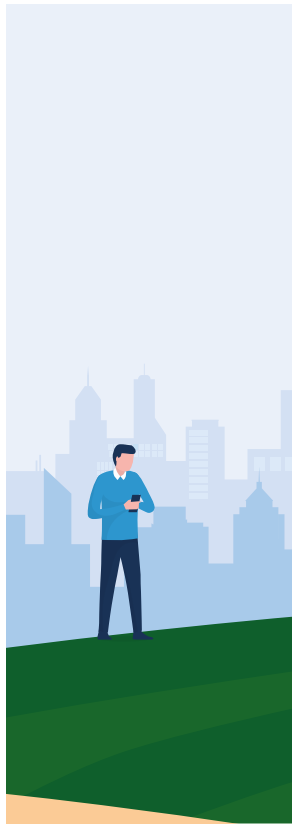




ANNUAL REVIEW — 2019



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Members of the
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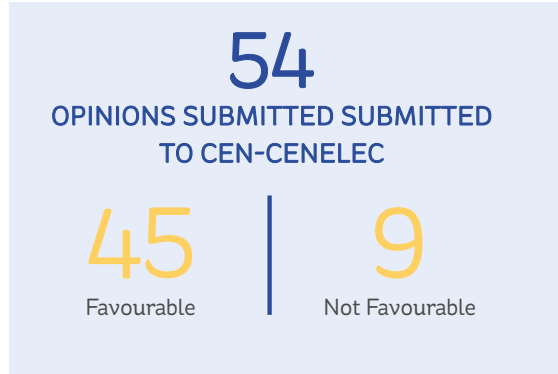
ANEC video:

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





KEY FACTS & FIGURES



512

Written comments submitted in 2019



15

Position papers issued



227

Persons trained



2.433

Twitter followers



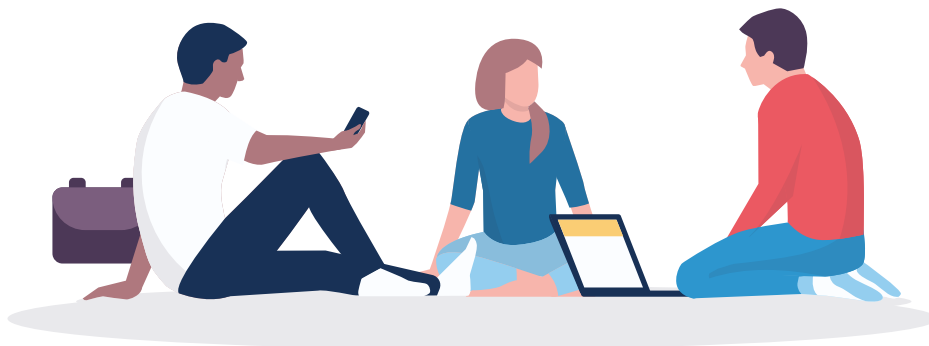
1.004

Newsletter recipients



375

Meetings attended



Selected ANEC facts & figures as at 31 December 2019





ANEC's MISSION

“

This review of the impressive input of expertise and focus by the ANEC members, volunteer experts and Secretariat team throughout 2019, serves to illustrate our significant and continued progress, strategically-planned and deservedly-achieved. To hold such a respected position of influence in standardisation serves as testament to the generosity and professionalism of all concerned, and I must thank you for it.

For me, as newly-elected President of ANEC, the review presents the opportunity to look back at the lessons and events that have framed our successes and, of course, our continuing challenges. More importantly however, as I write this introduction in the midst of the COVID-19 pandemic, it is clear that our strategic considerations to 2030 will require us to reflect very carefully on our priorities in the wake of what is a global health challenge that will have deep and extensive consequences for our national economies, personal livelihoods and future prospects.

European standards can and should bring benefits to both business and the consumer. They provide for trust in products and services. Now, in response to an evolving global crisis, and representing the collective voice of European consumers in standardisation, I consider ANEC will have opportunity to influence what will be new solutions in what many are suggesting will be a new normality of life.

This will not be without its challenges. However, our record here speaks volumes and, with the necessary and appreciated support of the European Commission and EFTA, we will engage to deliver the standards necessary to meet the needs of the European consumers who depend upon us, and those consumers elsewhere whose lives we can influence, to the betterment of all.

”

Dermott JEWELL

ANEC President

April 2020

ANEC's AREAS OF PRIORITIES

In 2019, there were 7 fields of technical activity: Accessibility, Child Safety, Digital Society, Domestic Appliances, Services, Sustainability, and 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.



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 aim to improve their energy efficiency.



TRAFFIC AND MOBILITY



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 reduce the potential risks of certain services – such as healthcare and tourism – and increase the quality provisions of other services of general interest.





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 that European standards and legislation offer the highest levels of protection.



DIGITAL SOCIETY

ICT products and services - such as mobile phones and the Internet - play an essential role in consumers' lives. ANEC strives to ensure the safety, accessibility, interoperability and privacy of ICT products and services, especially taking into account the risks posed by connected products and the Internet of Things.



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.



ACCESSIBILITY

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



HORIZONTAL HIGHLIGHTS

30TH ANEC GENERAL ASSEMBLY

The 30th ANEC General Assembly meeting, held in Brussels on 13 & 14 June 2019, elected Dermott Jewell (Ireland) as ANEC President. Jens Henriksson (Sweden) was elected Vice-President, and Benedicte Federspiel (Denmark) re-elected Treasurer. All three were elected by acclamation.

Dermott succeeded Arnold Pindar (UK), who retired not only as President after eight years, but from a participation of more than 20 years in ANEC at governance and technical levels. The ANEC Steering Committee, the board of the association, passed a special Resolution in recognition of Arnold's exceptional contribution to ANEC when it met on 13 June. A special dinner was held that evening to mark Arnold's retirement, during which Arnold serenaded members during his farewell speech. ANEC Secretary-General, Stephen Russell, later presented him with matching fountain and ballpoint pens, engraved with Arnold's initials.

This was the first meeting of the new 2019 to 2023 term of the General Assembly, with 31 of the 34 countries eligible for membership having reached consensus on a national nomination in the weeks before the meeting.

Alongside the election of the Office Bearers and their appointment to the Steering Committee, seven other members were elected to serve on the Steering Committee for its 2019 to 2021 term.

ANEC General Assembly and Steering Committee members:

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



The brainstorming on the Strategy 2030 becomes too much for one member!



Arnold Pindar (right) hands over to Dermott Jewell.

STRATEGIC REFLECTIONS

During the first afternoon of the General Assembly meeting, outgoing President Arnold Pindar, and Secretary-General Stephen Russell, gave an overview of strategic and political developments during the past 12 months. Their presentations were followed by a brainstorming session of members and ANEC Working Group Chairs on what should be the guiding principles of the ANEC Strategy 2030 and its priorities, taking into account the results of an online survey sent to all ANEC members and experts earlier in the year. The ANEC Steering Committee will manage the drafting of the new Strategy which is planned for adoption by the General Assembly at its meeting in 2021.

During the second day of the meeting, in his final act as President, Arnold hosted a panel of high-level guests tasked with giving their insights into the consumer issues of the future. He paid special thanks to Monique Goyens (BEUC Director-General), Gudrún Rögnvaldardóttir (EFTA Secretariat), Elena Santiago Cid (CEN-CENELEC Director-General), Paolo Falcioni (APPLiA Director-General), and Joaquim Nunes de Almeida (Director, DG GROW) for their considered contributions to the discussion.

Jens Henriksson and Benedicte Federspiel



DG GROW Director, Joaquim Nunes de Almeida, speaks during the panel.

ANEC PRESIDENT IN CZECHIA

ANEC President, Dermott Jewell, was the main guest at a Czech national conference on European child playgrounds on 17 September in Prague. In the following days, he met key agencies, such as the Czech national standards body; ministries responsible for industry, trade and consumer affairs; the Czech market surveillance authorities, and the national European Consumer Centre. During his discussions, the President stressed the need to support representation of Czech consumers in national, European & international standardisation, in line with Regulation (EU) 1025/2012 on European standardisation.

EESC HEARING INTO INCLUSIVENESS

A fundamental principle of Regulation (EU) 1025/2012 on European standardisation is the inclusiveness of the European Standardisation System (ESS) and participation of all stakeholders in the standards development process.

On 5 November, the European Economic & Social Committee (EESC) hosted an event on the inclusiveness of the ESS. Speakers included the European Commission (EC), European Standardisation Organisations (ESOs), the four “Annex III organisations” (including ANEC) and EESC members.

With the date of the meeting coinciding with the autumn meeting of the ANEC Steering Committee, Arnold Pindar, immediate past President, kindly agreed to participate in the discussions for ANEC.

Arnold welcomed the progress made by the ESOs in deepening inclusiveness, and in strengthening the voice of underrepresented stakeholders. In particular, he noted the right granted to ANEC, ECOS & ETUC to submit Opinions on draft standards in CEN-CENELEC, and the ETSI “3SI Initiative”.

He went on to stress that, although the Annex III organisations require public funding to a greater or lesser degree in executing their missions, this funding is not a cost but an investment which safeguards public confidence in the public-private partnership fundamental to the ESS. Moreover, he underlined it is no exaggeration to say there would be no effective representation of underrepresented stakeholders in the ESS without the Annex III organisations.

EESC Opinion INT/878 :

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

EESC Opinion INT/879 :

<https://bit.ly/3aXR3jd>



ANEC President, Dermott Jewell, helps present an award on playground safety at the conference in Prague.



ANEC Past President, Arnold Pindar, speaks at the EESC.

OUTREACH EVENT IN FINLAND

On 16 October, during the Finnish Presidency of the EU, ANEC and Kuluttajaliitto (the Consumers' Union of Finland) co-hosted a national outreach event in Helsinki on the importance of consumer participation in standardisation. The aim of the event, kindly supported by the Finnish Standards Association (SFS), was to aid interaction between the consumer movement and the standardisation community, and to strengthen the relationships among consumers, national standards organisations and national authorities.

Links to other items:

ANEC-BEUC position on conformity assessment in EU-US relations:

<https://bit.ly/3aZmc5U>

ANEC-BEUC comments on regulatory cooperation activities with the US:

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

ANEC position on the draft AUWP for European Standardisation 2020:

<https://bit.ly/35oDdWo>

ANEC comments on proposed EC guidance on Reg (EU) 1025/2012:

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

Regulation on market surveillance and compliance, (EU) 2019/1020:

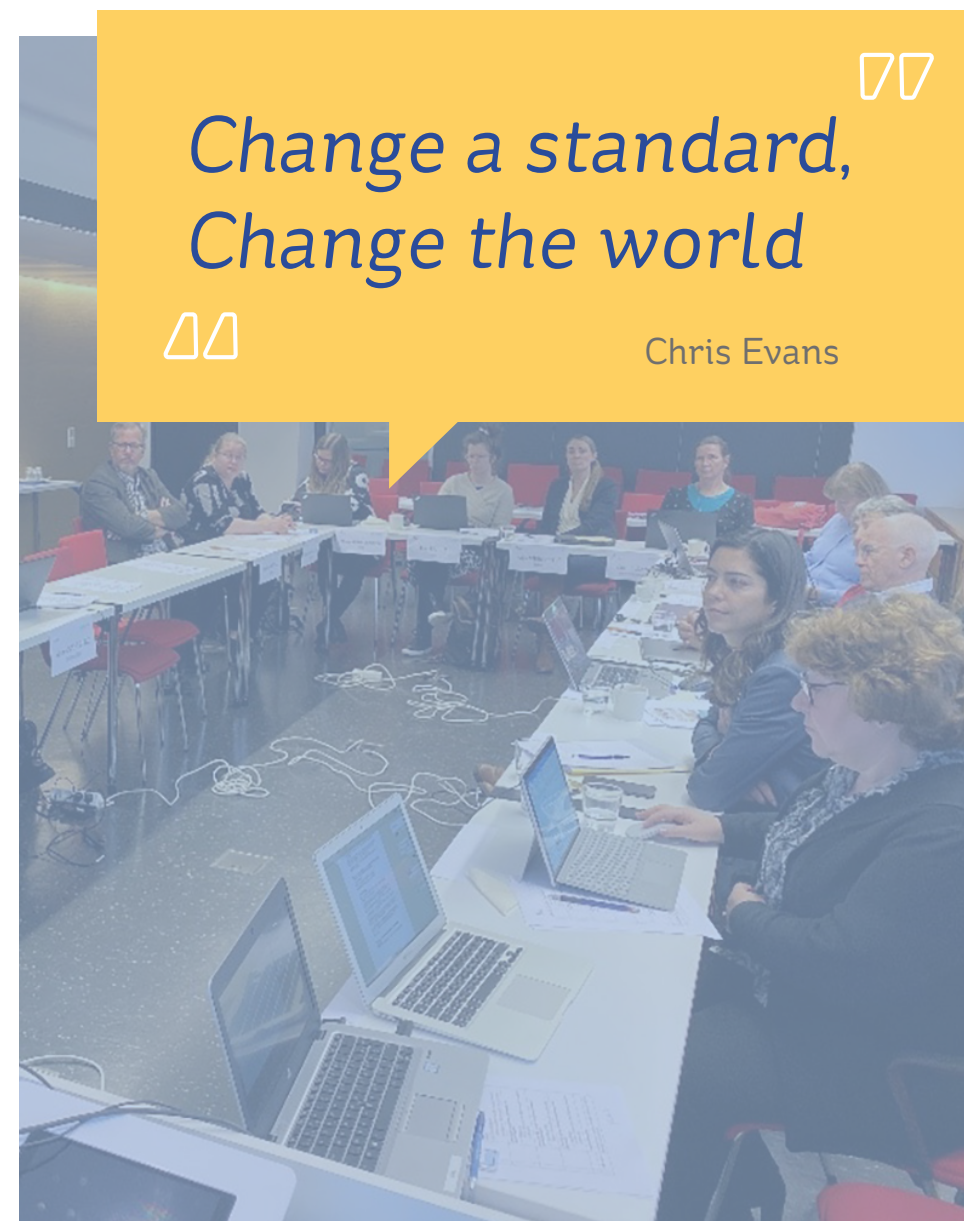
<https://bit.ly/2z1zjWW>

Summary of the Joint Initiative on Standardisation (JIS):

<https://bit.ly/2VYj5XB>

Competitiveness Council Conclusions, 'A new level of ambition for a competitive Single Market':

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



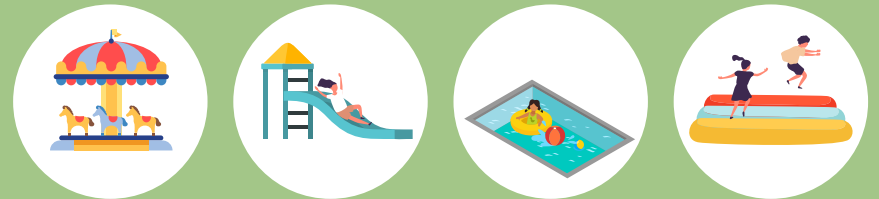
A panel during the outreach event in Helsinki.



CHILD SAFETY

NEW STANDARDS FOR PLAYGROUND & RECREATIONAL EQUIPMENT

During 2019, we welcomed the adoption of four standards in the playground & sports equipment area in whose development we had been influential: EN 1176-5 'Playground equipment and surfacing - Part 5: Additional specific safety requirements and test methods for carousels'; EN 1176-7 'Playground equipment and surfacing - Part 7: Guidance on installation, inspection, maintenance and operation'; EN 14960-2 "Inflatable play equipment - Part 2: Additional safety requirements for inflatable bouncing pillows intended for permanent installation" and EN 17232 "Water play equipment and features - Safety requirements, test methods and operational requirements".



ANEC WINS ON FORMALDEHYDE AND OTHER CHEMICALS IN TOYS

Following a proposal from ANEC, the European Commission (EC) decided to introduce limit values for **formaldehyde** in toys. The values were published in the Official Journal of the EU (OJEU) on 19 November, through Commission Directive (EU) 2019/1929. The decision represents a great success for ANEC, as no limit values for formaldehyde existed, and the EC decision reflected our proposal.

We were also able to welcome new limit values for **aluminium** in toys, published in the OJEU on 18 November, as Commission Directive (EU) 2019/1922.

Following a letter from ANEC & BEUC to the EC in December 2018, we further welcomed the EC initiating the market surveillance action, "CASP Slime 2019", to test the leaching of boron from **slime toys**. Our letter had referred to tests by national consumer organisations which showed the leaching from certain slime toys to exceed legal limits. High levels of boron may affect fertility.



Commission Directive (EU) 2019/1929:

<https://bit.ly/3c07Sv9>

Commission Directive (EU) 2019/1922:

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

ANEC/BEUC letter to EC on slime toys:

<https://bit.ly/2Yv3T6a>



In March, ANEC contributed to the 2nd 5-year report on the application of the Toy Safety Directive (TSD). Although the TSD has brought improvements to toy safety in Europe, we believe the chemical requirements for toys need to be strengthened significantly. This position is shared by several Member States. The lack of adequate provisions to exclude exposure to dangerous substances which are carcinogenic, mutagenic or toxic for reproduction (CMRs) requires a fundamental revision of the chemical requirements of the Directive. A key point in this context is the broadening of comitology to set limits for toys for children above 36 months of age (other than those toys intended to be placed in the mouth).

ANEC comments on TSD:

<https://bit.ly/3bWF9HR>

EXAMPLES OF STANDARDS FOR CHILDREN'S PRODUCTS THAT ANEC INFLUENCED IN 2019 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE

- EN 1130 'Children's furniture - **Cribs** - Safety requirements and test methods'
- EN 62115:2016+AA '**Electric toys** - Safety'
- EN 71-7:2014/A3 'Safety of toys - Part 7: **Finger paints** - Requirements and test methods'
- EN 14960-2 'Inflatable play equipment - Part 2: Additional safety requirements for **inflatable bouncing pillows** intended for permanent installation'
- EN 1176-5 'Playground equipment and surfacing - Part 5: Additional specific safety requirements and test methods for **carousels**'
- EN 17232 '**Water play equipment** and features - Safety requirements, test methods and operational requirements'
- EN 1176-7 '**Playground equipment** and surfacing - Part 7: Guidance on installation, inspection, maintenance and operation'





ACCESSIBILITY



EUROPEAN ACCESSIBILITY ACT ADOPTED

ANEC is committed to ensure safe & accessible products for all consumers, regardless of the age or ability of the person. It is why we have worked for many years, at political & technical level to press for legislation and standards that facilitate accessibility (the best known example being the elimination of the “Exclusion Clause” from the EN 60335-2 standards which discriminated against the use of domestic household appliances by vulnerable consumers).

Hence we welcomed approval by Parliament & Council of the European Accessibility Act in April. The Directive will aid the access of all consumers to several products and services placed on the market from 28 June 2025. Such improved access is vital if the digital divide is to be closed. The Directive will be supported by Harmonised Standards able to provide presumption of conformity. ANEC will join the work.

Directive (EU) 2019/882 of 17 April 2019:

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

MAKING THE WEB MORE ACCESSIBLE

During 2019, **EN 301 549** ‘Accessibility requirements for ICT products and services’ (version 2.1.2) became the first Harmonised Standard to aid compliance with legal requirements on web accessibility.

ANEC was influential in development of EN 301 549, which was drafted by the CEN/CENELEC/ETSI JWG ‘eAccessibility’ and ETSI TC ‘Human Factors’. It is now referenced in the Official Journal of the EU as providing presumption of conformity to Directive (EU) 2016/2102 on web and apps accessibility.

In autumn 2019, we welcomed approval of EN 301 549 V3.1.1 (2019-06) ‘Accessibility requirements for ICT products and services’. This second version contains additional requirements (alignment with international standardisation developments (W3C UAAG and ATAG requirements, US Section 508 on display screens) and particular aspects to address cognitive disabilities, which ANEC championed.

Authoring tools, a specific aspect of the standard, was the focus of a **FUNKA-ANEC Workshop** on 17 October, held in Brussels as part of the FUNKA We4Authors project. We were delighted to welcome Content Management System (CMS) producers, suppliers and providers to discuss the obstacles to creating accessible web content and proposed solutions.

EN 301 549 (V3.1.1):

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



JOINING FORCES WITH EDF

ANEC joined a panel discussion during an European Disability Forum (EDF) seminar in Helsinki on 9 November.

The panel discussed harmonising approaches to the accessibility of built environment and transport in the EU. We presented our activities on consumer engagement in the standardisation of the built environment at the European and international levels, and reaffirmed our commitment to work together on accessibility standardisation in order to make Europe #Access4All.

The seminar was supported by the Finnish Disability Forum, the Finnish Presidency to the EU, and numerous ministries of the Finnish government. It ended with a resolution setting out next steps needed to achieve full accessibility of transport and of the built environment.

EDF Resolution:

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



EXAMPLES OF STANDARDS FOR ACCESSIBILITY THAT ANEC INFLUENCED IN 2019 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION & WELFARE:

- EN 17161 'Design for All - Accessibility following a Design for All approach in products, goods and services - Extending the range of users'
- EN 301 549 'Accessibility requirements for ICT products and services'
- prEN 17210 'Accessibility and usability of the built environment - Functional requirements'
- ISO 21801-1 'Cognitive accessibility – Part 1: General guidelines'



DOMESTIC APPLIANCES

BETTER PROTECTION OF CHILDREN

ANEC welcomed adoption of EN 60335-1:2012/A14 'Household and similar electrical appliances - Safety - Part 1: General requirements'. The amendment refers to Test Probe 18, which is the **Child Test Finger Probe** intended to simulate access to hazardous parts by children between 36 months and 14 years of age. The inclusion of this probe in the standard has been advocated by ANEC, as it will help ensure that children in this age group cannot access parts of an appliance that could put them at risk.

We also welcomed adoption of EN 50636-2-107:2015/A2 "Safety of household and similar appliances - Part 2-107: Particular requirements for **robotic** battery powered electrical **lawnmowers**". This amendment was established by CENELEC TC 116 to implement an extra test with a kneeling child foot test probe. We are pleased the standard will take into account the possible presence of children. ANEC supported the standard and gave a Favourable Opinion at Enquiry and Formal Vote.



Button Batteries

Button cells are found in various household electric devices, such as remote controls, bathroom scales, some toys such as fidget spinners and numerous other products.

HOW TO AVOID ACCIDENTS

- Store button cells out of sight and reach of children.
- Try to age for products that have a security feature: battery compartment, especially if you have young children.
- Make sure that you securely replace the battery compartment every time you change the button cell batteries.
- DO NOT keep your spare button cells on hand.
- DO NOT store button cells together with medication, tablets or coins.

If a child swallows a battery, don't delay! Button cells (especially lithium based) can cause severe tissue burns that can be, in worst case, fatal in as little as 2 hours.

IF YOU THINK YOUR CHILD HAS SWALLOWED A BATTERY

- Seek immediate medical attention in a hospital / emergency ward.
- Try to take the appliance containing the battery or the original product package with you to help the doctor.
- DO NOT induce vomiting.
- DO NOT let your child eat or drink until an x-ray can determine whether a battery is present.

Logos: PROSAFE, ANEC, EPBA, EuroCommerce, TIE, EU.

ANEC JOINS CAMPAIGN ON BUTTON BATTERIES

On 20 November, the 30th anniversary of the UN Convention on the Children's Rights, ANEC joined several partners in raising awareness of the dangers of button batteries. Button batteries are found in toys and many household products and their ingestion can prove fatal to the youngest and most vulnerable of consumers. An e-brochure was launched following a joint EU market surveillance action on electric toys. The European Commission, DG JUST, launched a similar campaign on the day, which ANEC supported on social media.

ANEC REVIEWS LVD AND MACHINERY DIRECTIVE

We believe the present Low Voltage Directive (2014/35/EU) and Machinery Directive (2006/42/EC) offer good levels of protection to consumers. However, both directives should be improved to reflect the state-of-the-art. This is particularly true in the case of new products that make use of technical innovations. Accordingly, the scope of each Directive needs to be updated to reflect the concept of 'security for safety' in order to address cybersecurity and the data-security of connected products.

ANEC reply to stakeholder survey on evaluation of the LVD:

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

ANEC reply to public consultation on evaluation of the LVD:

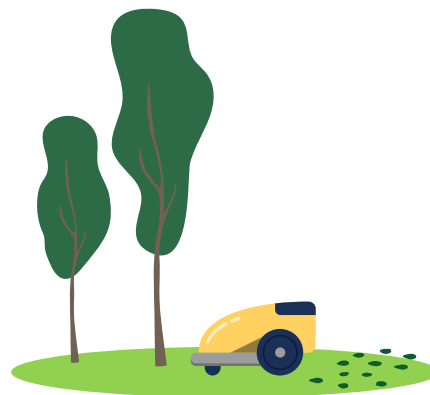
<https://bit.ly/2VV9i3N>

ANEC comments on revision of MD & EC Inception Impact Assessment:

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

ANEC reply to publication consultation on revision of the MD:

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



EXAMPLES OF STANDARDS FOR DOMESTIC APPLIANCES THAT ANEC INFLUENCED IN 2019 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION AND WELFARE:

- EN 60335-2-5:2015/A11:2019 'Household and similar electrical appliances - Safety - Part 2-5: Particular requirements for dishwashers'
- EN 60335-2-111 'Household and similar electrical appliances - Safety - Part 2-111: Particular requirements for electric ondol mattress with a non-flexible heated part'
- EN 60335-2-7:2010/A2:2019 'Household and similar electrical appliances - Safety - Part 2-7: Particular requirements for washing machines (IEC 60335-2-7:2008/A2:2016, modified)'
- EN 60335-2-6:2015/A11:2019 'Household and similar electrical appliances - Safety - Part 2-6: Particular requirements for stationary cooking ranges, hobs, ovens and similar appliances'
- EN 50636-2-107:2015/A2 'Safety of household and similar appliances - Part 2-107: Particular requirements for robotic battery powered electrical lawnmowers'
- EN 62841-4-1:2017/AA 'Electric motor-operated hand-held tools, transportable tools and lawn and garden machinery - Safety - Part 4-1: Particular requirements for chain saws'
- EN IEC 62115:2016/A11 'Electric toys - Safety'

DIGITAL SOCIETY



A NEW STANDARD FOR CONSUMER IOT SECURITY

ANEC helped draft the first globally-applicable standard for consumer IoT security, ETSI TS 103 645. The standard was published in February 2019. It establishes a security baseline for internet-connected consumer products and provides a basis for future IoT certification schemes.

We believe the benefits of IoT can be achieved only if products and services are designed with trust, privacy and security built-in and so able to reassure consumers that they are safe and secure to use. The standard focuses on the technical and organisational controls that matter most in addressing significant and widespread security-shortcomings, and ANEC trusts it will become an important specification for consumers and industry alike.

ETSI TS 103 645 (V1.1.1):

<https://bit.ly/3d2zhg6>

ETHICAL AI – FOR CONSUMERS TOO

As a member of the EC High-Level Expert Group on Artificial Intelligence, ANEC was influential in ensuring the Ethics Guidelines developed by the HLEG safeguard the consumer interest, noting that its membership is dominated by the digital industry. ANEC was also appointed liaison of the new CEN-CENELEC Focus Group AI with HLEG. It remains paramount that the voice of consumers is heard in the debate to ensure consumer trust and confidence.

The HLEG also developed policy & investment recommendations for trustworthy Artificial Intelligence, presented in June 2019. Standards feature in one of the recommendations to deliver trustworthy AI.

Homepage of the EC HLEG
on Artificial Intelligence:

<https://bit.ly/2xr41so>



FIGHTING FAKE NEWS

'Fake news' has always existed and, to a certain extent, is part of the information to which consumers are exposed through advertising. However, the far-reaching impact of social media has multiplied the harm fake news can do. From influencing political elections to favouring certain brands over others, consumers do not know whether the information they receive is trustworthy or not. Hence ANEC is pleased to have contributed to a CEN Workshop Agreement (CWA), "the Journalism Trust Initiative" published in December 2019. CWA 17493 is intended to bring clarity to the media landscape and aid consumer trust in the media. Its initiators were Reporters Without Borders (RSF), supported by the Global Editors Network (GEN), European Broadcasting Union (EBU) and Agence France-Presse (AFP).

CWA 17493: <https://bit.ly/3dUcYts>

LINKS TO OTHER ITEMS

ANEC factsheet on World Consumer Rights Day 2019, 'How can standards ensure consumers' trust in connected products?':

<https://bit.ly/2SvKtu1>

ANEC contribution to BEUC position, 'Keeping consumers secure: How to tackle cybersecurity threats through EU law':

<https://bit.ly/3d8fPyv>

ANEC reply to EC consultation on Inception Impact Assessment for delegated regulation on internet-connected radio equipment & wearable radio equipment:

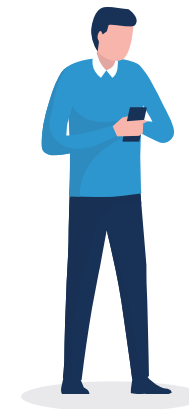
<https://bit.ly/3c9bKu9>

ANEC reply to consultation on Inception Impact Assessment on common chargers for mobile phones & other compatible devices:

<https://bit.ly/2KV4Cp7>



ENERGY & RESOURCE



ECODESIGN STANDARDS INCREASE SAFETY AND PERFORMANCE...

ANEC continues to work with ECOS to ensure environmental and consumer interests are reflected in Ecodesign standards.

During the past twelve months, the importance of test methodologies supporting Ecodesign measures has been underlined by strategic political proposals, such as the EC Green Deal.

Several initiatives have been taken to improve the reflection of real-life conditions in test methodologies, as well as on avoiding circumvention. Ideas to address the latter are being explored in response to new requirements set out in the latest Ecodesign regulations.

ANEC's work has focused on items of high consumer relevance in the area of energy-related products, including work in CEN-CENELEC TC10 'Material Efficiency Aspects for Ecodesign', and on the Ecodesign aspects of product groups, such as white goods & smart appliances in CEN-CENELEC TC 59X 'Performance of household and similar electrical appliances'. Specifically, we are participating in work related to washing machines, dishwashers, vacuum cleaners, electric room heating appliances and smart appliances, and play an instrumental role in a wide range of Technical Committees working under the Ecodesign framework.

... AND MAKE REPAIR EASIER

Similarly, we continue to work with BEUC to ensure consumer interests are reflected in Ecodesign policies. Indeed, we have been awarded a further contract by the EC to enable us to contribute until 2022.

Throughout 2019, ANEC and BEUC continued participating in the development of new Ecodesign requirements for five everyday products: washing machines, dishwashers, refrigerating appliances, electronic displays and lighting products.

Following our longstanding ask to include resource efficiency-related requirements under Ecodesign, the EC has now put forward reparability requirements for those appliances. Manufacturers will need to make spare parts available for a period between 7 to 10 years, and to the consumer 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, and the new measures also decrease light bulb flickering. This is good news for consumers as research shows that repeated exposure to flickering light can affect the nervous system. The requirements were adopted in early 2020.

REDESIGNING
ECODESIGN FOR THE
CIRCULAR ECONOMY!





SERVICES

NEW ISO WORK ON SHARING ECONOMY

ANEC is ensuring the needs and expectations of European consumers are being reflected in the work of ISO/TC 324 'Sharing economy'. Its work is building on the International Workshop Agreement, IWA 27, in which we and Consumers International (CI) participated. The creation of TC 324 was in response to a formal proposal from Japan, ANEC & CI had been also advocating the need to allocate more precise responsibilities than IWA 27 had achieved. Indeed, the scope of the work TC 324 responds to many of the concerns that we expressed in our common ANEC/CI position paper developed during the drafting of IWA 27.

In 2019, ANEC contributed to matters related to the responsibility and transparency of platforms; security & safety; complaints handling, and environmental and ethical considerations.

ANEC/CI position paper: <https://bit.ly/2xvAPAg>

QUALITY OF POSTAL SERVICES

EN 14012:2019 'Postal services - Quality of service - Complaints handling principles' was published in September 2019. It specifies complaints-handling principles related to domestic and international postal services. ANEC made major contributions to the revision in order to enable the standard to respond better to consumer needs. We achieved the inclusion of categories of complaint with agreed definitions. This was an element identified in our study, 'European cross-border online shopping - Learning from consumer experiences'.



ANEC study on European cross-border online shopping:

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

EXAMPLES OF STANDARDS FOR SERVICES THAT ANEC INFLUENCED IN 2019 AND WHICH RAISE LEVELS OF CONSUMER PROTECTION AND WELFARE:

- EN 15017:2019 'Funeral services – Requirements' developed in CEN TC 448 'Funeral services'
- EN 14012:2019 'Postal services – Quality of service – Complaints handling principles'
- EN 17229:2019 'Fitness centres – Requirements for centre amenities and operation – Operational and managerial requirements'



SHARING ECONOMY



SUSTAINABILITY

ANEC SMOKES OUT E-CIGARETTES

ANEC joined the debate on the safety of e-cigarettes and e-liquids through a paper published in 2019. The paper considers how to address substances in e-liquids, as well as substances formed or released during vaping. It puts forward limits for 39 substances in e-liquids, and for 7 in emissions. Looking ahead, it believes adopting a positive list of allowed flavours may be better than setting thresholds for many hundreds (or even thousands) of substances.

E-cigarettes are seen by the EU Scientific Committee on Health, Environmental & Emerging Risks (SCHEER) as a health and environmental issue. Unfortunately, the regulatory framework is not yet able to protect users of these products.

We presented the paper to CEN/TC 437 “Electronic cigarettes and e-liquids” on 24 September and discussed it with DG SANTE in a bilateral meeting in December. We shall continue to take the issue forward during 2020.

ANEC position paper:

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

SENSITISING STANDARDS TO CHEMICALS

CEN-CENELEC published a webinar on the application of CEN Guide 16 ‘Guide for addressing chemicals in standards for consumer-relevant products’. The video, of about 15 minutes’ duration, guides the standards drafter through a clear summary of CEN Guide 16 and adds tips on how to use it.

The Austrian member of ANEC, and Chair of the Chemicals Project Team, contributed extensively to the video. He was a project leader on behalf of the VKI office of Consumer Council at Austrian Standards International (ASI), and had a key role in conceiving the Guide.



CEN Guide 16 ‘Guide for addressing chemicals in standards for consumer-relevant products’

<https://bit.ly/3aUm9Za>

Webinar on the application of CEN Guide 16:

<https://bit.ly/35qzZRQ>



PROMPT

PROMPT ACTION!

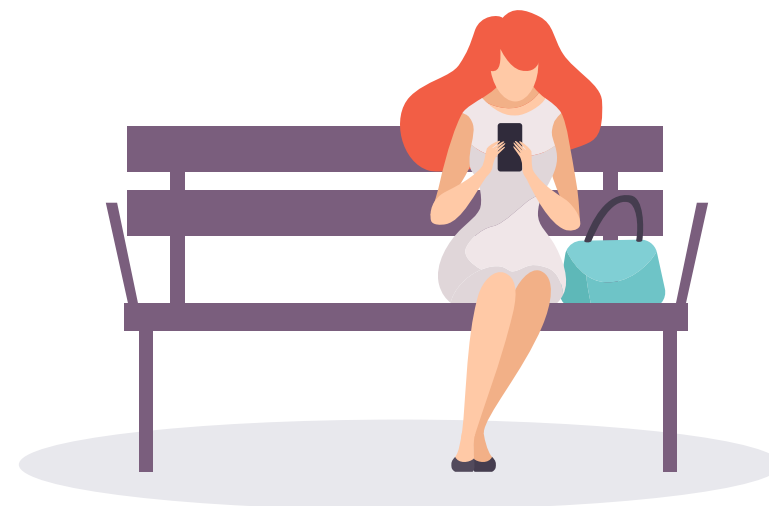
ANEC, as part of a consortium of consumer groups, researchers and repair companies, is involved in the development of a testing programme on Premature Obsolescence: the PROMPT project.

The testing programme will look at premature obsolescence through the perspectives of durability/reliability, repairability/upgradability and psychological/sociological obsolescence.

PROMPT aims to empower consumer organisation with a testing programme to detect premature obsolescence, and to provide product designers with practical feedback on what needs to be done to avoid premature obsolescence of mobile phones, washing machines, vacuum cleaner and TVs.

With the Green Deal announcing the Circular Economy Action Plan will put the fight against premature obsolescence high on the agenda, ANEC will be ready to contribute findings from the project to the standardisation bodies.

This four-year project, which started in May 2019, comes at a perfect time in the standardisation cycle, with the development of a series of standards on material efficiency in CEN-CENELEC JTC 10 (repairability, durability, remanufacturing) that will now need to be adapted to the product level.



PROMPT project:

<https://bit.ly/2StVHz5>

The European Green Deal:

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

The Circular Economy Action Plan:

<https://bit.ly/3d2l2Ho>

In December, the European Commission unveiled its Communication on the European Green Deal. The Deal covers all sectors of the economy, notably transport, energy, agriculture, buildings, and industries.

Key issues of relevance and interest for ANEC are:

CHEMICALS (Ch. 2.1.8)



To ensure a toxic-free environment, the Commission will present a **chemicals strategy for sustainability**

SUSTAINABLE PRODUCTS (Ch.2.1.3)



- Commission will prepare 'Sustainable products initiative'
- And will step up regulatory and non regulatory efforts to tackle **false green claims**.

BUILDINGS (Ch. 2.1.4)



- Enforce the legislation related to **energy performance** of buildings
- The Communication confirms the Commission will review the **Construction Products Regulation** to ensure the design of buildings is in line with the needs of the circular economy.

SUSTAINABLE FINANCE (Ch. 2.2.1)



A renewed sustainable finance strategy

SUSTAINABLE AND SMART MOBILITY (Ch. 2.1.5.) - With Traffic & Mobility WG:



- A new strategy



TRAFFIC & MOBILITY

SUSTAINABLE AND SMART MOBILITY



E-MOBILITY AND THE CIRCULAR ECONOMY

ANEC works to address the vehicle and infrastructure elements of e-mobility. In 2019, the EC published an inception impact assessment on sustainability requirements for batteries. The scope includes batteries for energy storage systems, as well as for **electric vehicles**. ANEC & BEUC answered the consultation in February 2019. Batteries are present in a large range of consumer products and their use-share will increase, given the development of energy storage systems and electric vehicles. In this context, batteries are priority products for consumer organisations. ANEC is in favour of a combination of requirements for minimum energy performance, in addition to those for sustainability. We especially welcome durability requirements, such as a minimum number of charging cycles.

EC inception impact assessment:

<https://bit.ly/38CY35o>

ANEC/BEUC response to the EC consultation:

<https://bit.ly/2z4WAXY>

TOWARDS VISION ZERO

SAFER ROADS ON THE HORIZON

ANEC encouraged the European Parliament to adopt the General Safety Regulation, a package of requirements and technical provisions for the enhanced safety of road vehicles that will be key in reaching the goal to halve road deaths and serious injuries by 2030.

Working with the European Transport Safety Council (ETSC), ANEC challenged some amendments proposed by manufacturers, in particular, the claim that speed limit information is an “effective alternative” to Intelligent Speed Assistance, a system that actively helps the driver keep to the speed limit. ANEC signed a coalition letter to the Parliament and Member States on further attempts by manufacturers to weaken the proposal before Parliament.

The Regulation was adopted by the Parliament on 16 April 2019, and by Council on 27 November.

General Safety Regulation
(EU) 2019/2144:

<https://bit.ly/3d6voID>

WORK ON ENHANCED CHILD CAR SEATS FINALLY COMPLETE

Under the umbrella of Consumers International (CI) as the UN-recognised consumer organisation, ANEC has been active for many years in the UNECE work on automotive safety standards, most notably on child-restraint systems (CRS) alias child car seats.

We were the sole consumer voice in a decade-long development of UNECE Regulation 129 (R 129), a specification that provides significantly higher levels of protection to younger passengers than the old R 44. It was only through ANEC persistence that R 129 requires the rearward-facing travel of children up to 15 months of age. ANEC used the results of a Technical Study to show children travelling forward-facing were at risk of death or serious injury five times higher than those travelling rearward-facing. With a decision to include booster cushions in R 129, again at the insistence of ANEC, the work is finally complete.



ANEC MEMBERS 2019-2020

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

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 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.

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

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