



*Raising standards for consumers*

# 2014 ANEC Annual Review

**Child Safety • Design for All • Domestic Appliances • Ecodesign  
Information Society • Innovation • Services • Sustainability • Traffic**



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## Foreword by the ANEC President

### Arnold Pindar



I am delighted December 2014 saw ANEC and the European Commission sign a new Framework Partnership Agreement. The Agreement provides the formal structure for the operations and financing of the association for the years 2015 to 2020. It represents the conclusion of a process that began with the Commission launching a public call for proposals in July 2014, the first made for representation of the consumer interest since the implementation of the Standardisation Regulation, (EU) 1025/2012.

The signature of the Agreement also saw the end to a difficult 12 months, a period during which we were uncertain whether the Commission's vision for the future representation of the consumer voice in standardisation was profoundly different from what ANEC had been organised to deliver since 1995. I must thank the Secretariat team for having remained committed to the association nevertheless. Their expertise and experience is vital to the effective operation of ANEC.

I am pleased the Agreement, and ANEC Work Programme 2015, continue to recognise that we cannot achieve our independent advisory role on behalf of the consumer interest unless we have the freedom to influence consumer-related legislation where standards may be used for implementation of that legislation. If the legislation fails to meet consumer expectations, there is often little we can do to redress the balance through standardisation alone.

We look forward to signing a complementary agreement with EFTA in the first quarter of 2015.

Looking ahead, we still face some tough challenges in standardisation. The globalisation of trade and need for more International Standards is problematic for consumers, as consumer representation at international level is poor and the costs of participation high. Moreover, technology has progressed faster than the societal protections required to implement new technologies safely and securely.

Of course, we could not operate effectively without the national members of our General Assembly and many experts who contribute the consumer view to standards. But pressure to develop standards in ever shorter timescales raises ever higher hurdles to volunteer consumer engagement. We believe - with many in industry - that timeliness (and not outright speed) must be the goal.

But these are challenges from which we will not hide. With a new General Assembly in 2015 and the stability provided by our Agreements with the Commission and EFTA, I am certain ANEC will rise to the occasion and continue to help ensure the levels of consumer protection we enjoy in Europe.

# Key Events of 2014

## ANEC signs new Framework Partnership Agreement

Further to a call for proposals - launched by the European Commission in July 2014 - for the future representation of the European consumer voice in standardisation, ANEC submitted a successful bid and signed a new Framework Partnership Agreement with the Commission on 12 December 2014. The public call was the first to be held under the provisions of Regulation (EU) 1025/2012 on European standardisation.

The Agreement is valid for the years 2015 to 2018, extendable by default to 2020. It will be underpinned by annual Operating Grant Agreements to support the execution of the ANEC work programme. Similar agreements were due to be signed in the New Year between ANEC and EFTA.

Arnold Pindar, ANEC President, said, "ANEC welcomes the decision of the European Commission to continue to support ANEC as the European consumer voice in standardisation. Our presence in over 130 technical bodies in CEN, CENELEC & ETSI - and more than 25 at international level - enables us to be an effective partner in achieving standards that promote consumer protection and welfare. We look forward to continuing that partnership with the Commission through our support to the Annual Union Work Programme for European standardisation, introduced by the Standardisation Regulation, and in our review of its proposals that relate to the use of standards in policy or legislation".

### Links:

[Regulation \(EU\) 1025/2012 on European standardisation \(alias 'the Standardisation Regulation'\)](#)

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## Partnership Agreements with CEN & CENELEC

In February 2014, ANEC signed new Partnership Agreements with CEN & CENELEC defining ANEC's rights and obligations as a Partner Organisation in line with CEN-CENELEC Guide 25. Simultaneously, ANEC ceased to be a CEN Associate and CENELEC Co-operating Partner. Partner Organisations, which include the four "Annex III Organisations" of the Standardisation Regulation (including ANEC), benefit from an "effective participation" in the technical bodies of CEN-CENELEC, including the right to be part of the consensus underpinning the decisions of a Technical Committee at key stages in the development of a European Standard (EN).

ANEC continues to be an ordinary full member of ETSI, the third European Standardisation Organisation.

### Links:

[CEN-CENELEC Guide 25: The concept of Partnership with European Organisations and other stakeholders](#)

[CEN-CENELEC Internal Regulations Part 2 \(2013\)](#)

## New CEN-CENELEC "Toolbox" for Societal Stakeholders

On 22 January 2014, CEN-CENELEC launched an online toolbox to explain the European standardisation process to consumers and other societal stakeholders. The "Societal Stakeholders' Toolbox" was unveiled during the CEN-CENELEC New Year Cocktail in Brussels, where ANEC President, Arnold Pindar, welcomed the initiative.

ANEC marked the launch of the Toolbox by publishing the second edition of its brochure, 'What we do for you', revised to reflect implementation of the Standardisation Regulation.

### Links:

[Tools for societal stakeholders in standardization](#)

[ANEC, ECOS, ETUI Press Release: 'A new - but hopefully not last - step towards a more inclusive standardisation system in Europe'](#)

[ANEC Brochure: 'What we do for you', second edition, January 2014](#)



## ANEC comments on European Commission deliverables

The College of Commissioners adopted the second Annual Union Work Programme (AUWP) for Standardisation on 30 July 2014. ANEC expressed its first views in a position paper on the draft Work Programme in March and in a revised position in September, following adoption of the AUWP. We commented too on the Rolling Plan for ICT standardisation.

The European Commission also issued a “Guidance Note” on its priorities for European Standardisation in 2014/2015 on which it consulted the four Annex III Organisations (ANEC, ECOS, ETUI & SBS) and three European Standardisation Organisations.

With implementation of the Standardisation Regulation, revision of the Vademecum on European standardisation – a guide for EC officials on the process and especially the requesting/mandating of European standards – became necessary. ANEC commented on a first draft of the revision and participated in a Commission workshop on 14 October 2014.

### Links:

[The Annual Union Work Programme for European standardisation for 2015, COM\(2014\) 500 final](#)

[ANEC Position Paper: Preliminary draft of the Annual Union Work Programme for European Standardisation 2014](#)

[ANEC Position Paper on the Annual Union Work Programme for European Standardisation 2015](#)

[ANEC comments on European Commission Rolling Plan for ICT Standardisation, September 2014](#)

[ANEC comments on the draft European Commission Vademecum for European Standardisation, November 2014](#)

## A single click closer to web accessibility...

In February 2014, ANEC welcomed the adoption of a series of European standards on accessibility requirements for the public procurement of ICT products and services, including EN 301 549, developed under Phase 2 of Mandate M/376. ANEC noted that these functional European accessibility requirements will create incentives for manufacturers to develop and offer accessible devices, so benefitting consumers with disabilities and older consumers. The requirements will also aid harmonisation of e-accessibility in the internal market.

## ...yet more commitment is needed towards the adoption of the directive on the accessibility of the websites of public sector bodies

ANEC added that the next step towards achieving web and e-accessibility was now the adoption of the proposal for a directive on the accessibility of the websites of public sector bodies as a legally-binding act, underpinned by standards.

The European Parliament adopted its position on the proposed Directive on the Accessibility of Public Sector Bodies' Websites at first reading on 26 February 2014. Unfortunately, little has been achieved since, as the draft Directive is still awaiting the approval of the Council of Ministers.

ANEC urges national governments to make a clear commitment towards the adoption of the Directive during the Latvian and Italian Presidencies of the Council of the European Union.

### Links:

[ANEC Press Release: “A Single click closer to web accessibility”, February 2014](#)

[European Parliament report on the proposal for a Directive of the European Parliament and of the Council on the accessibility of public sector bodies' websites](#)

[ANEC Press Release: “MEPs vote for web accessibility for all”, February 2014](#)

[ANEC Press Release: MEPs strengthen proposal for web accessibility directive, November 2013](#)

[ANEC/AGE/EDF Joint Statement: EDF, AGE and ANEC urge the Council to support the Parliament's position on web accessibility](#)

[European standards on accessibility requirements for the public procurement of ICT products and services](#)



## Legislators recognise consumers are only human

On 5 February 2014, the European Parliament adopted several product safety directives under revision (“recast”). The directives, such as the Low Voltage Directive and the Lifts Directive, needed to be aligned with the rules of the New Legislative Framework (NLF) on market surveillance and conformity assessment. ANEC asked for provisions on market surveillance to be strengthened and for the concept of **foreseeable use** to be included in the legislation. We were pleased that MEPs took on board our call to consider real consumer behaviour when setting safety requirements. We believe consumers can be effectively protected only if their (foreseeable) behaviour is reflected by manufacturers in product design and standards. If manufacturers are allowed to rely on the concept of “intended use”, as laid down in the instructions for use of a product, consumers who are too young to read, or have a reading impairment, are at a higher risk of being exposed to harm or injury.

ANEC Secretary-General, Stephen Russell, commented, “We also welcome the need for standards supporting the Low Voltage Directive to address the UN Convention on the Rights of Persons with disabilities. ANEC is committed to ensuring technical standards ensure the safety of all consumers, regardless of age or ability”.

### Links:

[ANEC Press Release: “Legislators recognise consumers are only human”, February 2014](#)

## The Product Safety Package

On 15 April 2014, the European Parliament voted to support the proposed Consumer Product Safety Regulation (CPSR) and the Market Surveillance Regulation (MSR). ANEC welcomed the decision by MEPs to adopt several improvements to the original Commission proposals.

Regrettably, little progress has been possible since as the requirement in the CPSR for products to carry a marking indicating country-of-origin has blocked discussion in the Council of Ministers. During the International Product Safety Week in June 2014, ANEC urged legislators to adopt the CPSR and MSR in order to improve consumer protection. The European Commission has agreed to a study on the issue of the mandatory “country of origin” indication as it was not part of the Impact Assessment for the CPSR. It is expected the study on the costs and benefits of the mandatory “made in’ label will deliver its results in early 2015.

### Links:

[ANEC Press Release: “Consumer safety comes first”, April 2014](#)  
[“Product Safety Conference - Time for Change”, speaking points of ANEC President, Arnold Pindar, November 2014](#)

## How can standardisation support the silver economy?

The third European Standardisation Summit, held in Istanbul on 11 June 2014, was dedicated to the theme of how standardisation can support the silver economy. The concept of ‘silver economy’ refers to a wide range of activities intended to meet the needs of older citizens & consumers.

To mark the event, ANEC published the Position Paper, ‘Wiser standards for an ageing world’. Since ANEC’s foundation, accessibility and the safety of people with disabilities & older people, have been key in its priorities. Unfortunately, standards tend to focus on mainstream consumers and do not always address the needs of older people. ANEC believes standards can be suitable in making products and services safe and accessible to all regardless of their age and ability. It is now time for the needs of older and disabled people to be reflected in standards systematically.



### Links:

[ANEC Position Paper: How standardisation can support the silver economy: Wiser standards for an ageing world, June 2014](#)

## Other links related to Key Events:

[ANEC Position Paper on Future Consumer Policy priorities and trends, November 2014](#)

[ANEC Annual Work Programme 2014](#)

[ANEC Strategy 2014-2020, Progress report December 2014](#)

[ANEC Strategy 2014 to 2020 Annual Action Plan](#)

[ANEC Press Release: ANEC 25th General Assembly: Organised consumer participation in standardisation is essential, October 2014](#)

# ANEC Technical Studies 2014

## Study on benefits of consumer participation in standardisation to all stakeholders

The purpose of this ANEC study was to demonstrate the overall benefits of standardisation at the national and European levels, with particular focus on the benefits of consumer and societal participation.

The results of the study, undertaken by VVA Europe and finalised in November 2014, show ANEC has been effective in ensuring societal considerations are taken into account in the standardisation process and that it has contributed to creating benefit to both consumers and industry. However, the study found it difficult to arrive at quantitative impacts, suggesting that future research should include a substantial qualitative component to capture all impacts effectively.

The study was used as part of the ANEC contribution to the Independent Review of the European Standardisation System being carried out by EY for the European Commission.

Links:

*[Preliminary study on benefits of consumer participation in standardisation to all stakeholders, November 2014](#)*

## Removing the 'exclusion clause' from EN 60335 Parts 2

The project was a sequel to earlier ANEC technical studies on the revision of several Part 2 standards in the EN 60335 series on domestic electrical appliances.

The purpose of this latest study was to provide proposals for the revision of further Part 2 standards in the series, including those on clothes dryers, towel rails, refrigerating appliances, ice-cream makers & massage appliances. The project is on-going as additional contributions are needed from ANEC to the related standardisation meetings in early 2015.



# Child Safety



## ISO/IEC Guide 50 'Safety aspects - Guidelines for child safety in standards and other specifications'

ANEC welcomed publication on 15 December 2014 of the revised ISO/IEC Guide 50 'Safety aspects - Guidelines for child safety in standards and other specifications'. The Guide provides a framework for addressing potential sources of unintentional physical harm (hazards) to children from products, processes or services that they use or with which they may come into contact, even if they are not specifically intended for children. It provides a valuable resource for the ISO/IEC constituencies and beyond. The Guide was revised by an ISO/IEC JWG

under the convenorship of a longstanding member of the ANEC Child Safety WG. ANEC followed the revision and made comments during the enquiry stage. Actions are now in hand to promote the value and use of the Guide in standards committees and working groups.

Links:

[ISO/IEC Guide 50:2014](#)

[Keeping kids safe with a new international guide from ISO and IEC](#)

## Other stories:

### New European standard for domestic trampolines

ANEC welcomed the publication on 17 December 2014 of EN 71-14:2014 'Safety of toys - Part 14: Trampolines for domestic use'. Considering the number of accidents caused by domestic trampolines (e.g. 7.000 children were injured in Sweden in 2008), there was an urgent need to develop a standard for trampolines used in private gardens. ANEC followed its drafting and sent detailed comments during the Enquiry stage. Despite publication of EN 71-14, we believe an immediate revision of the standard is needed to address remaining issues, such as in-ground trampolines.

Links:

[ANEC Press Release: 'Jumping safely into spring: new safety standard for trampolines', March 2015](#)



# Design for All



## ISO/IEC Guide 71 'Guide for addressing accessibility in standards'

ANEC welcomed publication on 2 December 2014 of the new version of Guide 71 "Guide for addressing accessibility in standards" by ISO, IEC and the International Telecommunication Union (ITU). The revised Guide 71 is accompanied by a statement from the three bodies on standardisation and accessibility. ANEC further supported the adoption of the Guide by CEN-CENELEC as a revision of their Guide 6 in order to ensure consistency of approach at the European and international levels.

ANEC was involved in the revision of Guide 71 from the outset and played a key role in its drafting, leading the work on several items.

To mark the International Day of Persons with Disabilities (IDPD) on 3 December 2014, the first week of December was dedicated to the topic of 'Accessibility'. CEN-CENELEC, with their national members in 33 countries, as well as ISO, IEC, ETSI and many other standards organisations around the world, put the spotlight on how standards support accessibility. ANEC used the occasion to issue a press release welcoming publication of the new Guide 71, and joined the #access4all campaign on Twitter to raise awareness of how standards can improve accessibility.

### Links:

[ANEC position on CEN-CENELEC consultation on the adoption of ISO/IEC Guide 71 – Guide for addressing accessibility in standards, as new edition of CEN/CENELEC Guide 6, August 2014](#)

[ANEC Press Release #Access4All: "Let's make it happen with standards!" December 2014](#)

["ISO, IEC and ITU take accessibility to new heights", December 2014](#)

[IEC/ISO/ITU Policy on standardization and accessibility, October 2014](#)

[CEN/CENELEC Accessibility week](#)

## Other stories:

### Voting should be accessible to all!

ANEC believes modern solutions, using standards, should be used to help all voters exercise their democratic choice. On the eve of the European elections, ANEC published a position paper on the accessibility of voting, accompanied by a press release.

### Links:

[ANEC Position Paper on accessibility of voting and the role of standards, May 2014](#)

[ANEC Press Release: Put democracy first! May 2014](#)

### ANEC involvement in Mandate M/473

During 2014, ANEC continued to work on the execution of Mandate M/473 aimed at including "Design for All" in relevant standardisation work. ANEC participates in the CEN Strategic Advisory Group on Accessibility (SAGA), responsible for monitoring and supervising the mandated work, and the three Task Groups established for that purpose. ANEC further nominated 2 experts to the CEN-CENELEC JWG 5 "Design for All", one of whom was chosen to contribute to the activities of the Specific Grant Agreement for Action implementing M/473. The main role of JWG 5 is to provide the structure for development of a new standard on how the manufacturing industries, and public & private service providers, can address accessibility in their processes.

### Links:

[Mandate M/473 to CEN-CENELEC & ETSI to include 'Design for All' in relevant standardisation activities](#)

# Domestic Appliances

## Revision of the Gas Appliances Directive

In May 2014, the European Commission published a proposal for a Regulation on appliances burning gaseous fuels. The proposal intends to replace Directive 2009/142/EC which covers a wide range of consumer products used for cooking, refrigeration, heating, lighting and washing. In November 2014, ANEC published a position paper in which we welcomed the decision to use a Regulation (taking automatic effect in all Member States). We further welcomed that the proposed legislation maintains the exclusion of appliances specifically designed for use in industrial processes and ensures better traceability of products, and that it takes into account the provisions of Regulation (EU) 1025/2012 for objections to harmonised standards.

Nevertheless, we are concerned that no provisions for the installation and maintenance of gas appliances have been introduced in the proposal. A gas appliance, even if manufactured to the most rigorous standards for safety and efficiency, may become unsafe and/or inefficient in operation due to poor, faulty or negligent installation and maintenance. ANEC believes it is essential that all carbonaceous fuel burning appliances - not only gas - are installed, maintained and serviced by a professionally-competent person, following the manufacturer's instructions. Discussions with the Parliament are expected in 2015.

### Links:

[ANEC Position Paper on the Commission proposal for a Regulation on appliances burning gaseous fuels, November 2014](#)



## Other stories:

### Amusement Parks & Attractions

ANEC welcomed the progress made in revision of EN 13814, the European Standard for fairground and amusement park equipment. Many comments submitted by ANEC during the Enquiry stage were accepted. Further work will be done in 2015.

In light of the revision, ANEC joined an event in the European Parliament to mark the launch of the IAAPA<sup>1</sup> manifesto, 'Amusement Parks and Attractions – Driving Leisure and Tourism in Europe'. ANEC welcomed the efforts of the industry to improve accessibility and sustainability but expressed concern at the lack of a European legal framework for amusement park equipment. We urged regulators to adopt the proposal for a Consumer Product Safety Regulation - presently blocked in the Council of Ministers - as it includes fairground and amusement rides.

### Links:

[IAAPA "European Amusement Parks and Attractions. Driving leisure and tourism", 2014](#)

# Ecodesign & Energy Labelling

## Restoring the effectiveness of the EU Energy Label



ANEC has repeatedly stressed the motivational power of a simple Energy Label based on a closed A-G scale for consumers and its transformational effect on markets.

To mark the revision of the Energy Labelling Directive, the European Commission launched a study on consumers' understanding of the Energy Label. ANEC asked the study team to include the closed A-G scheme in its testing of different layouts. The results acknowledged our position that the A-G scheme remains the best in motivating consumers to turn to more efficient appliances. This is also in line with academic research which has shown the A-G scale to have had a stronger influence on the consumer's purchase, and readiness to spend more for the top classes of the A-G scale, than the top classes of the "A plus" to G scale<sup>1</sup>. We encourage the Commission to echo this evidence in its upcoming proposal for the revision of the Energy Label.

### Links:

[Lessons learned from past mistakes. The need for a transparent and simple Energy Label based on a closed A-G scale, October 2013](#)

[Study on the impact of the energy label – and potential changes to it – on consumer understanding and on purchase decisions- October 2014](#)

### Links to other stories:

[ANEC-ECOS-INFORSE common statement for the consideration of water heater modes, September 2014](#)

## MarketWatch project

Energy labels and Ecodesign should deliver better products that help consumers save energy, money and help also to protect the environment. Unfortunately, some manufacturers and retailers are not following the rules. MarketWatch is a project among civil society partners to identify non-compliant products and problematic retailers who are pushing up our energy bills and undermining environmental targets.

MarketWatch national sites were launched in February 2014 across Europe. The EU site continues to offer an overview of the project and publish more in-depth findings. A leaflet introducing Marketwatch was developed early 2014 and is used to promote the project. It is available in 10 languages.

One of the main achievements was the organisation of the first round of shop visits conducted in December 2013 - January 2014. In this first round, MarketWatch partner organisations checked 67,638 single products in 225 physical and online shops (51:49%) in 11 EU countries. The outcome showed that 62% of online products had missing or incorrect EU energy label information while in-store labelling

showed 33% noncompliance. The full results of the shop visits have been evaluated at both national and EU level and are available on the project website. Individual partners have proceeded with the escalation procedure of circulating letters to individual shops which showed a high rate of non-compliance.

Partners conducted a second round of shop visits in November-December 2014, and online shop visits until the end of March 2015, in order to take into account new rules for displaying the energy label for new products sold online (since 1 January 2015, online retailers need to provide the full label online for new products and not only the energy class). An analysis of this second round of shop visits is underway.

### Links:

[MarketWatch EU](#)

[Study on the impact of the energy label – and potential changes to it – on consumer understanding and on purchase decisions- October 2014](#)

[Introducing MarketWatch – Leaflet](#)

[Energy label display in shops – 1st round results, June 2014](#)



<sup>1</sup> Dynamic Adjustment of Eco-Labeling Schemes and Consumer Choice 'the Revision of the EU Energy Label as a Missed Opportunity?' Stefanie Lena Heinzle and Rolf Wüstenhagen. Copyright @ ANEC: The European consumer voice in standardisation

# Information Society

## New RED and introduction of a universal mobile charger

On 13 March 2014, the European Parliament voted to make the interoperability of mobile phones, and other devices with universal chargers, an essential requirement of the Radio Equipment Directive (RED) (2014/53/EU), a decision in line with the ANEC position. The proposal was later adopted by the Council on 16 April 2014 and the Radio Equipment Directive was published in the Official Journal in May 2014.

We are pleased that the future review of the Directive by the Commission will cover consumer protection and not only the creation of an open and competitive market for radio equipment in the EU. In November 2014, we commented on the draft standardisation mandate/request on the RED, stressing the importance for standards to refer to “foreseeable behaviour” of consumers. We are delighted that our proposal was reflected in the RED, as consumers can be protected effectively only if their foreseeable behaviours are taken into account by manufacturers in product design.

The Radio Equipment Directive will be applicable from 13 June 2016.

### Links:

[ANEC Position Paper on the European Commission Proposal for a Directive on the making available on the market of radio equipment \(RED\), April 2013](#)

[ANEC Press Release: ‘Switch on to the universal charger!’ March 2014](#)

[Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC](#)

[ANEC comments on the draft RED standardisation mandate/request, November 2014](#)

## Protecting consumer privacy

In August 2014, ANEC welcomed the adoption of European standards on a logo and procedures for the protection of consumers’ personal data when Radio Frequency Identification (RFID) chips are used. “ANEC believes consumers should be informed of the presence of the RFID tag by a clearly understandable sign” said Secretary-General, Stephen Russell.

Consumers need confidence to embrace Radio Frequency Identification (RFID) technologies, and a precondition for its successful take-up is that it be introduced by industry in full respect of privacy, with consumers remain in full control of their personal data. This is why ANEC contributed to the implementation of the legal framework and standards on RFID in order to protect consumers’ privacy by design and by default.

ANEC has a long and successful history of working with the European Institutions on privacy. More recently, we contributed to the elaboration of a series of standards on RFID under Mandate M/436, notably EN 16570 “Information Technology – Notification of RFID – The information sign and additional information to be provided by operators of RFID application system”, and EN 16571 “Information technology – RFID privacy impact assessment process”, which were both approved in April 2014.

In September, the European Commission issued the draft standardisation request, ‘Privacy management in the design & development and in the production & service provision processes of security technologies’, in line with ANEC’s position of

April 2014. ANEC further welcomed the agreement to the standardisation request by the Technical Boards of CEN & CENELEC, during their meetings in September 2014, despite their original intentions to reject it. ANEC members were active in their support for the request and will participate in the new CEN-CENELEC JWG 8 ‘Privacy management in products & services’.

Separately, a dedicated ANEC ad-hoc group on Privacy Standardisation was set up in 2014 to elaborate a position on consumers’ expectations of privacy (by design) standardisation.

### Links:

[ANEC Press Release: “New EU logo and standards to help protect consumers’ privacy”, August 2014](#)

[ANEC comments on European Commission Standardisation Request in support of the implementation of privacy management in the design and development and in the production and service provision processes of security technologies, April 2014](#)

[ANEC comments on Committee of Standards written consultation on Draft Commission Implementing Decision on Standardization request \(mandate\) on ‘Privacy management in the design and development and in the production and service provision processes of security technologies’, September 2014](#)



# Innovation

## Smart & Sustainable Cities and Communities Co-ordination Group

The CEN-CENELEC-ETSI Coordination Group on Smart and Sustainable Cities and Communities (SSCC-CG) worked on a report on standardisation needs for smart cities to be sent to the CEN & CENELEC Technical Boards and ETSI board by the end of 2014.

ANEC contributed to the report by submitting a new section on consumers and on the consumer perspectives on the added value of standardisation. We also sent comments on an Operational Implementation Plan presented by the European Commission. Our comments focused on the need for transparency of information to consumers, redress, protection of personal data, sensitivity towards the digital divide and vulnerable consumers.

## Smart meter functionalities

Although smart meters are only now being rolled out in most European countries, the ESOs completed their standards work for smart metering systems and smart grids in 2014. The focus is now on implementation of smart metering systems at national level.

Although smart meters can potentially bring various benefits to European households, such as helping them save energy, the meters need to have certain functionalities. Hence, the European Commission recommended minimum common functionalities that smart metering systems should feature (e.g. frequent update of consumption information to consumers). Unfortunately, the Commission has since reported that only 8 countries plan to update the meter readings as recommended.

ANEC believes instant consumption feedback to the consumer, and the interoperability of smart metering systems and appliances in the home, are key. We are therefore active participants in the Commission Task Force created to investigate the status of interoperability, and implementation of the functionalities, at national level.

### Links:

[European Commission Benchmark report on smart metering deployment](#)

[ANEC presentation to conference on Rolling Plan of ICT standardisation, 25 March 2014](#)

## Smart consumers

With the advent of the smart grid and new technologies, such as demand response, consumers should play a central role in the energy market but this is easier said than done. According to an EU

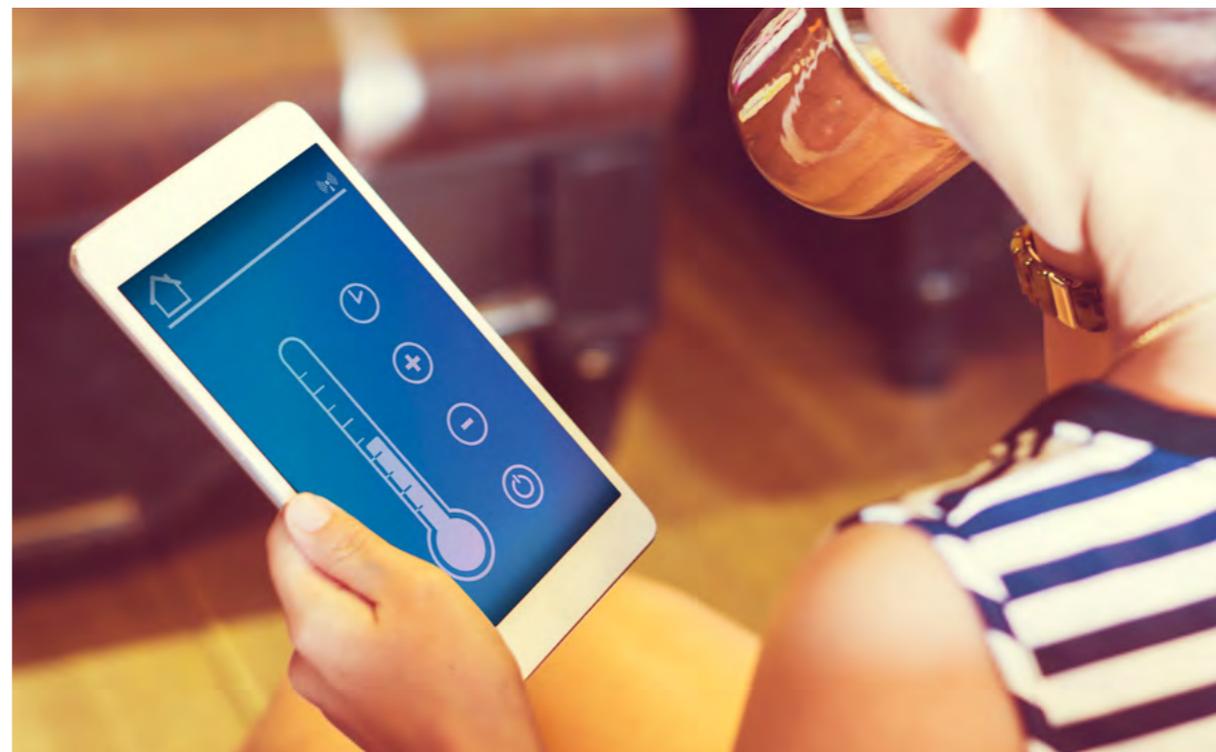
Scoreboard, the market leaves a lot to be desired on comparability of offers, choice of providers and ease of switching.

ANEC not only raised these problems at the European Utility Week 2014 but proposed solutions. We stressed consumers need independent advice on how to save energy, taking into account different customer profiles with different consumption patterns. Consumers should also be able to opt out of demand response schemes and be able to refuse a smart meter. Moreover costs and benefits should be fairly shared among all stakeholders.

### Links:

[ANEC response to the EC consultation on retail energy market](#)

[ANEC presentation at the Energy Utility Week, 5 November 2014](#)



# Services

## Recommendations on improving travel in the EU for consumers

Using the findings of the ANEC study 'European cross-border travel and tourism - Learning from consumer experiences and complaints', published in January 2014, ANEC developed a position paper 'How can we make travel in the EU better for consumers?'. It makes recommendations to policy makers and standardisers on service aspects apart from safety: for example, on the need for better awareness and enforcement of travellers' rights, clear (pre-contractual) information provision, improved complaints handling and more clarity on the liability of service providers.

ANEC was invited to present the study results at the European Tourism Day on 3 December 2014.

### Links:

['European cross-border travel and tourism – Learning from consumer experiences and complaints', January 2014](#)

[ANEC leaflet: 'Key Facts on European cross-border complaints'](#)

[ANEC Position Paper: 'How can we make travel in the EU better for consumers?' February 2014](#)



## Green Paper on safety of tourism accommodation services

A Commission Green Paper on the safety of the tourism accommodation services was published in July 2014. It covered safety aspects beyond fire safety (carbon monoxide safety, safety of balconies, rooms, glass doors). Cross-cutting aspects addressed in the Paper include 'accessibility and vulnerable consumers,' and 'data on injury and accidents'.

In reply, ANEC repeated its views regarding the limitations of Council Recommendation 86/666/EC on fire safety in existing hotels, and the need for more attention to be paid to emergency planning, safety management and staff training in hotels. We also highlighted the crucial role of proper risk assessment, and the collection and sharing of accident data.

The Commission should issue a summary of responses collected, and possible next steps, in April 2015.

### Links:

[ANEC response to questionnaire in the Green Paper 'Safety of Tourism Accommodation Services', November 2014](#)

### Links to other stories:

[CEN publishes standard on Aesthetic Surgery services](#)

[ANEC position on service standards in response to CEN survey undertaken under the framework of the implementation of the Mandate M/517 on horizontal service standards, May 2014](#)

[ANEC position paper, 'Should we split?', August 2014](#)

[ANEC response to DG SANCO questionnaire on false online hotel reviews](#)

[ANEC response to the European Commission public consultation on patient safety and quality of care](#)

# Sustainability

## Chemicals in Consumer Products



In June 2014, ANEC issued its updated position, 'Hazardous chemicals in products. The need for enhanced EU regulations', setting out a strategy to address chemicals in products comprehensively. Our paper explores how present requirements can be enhanced and outlines a programme for key consumer product areas.

The position further details the proposals expressed during the ANEC/ASI Consumer Council conference of October 2013, and resulting common declaration of our recommendations to the European Commission.

We have developed a programme of regulatory chemical requirements for products that need either to be implemented or revised as soon as possible. The proposals cover these highest priority areas: Materials in contact with food or drinking water; Emissions to indoor air; Clothing and other textiles; Toys; Child use & care articles; Packaging; Tattoo inks and Nanomaterials.

In addition, the paper lists other product areas for investigation as a second priority.

The programme outlined could contribute to the 7th Environment Action Plan (7EAP), an EU initiative we applauded for its recognition of the need to assess and minimise by 2020, "risks for the environment and health, in particular in relation to children, associated with the use of hazardous substances, including chemicals in products".

The analysis of the present European regulatory framework for chemicals in products, and the proposed strategy, are inspired by studies pursued by the Consumer Council of the Austrian Standards Institute (ASI).

### Links:

[ANEC position paper: 'Hazardous chemicals in products. The need for enhanced EU regulations', June 2014](#)

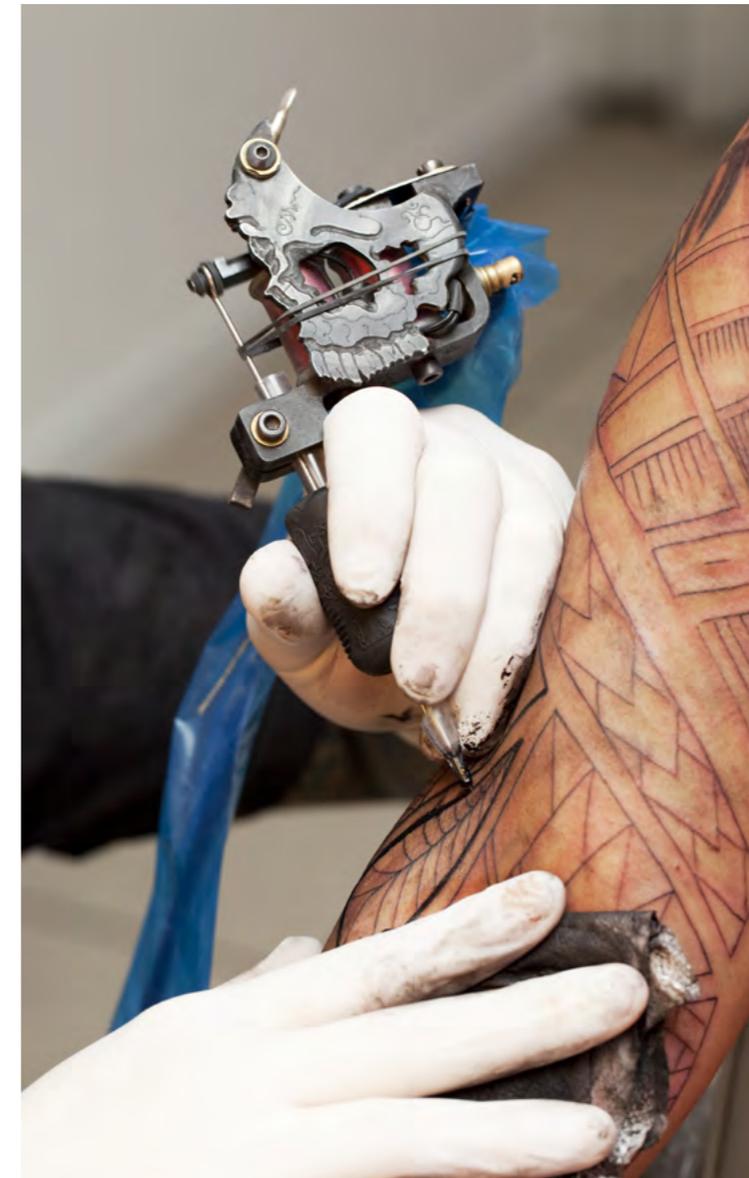
[ANEC leaflet: 'Hazardous chemicals in product – The need for enhanced EU regulations'](#)

### Links to other stories:

[ANEC Press Release: "ANEC maps a route towards safer products", June 2014](#)

[ANEC response to the European Commission consultation on the quality of drinking water in the EU](#)

[ANEC-BEUC response to the public consultation on Transparency measures for nanomaterials on the market](#)



# Traffic

## Revision of bicycle standards in ISO

ANEC continued to work in ISO on the revision of a series of European standards for bicycles under the Vienna Agreement. The new EN ISO 4210 series comprises nine separate parts (general requirements and specific requirements for major components) and applies to city & trekking bicycles, mountain & racing bicycles. These standards replace EN 14764, EN 14765, EN 14766 and EN 14781. A new EN ISO 8098 'Cycles - Safety requirements for bicycles for young children', published at the end of 2014, replaces EN 14765.

## Child Restraint Systems (CRS)

In March 2014, UNECE WP 29 adopted the proposal to allow belted infant carriers to be exempted from the ban on the belted use of i-Size Child Restraint Systems (CRS) raised by ANEC/CI at the GRSP Informal Group on CRS. We had argued that it would be confusing for consumers to have requirements set through a mix of regulations. We continued to work on Phase 2 of R129 (specifications for non-integral CRS) which will be sent to the GRSP in May 2015 for adoption. Additionally, we published a leaflet on Enhanced Child Restraint Systems. It will serve as the basis for a UNECE brochure to be further discussed in May 2015.

Links:

[ANEC leaflet on "Enhanced Child Restraint Systems \(R129\)"](#)

## Emissions

The ANEC/BEUC position paper, 'Empower EU consumers through visible and clear labelling information on CO<sub>2</sub> emissions from new passenger cars', was published in July 2014. In the paper, we call for a revision of the Car Labelling Directive by standardising and optimising the format of the label across the EU in order to ensure all consumers are provided with information allows simple and accurate comparison between cars.

Links:

[ANEC-BEUC Position Paper, 'Empower EU consumers through visible and clear labelling information on CO<sub>2</sub> emissions from new passenger cars'](#)

[ANEC Press Release: "Consumers welcome new test cycle for the fuel-efficiency of new cars", March 2014](#)



# Members of the General Assembly in 2014

**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.**

## Austria

Dr Franz Fiala  
ASI Consumer Council  
Heinestrasse 38  
AT-1020 Wien  
www.verbraucherrat.at

## Belgium

Rob Buurman  
CRIOC - OIVO  
C/O SPF Economie  
North Gate II  
Boulevard Albert II n°16  
1000 Bruxelles  
www.oivo-crioc.org  
(until July 2014)

## Bulgaria

Prof. Elka Vasileva  
Bulgarian National Consumer  
Organisation  
1000 Sofia, Bulgaria  
10, "11th August" Str.  
www.aktivnipotrebiteli.bg

## Croatia

Ilija RKMÄN  
"POTROŠÄÄC"- Croatian Union of  
the Consumer Protection  
Associations  
Ljudevita Posavskog 48  
HR- 10000 Zagreb  
http://www.potrosac.hr

## Cyprus

Vacant

## Czech Republic

Libor Dupal  
Czech Consumer Association  
Budejovicka 73  
CZ-140 00 Praha 4  
www.konzument.cz

## Denmark

Benedicte Federspiel  
Forbrugerradet  
Fiolstræde 17 / Postboks 2188  
DK-1017 Kôbenhavn K  
www.fbr.dk

## Estonia

Enn-Toivo Annuk  
Estonian Consumers Union  
Sakala 23  
EE-10141 Tallinn

## Finland

Johan Sipinen  
Finnish Competition and  
Consumer Authority (KKV)  
P.O.B. 5, FIN-00531 Helsinki  
http://www2.kkv.fi/en-GB/

## France

Ludivine Coly-Dufourt  
Association Léo Lagrange pour la  
Défense des  
Consommateurs  
153, Avenue Jean Lolive  
FR-93695 Pantin Cedex  
www.leolagrange-conso.org

## Germany

Dr Holger Brackemann  
Stiftung Warentest  
Lützowplatz 11-13  
DE-10785 Berlin  
www.test.de

## Greece

Nikoloas Floratos  
Consumers' Association of the  
Quality of Life "E.K.PI.ZO."  
17 Stournari Str,  
Z. C. 106 83 Athens  
http://www.ekpizo.gr/

## Hungary

Dr György Morvay  
The National Association for  
Consumer Protection in Hungary  
(NACPH)  
1138 Budapest,  
Dagály u. 11.  
www.ofe.hu

## Iceland

Johannes Gunnarsson  
Neytendasamtökin / The  
Consumers' Association of  
Iceland  
Hverfisgata 105  
ISL-101 Reykjavik  
www.ns.is

## Ireland

Dermott Jewell  
The Consumers' Association of  
Ireland  
43-44 Chelmsford Road  
Ranelagh  
IRE-Dublin 6  
www.consumerassociation.ie

## Italy

Prof Marino Melissano  
Altroconsumo  
Via Valassina, 22  
I - 20159 MILANO  
www.altroconsumo.it

## Latvia

Baiba Miltovica  
Latvian National Association for  
Consumer Protection (LNACP)  
Str. Brivibas 55-515,  
LV-1519 Riga, Latvia  
www.pateretajs.lv

## Lithuania

Algirdas Glodenis  
Vilnius House Owners  
Communities' Association  
Stikliu g. 8  
LT-01141 Vilnius

## Luxembourg

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## Malta

Grace Attard  
The Association for Consumer  
Rights, Malta  
Pope Pius XII , Flat Nru 4  
Triq Mountbatten  
Il-Blata I-Blata FIMR 1579

## Netherlands

Perry Perfors  
Consumentenbond  
Enthovenplein 1  
P.O.B. 1000  
2500 BA The Hague  
www.consumentenbond.nl

## Norway

Audun Skeidsvoll  
Forbrukerrådet /The Consumer  
Council of Norway  
Postboks 4594 Nydalen  
NO-0404 Oslo  
www.forbrukerradet.no

## Poland

Grazyna Rockicka  
Association of Polish Consumers  
(APC)  
Gizow 6 St.,  
PL-01-249 Warszawa  
www.skp.pl/eng/

## Portugal

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## Romania

Sorin Mierlea  
A.N.P.C.P.P.S.Romania  
(National Association for  
Consumer Protection and  
Promotion of Programs and  
Strategies from Romania)  
Muzelor St, No. 1, Sector 4,  
RO-040191, Bucuresti  
www.consumers-protection.ro

## Slovakia

Milan Machalec  
Association of Slovak Consumers  
Palisády 22,  
SK-811 06 Bratislava  
www.zss.sk

## Slovenia

Breda Kutin  
ZPS- Slovene Consumers'  
Association  
Frankopanska ulica 5  
SI-1000 Ljubljana  
www.zps.si

## Spain

Conchy Martin Rey  
CECU - Confederacion de  
Consumidores y Usuarios  
Mayor, 45 - 2º  
ES-28013 Madrid  
www.cecuc.es

## Sweden

Jens Henriksson  
The Swedish Consumers'  
Association  
Box 38001  
SE-100 64 Stockholm  
www.sverigeskonsumenter.se

## Switzerland

Florence Bettschart  
Fédération Romande des  
Consommateurs  
CP 6151  
CH 1002 Lausanne  
www.frc.ch

## UK

Arnold Pindar  
National Consumer Federation  
24 Hurst House  
London  
WC1X 9ED  
www.ncf.info

## EFTA-CC

Audun Skeidsvoll  
Forbrukerrådet /The Consumer  
Council of Norway  
Postboks 4594 Nydalen  
NO-0404 Oslo  
www.forbrukerradet.no

## Accession countries

### Former Yugoslav Republic of Macedonia (FYROM)

Marijana Lonchar Velkova  
Organizacija na potrosuvacite na  
Makedonija (OPM) - Consumers  
Organisation of Macedonia  
"Vodnjanska" bb, P.O Box  
150MK  
1000 Skopje  
www.opm.org.mk

### Turkey

Prof Hamil Nazik  
Tüketiciyi Koruma Ve Dayanisma  
Birliđi Derneđi-Tüko-Bir (Consumer  
Protection and Solidarity Union  
Association)  
Necatibey Cad. No:112  
Bakanliklar / Ankara

*Raising standards for consumers*  
**European Association for the Coordination  
of Consumer Representation in Standardisation aisbl**

Avenue de Tervuren 32, box 27,  
B-1040 Brussels, Belgium  
Tel.: +32 2 743 24 70  
Fax: +32 2 706 54 30  
[www.anec.eu](http://www.anec.eu)

ANEC Governance Structure  
ANEC Secretariat

ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, 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 33 countries.

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



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

