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FOREWORD BY THE PRESIDENT



ANEC has made very notable progress in recent years, achieving stable funding until 2020 in principle, and gaining a more effective consumer voice in the European Standardisation System.

Our contribution to standards work, carried out by our volunteer experts, has been highly praised for the professionalism and knowledge we bring to standards development. This is a huge credit to our volunteers, and to the Secretariat team which manages and contributes to our efforts so effectively.

As I have written previously, I have been privileged to work closely with the Secretary-General and his highly-experienced staff, and the members of our Steering Committee, in reaching these goals.

Nevertheless, with increasing pressures on the EU public purse, we are having to review our funding with renewed vigour. The Steering Committee is working to identify the possibilities to diversify our income, and is starting to consider the landscape for 2020 and beyond. These challenges must form our political focus in the immediate months ahead.

As we enter the second half of the ANEC Strategy 2014-2020, we need to reflect on a world that is changing rapidly. In the United Kingdom, Brexit has quickly led to the realisation that European and International standards are vital in facilitating cross-border trade, and ensuring consumer protection. The British Standards Institution (BSI) has talked to its stakeholders and the message from all has been to support continued participation in CEN, CENELEC and ETSI. Indeed, just recently, BSI sponsored a congress on Brexit that confirmed the importance of the consumer voice in standardisation.

In June 2016, I signed the Joint Initiative on Standardisation (JIS) on behalf of ANEC. This is a step to help answer doubts about Europe, and modernise the European Standardisation System to ensure it is successful in the context of a global market. The JIS addresses some key weaknesses, especially in meeting the needs of under-represented stakeholders. Of course, ANEC is participating in several key actions between now and 2019 that relate to consumer interests.

Although the JIS is already delivering several benefits, I am concerned that its Action 10 – Facilitating participation of all stakeholders at national level appears to be stalling with little support from the Member States apart from the leader, France. I believe ANEC must help France in encouraging other Member States to put in place the political and financial framework needed to help all stakeholders, especially weaker stakeholders, be effective in the national foundations of European standardisation.

Nevertheless, my expectation is that the action will at most only partially-fill existing gaps in consumer representation at the national level and, hence, ANEC will need to remain strong and forward-thinking in order to maintain and improve consumer protection throughout the European Standardisation System.

Arnold Pindar



KEY EVENTS OF 2016





ANEC 21st anniversary (#ANEC21)

A cocktail & dinner to mark ANEC's **21**st **anniversary** was held on 14 June at the Thon Hotel EU in Brussels as part of the annual meeting of the General Assembly. Participants included General Assembly members and observers, European partners and former ANEC office bearers.

Further to a welcome from ANEC President Arnold Pindar, keynote speeches were made by European Commissioner Vera Jourová and EFTA Deputy Secretary-General Dag Wernø Holter. Amanda Long, the Director-General of Consumers International, and Bruce Farquhar, former ANEC Secretary-General, sent video messages. Elena Santiago, CEN-CENELEC Director-General, presented Mr Pindar with a plaque noting CEN-CENELEC's recognition of ANEC's "outstanding contributions" over 21 years.

An insert to the Annual Review 2015 was also published, comprising 21 testimonials from the European institutions and our European partners. A full set of testimonials, featuring congratulations from ANEC experts of long-standing, is available, together with the video messages and photos from the #ANEC21 anniversary event.

Links:

Annual Review 2015 and #ANEC21 testimonials

#ANEC21 photos video messages

Joint Initiative on Standardisation (JIS)

The Joint Initiative on Standardisation aims to ensure the European Standardisation System remains fit for the 21st century. It forms part of the European Commission Communication, "European standards for the 21st century", published on 1 June. A vision document was signed by stakeholders committed to the JIS in Amsterdam on 13 June as part of a Single Market Forum hosted by the Dutch Presidency of the EU. President Arnold Pindar signed on behalf of ANEC.

Since the vision document was signed, ANEC has been part of a Steering Group that is developing **15 actions** to implement the vision. The Steering Group is also tasked with monitoring the execution of the actions in the period to 2019.

On 13 October, the European Commission hosted an event as part of the 80th IEC General Meeting in Frankfurt to provide insights to the international community on the JIS. Mr Pindar introduced Action 10, which aims to set the political and financial frameworks needed to facilitate participation of all stakeholders in standardisation at the national level.

Links:

"European standards for the 21 st century"

The Joint Initiative on Standardisation

Video of IEC event

European Commission video on the JIS

ANEC Press Release

Video of CEN-CENELEC debate on the JIS (with ANEC Secretary-General)

"Making standards serve society"

On 13 October, the eve of World Standards Day, ANEC, ECOS and ETUC hosted a conference to explore how the interconnected systems of European regulation and standards need to change if standards are to serve society better. This was **the first event** hosted by the three European associations of societal stakeholders recognised under Annex III of Regulation (EU) 1025/2012.

Speakers included Marlene Mizzi MEP, Franz Fiala, Chair of the ANEC Sustainability WG, and ANEC Secretary-General, Stephen Russell.

Links:

ANEC, ECOS & ETUC Press Release

Conference Report

An Opinion on draft standards

In November 2016, CEN and CENELEC decided to grant ANEC, ECOS and ETUC the right to submit an Opinion on draft standards submitted to Enquiry or Formal Vote. The right was implemented on 1 January 2017.

The Opinion does not affect the decision on adoption of a European standard (EN) which remains with the national members of CEN-CENELEC through the national delegation principle. However, the Opinion allows each of ANEC, ECOS and ETUC to express whether it supports the adoption of the standard through a "Favourable" or "Not Favourable" statement. The Technical Committee must consider the Opinion and report to the Technical Board, especially if the Opinion is "Not Favourable".

The right to submit an Opinion is an additional right that does not affect the usual submission of comments, either during the development of a standard or during the voting stage.

Link:

ANEC Leaflet on the Opinion











TACD resolution on TBTs

On 9 September, the Transatlantic Consumer Dialogue (TACD) published a policy resolution on Technical Barriers to Trade (TBTs) in the framework of the proposed Transatlantic Trade & Investment Partnership (TTIP). The Resolution examines the differences between the US and EU models of standards development and makes recommendations on how these distinct approaches could be reconciled to bring about more cooperation, without lowering essential safety levels. ANEC coauthored the paper, focusing on the EU situation.

Link:

TACD Resolution







ANEC signs MoU with sister organisations

On 11 October, ANEC Secretary-General, Stephen Russell, met with his peers from BEUC, Consumers International (CI) and ICRT Consumer (International Research & Testing) to sign a Memorandum of Understanding (MoU) between the four "sister" associations. The MoU aims to deepen collaboration in order to multiply impact, prevent overlaps and secure further sources of income.

SAMNIC

ANEC was one member of a consortium that received funding under the Erasmus+ programme during 2016 to develop a training tool on the "Safety Assessment and Management for New and Innovative Children's Products" (SAMNIC).

The main objective of SAMNIC was the development of a MOOC (Massive Open Online Course) intended to provide training on the safety of children's products to technical staff in industry and consumer associations. Besides training, the MOOC provides forums to facilitate the exchange of experience and aid collaborative learning, all with the aim of helping create a community of professionals involved in child safety. The course is available in Czech, English, French, Italian, Portuguese and Spanish.

Link:

SAMNIC website

Links to other stories:

Ruling of the ECJ on Harmonised Standards

ANEC comments on AUWP for European Standardisation 2016

ANEC comments on preliminary draft AUWP for European Standardisation 2017

ANEC Secretary-General at EPC on "European standards for the 21st century"

ANEC & CEN-CENELEC infographic on consumer rights and standards (World Consumers Rights Day 2016)



TECHNICAL STUDIES 2016

The continuous benefits of Ecodesign

Consumers save at least 330€ annually thanks to Ecodesign, and by doing nothing! This is because EU laws have enabled manufacturers to produce less energy-hungry products. If consumers choose the top class of the Energy Label, their savings can jump to over 450€ per year.

These results come from an Ecofys study commissioned by ANEC and BEUC which evaluates the financial savings resulting from Ecodesign and Energy Labelling for the typical European household.

Beyond economic benefits, Ecodesign delivers qualitative benefits to consumers, such as quieter vacuum cleaners. Nevertheless, the study highlights that savings for consumers could be higher still if Ecodesign requirements were more ambitious.



















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Links:

Executive Summary of ANEC/BEUC Study

ANEC/BEUC Study

ANEC/BEUC Factsheet on savings

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Use of service standards by authorities

Services are the main driver of the European economy, accounting for around 70% of GDP. Standards can ensure the quality of services, but only if they exist and are used. ANEC commissioned Karlstad University to study the use of service standards by authorities as a tool in market surveillance.

Key recommendations of the report are:

- Authorities and standards bodies need to take the inherent special characteristics of services into account compared with products
- 2. Furthermore, there are elements that need to be particularly considered when developing service standards and/or conducting the supervision of services
- 3. More emphasis is needed to encourage surveillance authorities to participate in standards committees

Links:

ANEC Press Release

ANEC Technical Study

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Domestic products in non-domestic settings

ANEC commissioned AIJU to conduct a study to determine whether children are at increased risk of serious injury due to domestic products being used in non-domestic settings.

The study found that high chairs, baby prams and pushchairs, changing tables, cots, bunk beds and baby beds are more often involved in accidents. Falls were the most common accident and the leading cause of injury to children using child care articles in non-domestic settings. Hence aspects such as stability, structural integrity and durability should be addressed to improve safety.

After the grouping of hazards not now covered by the European standards for these products, the study proposes further safety requirements and test methods to be considered in the revision of the standards.

Link:

ANEC Technical Study



CHILD SAFETY

Revised standard for child resistant lighters

Over 1000 fires annually in the EU are caused by children playing with lighters. ANEC played a leading role in the revision of EN 13869 'Lighters - Child resistance for lighters - Safety requirements and test methods' which not only provides stricter requirements but reduces dependency on the controversial 'child-panel test'. A main change is the option to use a mechanical test for piezo lighters as an alternative to child panel testing. This method can be used only for this type of lighter, as they rely on button-force to be child-resistant, whereas other types rely on more than one action so making them difficult to test mechanically. A second change is an amendment to the protocol for child panel so that lighters can be tested using fewer children. EN 13869 was published on 29 March 2016. In June 2016, ANEC supported the referencing of the new EN 13869 in the OJEU to give presumption of conformity to the General Product Safety Directive.

Standard for chair mounted seats

ANEC welcomed approval in August of an amendment to the European standard for chair mounted seats, EN 16120:2012 +A2:2016. We had opposed the original draft of the amendment as it provided lateral protection for children only up to 18 months of age, in conflict with Commission Decision (2013/121/EU).

Link

Commission Decision 2013/121/EU

7

#SafeWindowCovering

In June, ANEC supported an OECD global awareness-raising campaign to inform consumers about the dangers to young children posed by corded window coverings. Following an ANEC request in 2010, work in CEN led to adoption of three European standards that introduced requirements for devices to stop

cords from forming hazards; for installation and testing of these devices; and for warnings & instructions on packaging and point-of-sale information. Nevertheless, blinds already installed in homes continue to cause concern. We believe heightening public awareness is vital in countering the risk and we were pleased to support the #SafeWindowCovering campaign and issue the press release, "Window blind cords can kill".

Links:

OECD campaign, #SafeWindowCovering

ANEC Press Release

Links to other stories:

ANEC Position Paper, "Formaldehyde - Proposed requirements for Appendix C of the Toy Safety Directive", March 2016

Updated ANEC Position Paper, "Formaldehyde - Proposed requirements for Appendix C of the Toy Safety Directive", September 2016

ANEC Position Paper, "Aniline - Proposed requirements for Appendix C of the Toy Safety Directive"

7

In June, ANEC supported an OECD global awareness-raising campaign to inform consumers about the dangers to young children posed by corded window coverings.





ACCESSIBILITY



Web Accessibility Directive adopted

Several years ago, ANEC joined AGE Platform Europe, the European Blind Union, and European Disability Forum in calling on the European Commission to make a legislative proposal to deliver web accessibility for all, underpinned by standards.

In late 2016, the European Parliament and Council of Ministers adopted a Directive on the accessibility of web-sites and apps in the public sector. The co-regulators made notable improvements to the Commission proposal of 2012. These included the scope of web-sites covered, enforcement provisions, and the addition of access from a handheld device as well as mobile apps, in line with ANEC's position.

The Directive was published in the OJEU in December, with the requirement that all public sector mobile applications are accessible by June 2021. Deadlines for existing and new public sector websites were set as September 2020 and September 2019 respectively. A draft Standardisation Request to support implementation was issued on which ANEC commented. The work will start in 2017.

Links:

Web Accessibility Directive, (EU) 2016/2102

Open letter of ANEC & disability movement to ministries

ANEC Press Release



Accessibility of lifts

Despite a fundamental disagreement from ANEC to the launch of Formal Vote on the revision of EN 81-70 'Safety rules for the construction and installation of lifts — Particular applications for passenger and goods passenger lift — Part 70: Accessibility to lifts for persons including persons with disability', CEN TC 10 'Lifts' decided to proceed and launch the vote in 2017. The standard is a harmonised standard under the Lifts Directive.

ANEC disagrees with a clause of the draft that was modified at the last moment. It relates to the determination of minimum contrast level (LRV) for symbols on control buttons, and the requirements for the touch-screen destination control system. The previously agreed LRV of 60 has been changed to a minimum contrast value of 30, with only a recommendation to apply 60. We support a requirement of 60 points as this is the minimum requirement recognised internationally.

Links:

ANEC Position Paper, "Response to the European Commission consultation on the proposal for a Directive on accessibility requirements of products and services (COM (2015)615/2)"

ANEC Leaflet, "Consumer views on the proposal for a European Accessibility Act"

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DOMESTIC APPLIANCES

Surface temperatures remain 'hot'

With the new Low Voltage Directive (LVD) becoming applicable in April 2016, LVD consultants were appointed to assess standards under the Directive. The consultant for standards from CENELEC TC 61 'Safety of household electrical appliances', gave several negative assessments because of too high surface temperature limits in the standards. These excessive limits, which exceed those in CENELEC Guide 29, have concerned ANEC and some Member States for several years.

Meanwhile, the Committee of Standards, under Regulation (EU) 1025/2012, has still to give an opinion on a Formal Objection from Germany and Norway to EN 60335-2-9 regarding surface temperatures of grills and toasters, an action supported by ANEC. TC 61 has agreed to await the decision raising from the opinion which will set a precedent for the temperature limits in other standards of the EN 60335 series.

In IEC, IEC TC 61 MT4 'Temperature limits and resistance to heat and fire' is looking at the application of IEC Guide 117 to products in the IEC 60335-2 series that could present risk to users. Consumers International and ANEC support the work of MT4 but its proposals are meeting resistance from European manufacturers.

Links:

Regulation (EU) 1025/2012 on European standardisation

CENELEC Guide 29

IEC Guide 117

Preventing carbon monoxide poisoning

The sixth Carbon Monoxide Round Table was held on 1 June 2016 at the European Parliament. ANEC spoke on the safety of tourist accommodation and presented an update on initiatives to prevent the indoor use of barbecues. Many consumers are unaware that the use of a barbeque indoors, to cook or to heat a caravan or tent, can lead to an accumulation of carbon monoxide and fatal poisoning. ANEC issued a press release in parallel with its presentation.

ANEC is contributing to work in CEN TC 281 on an amendment to EN 1860-1:2013 'Appliances, solid fuels and firelighters for barbecuing – Part 1: Barbecues burning solid fuels – Requirements and test methods' to introduce a pictogram on the barbecue warning against use indoors. The amendment is expected to be adopted in the first quarter of 2017.



Links:

ANEC Press Release



DIGITAL SOCIETY



The NCC found spoken data, collected during play with the toys, may be shared with unnamed third-parties and used for targeted advertising.

Links:

NCC #toyfail campaign website

NCC #toyfail video

ANEC Press Release

Links to other stories:

ANEC on draft Rolling Plan for ICT standardisation 2017

Safety of IT audio-video equipment

ANEC continued convening IEC TC 108 WG11 which is drafting IEC 62949 'Particular safety requirements for equipment to be connected to information and communication networks', and is intended to replace EN 41003. The FDIS has been published (108/664/FDIS) and the standard should be finalised in 2017.

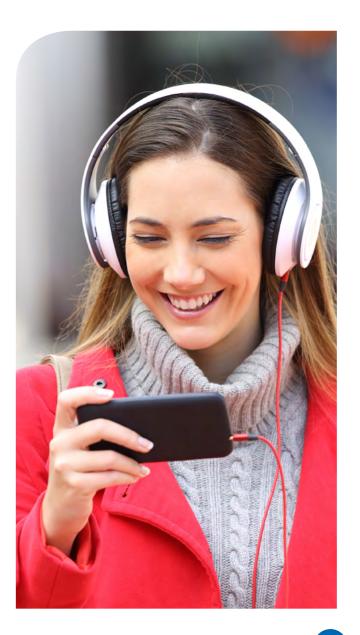
We continued contributing to the drafting of EN 50332-3 'Sound system equipment: headphones and earphones associated with personal music players - maximum sound pressure level measurement methodology - Part 3: measurement method for sound dose management'. This is about creating a dosage measurement system for ensuring safe sound levels to protect consumers and should be adopted in 2017. However, a lack of consensus has emerged among experts as to how the dosage should be measured and the need for fixed limits.

#Toyfail campaign

With Christmas 2016 approaching, the Norwegian Consumer Council (NCC) decided to examine the terms and conditions and technical features of the connected toys, My friend Cayla and i-Que. The results of their research project (#toyfail) showed what could be breaches of the Unfair Contract Terms Directive, the Data Protection Directive and possibly the Toy Safety Directive among other legislation.

The NCC found spoken data, collected during play with the toys, may be shared with unnamed third-parties and used for targeted advertising. More worryingly, our colleagues found it possible to use a mobile phone to speak to a child through the toys, using a Bluetooth connection, with the link maintained up to 20 metres away.

As part of the #toyfail campaign, ANEC issued a press release and wrote a common letter with BEUC to the European Commission to express concern. ANEC, BEUC and their members, including the NCC, are now in discussions with the Commission to ensure the framework of legislation and standards can meet the challenges posed by innovative toys.



ENERGY (INCLUDING ENERGY LABELLING/ECODESIGN & SMART GRIDS)

Ecodesign Work Plan 2016-2019

On 30 November, a new work plan for Ecodesign was published as part of the Commission's package, "Clean Energy for all Europeans". The work plan gives a firm mandate to continue with Ecodesign measures that will benefit both consumers and the environment. Guidelines on voluntary agreements were also published that reflect almost all our recommendations. In addition, a draft Regulation intended to stop some industry practitioners from exploiting test tolerances was published, reflecting the positions of ANEC and BEUC.

Smart benefits for energy consumers

Also as part of the "Clean Energy for all Europeans" package, the Commission made proposals to give consumers a fairer deal in the energy market, including the use of smart grids and meters.

We welcome the proposal for Member States to be obliged to monitor net benefits to consumers, including the success of smart meter deployment from the consumer view. We also welcome the need for Member States to define the functionalities required to ensure interoperability within smart grids in order for consumers to take full advantage of new services and devices.

Links:

"Clean Energy for all Europeans"

EC Smart Grids Task Force report on interoperability of interfaces of the Flexible Demand Architecture



SERVICES

Spotlight on service standards

Apart from publication in June 2016 of the long-awaited Staff Working Document on Service Standards from the European Commission, several other initiatives took place on services standardisation to which ANEC contributed.

CEN workshop on services

ANEC President, Arnold Pindar, spoke at the CEN stakeholder workshop, "From products to services - the evolving role of standards" on 26 October. He presented the challenges encountered by consumers in the European services market and put forward ideas on how standards can tackle these, while keeping consumer principles at their core. He also spoke on emerging consumer-to-consumer services that need attention, and referred to ANEC's longstanding call for an EU legislative framework for the safety of services.

The workshop also considered the CEN strategy for services standardisation.

Links:

Commission Staff Working Document

CEN stakeholder workshop

CEN draft strategy

ISO workshop on global services

ANEC Services WG Chair, Julie Hunter, spoke at the ISO Workshop 'Global Services – ISO standards as solutions' on 13-14 June in Geneva.

The workshop concluded that national standards bodies should share national strategies and best practices for service standards prior to the development of ISO standards.

She supported ISO/IEC Guide 76 'Development of service standards -- Recommendations for addressing consumer issues' as a useful tool for solving the problems and challenges in services standardisation and gave the contributions of ANEC and Consumers International to the revision of the Guide. Although regulation sets out mandatory requirements to service providers, she noted how standards could support regulation by detailing guidance to service providers on how these requirements could be achieved.

Presentations at the ISO workshop

ANEC on consumers and service standards

CEN-CENELEC collaborated with ISO in a media campaign on service standards from 13–17 June. ANEC contributed through two short videos, "What do services bring to consumers?". In the first, ANEC Secretary-General, Stephen Russell, speaks on why European standards for services are important to consumers. In the second, he reviews ANEC priorities in service standardisation in the immediate years ahead.



Cross border e-commerce

In a common statement, ANEC and Consumers International welcomed publication of the European Commission's Communication on online platforms and proposals for new rules on e-commerce. We referred to our collaboration in the development of a new ISO standard for online reviews in ISO TC 290 and drew attention to the role service standards can play in consumer protection, by underpinning legislation and providing the guidance that organisations need to deliver services which respond to consumer expectations.





CEN workshop on services



ANEC Services WG Chair, Julie Hunter, spoke at the ISO Workshop 'Global Services – ISO standards as solutions' on 13-14 June in Geneva

SUSTAINABILITY AND CHEMICALS

Is the EU legal framework on chemicals fit?

ANEC and BEUC prepared a common response to a Commission consultation on the regulatory fitness of chemicals legislation. Although the EU legislative framework on chemicals is vital in protecting health and the environment, its provisions are not implemented effectively, and the system of evaluating and managing hazards is not in line with the latest scientific findings. Moreover, the market surveillance system is ineffective and inefficient. The response accompanied an ANEC-BEUC Position Paper.

In September, a study on the calculation of the benefits of chemicals legislation was published by DG Environment. Other Commission studies are continuing. The results of the fitness check will become available in 2017.

Links

Commission consultation

ANEC-BEUC response

ANEC-BEUC Position Paper

DG Environment study

7



Food contact materials

In May, ANEC issued a revised position on the Food Contact Materials Regulation as a contribution to a report drafted by the European Parliament's ENVI Committee. In October, building on the report, the Parliament adopted a resolution on food contact materials and ensuring food safety alongside technical innovation. We welcome its requests to the Commission to prioritise the drawing up of specific measures, for a ban on Bisphenol A and coherent regulatory approach for CMR substances and other substances of concern.

Links:

Revision of the ANEC Position Paper

European Parliament Press Release & links

Links to other stories:

ANEC-BEUC Position Paper, 'Protecting consumers from hazardous chemicals in textiles

ANEC and multi-NGO Position Paper,
'Nanomaterials as a case study on negligence'

Project to draft CEN Guide on chemicals in product standards

ANEC Position Paper, 'Common EU Framework of core indicators for environmental performance of buildings



TRAFFIC & MOBILITY



Children taller than 100 cm will be better protected from frontal impact, especially side impact, and boosters will need to be equipped with backrests for children of at least 135cm height.

Simplifying refuelling cross-border

With the increasing number of alternative fuels for cars, consumers can be confused as to the type of fuel that can be used.

ANEC participated in the drafting of EN 16942, a new European standard providing harmonised graphic symbols for liquid and gaseous fuels. The standard stipulates the size, shape, colour and the location where the symbol needs to be placed, both on the refuelling points and the vehicle. The standard will be of principal benefit to consumers travelling cross-border.











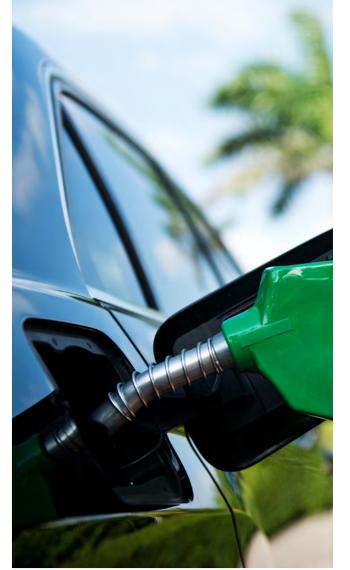
I-size Regulation (R129) phase 2 adopted

The UNECE World Forum for Harmonization of Vehicle Regulations (WP 29) adopted the second phase of Regulation 129 (R129) on enhanced Child Restraint Systems (the "I-size Regulation") in November 2016.

The second phase covers non-integral enhanced Child Restraint Systems, those with optional ISOFIX attachments in which children are secured with the car seat belt. Children taller than 100cm will be better protected from frontal impact, especially side impact, and boosters will need to be equipped with backrests for children of at least 135cm height. With Consumers International, ANEC contributed to this second phase and participates in the third phase - belted integral enhanced child restraints - to be delivered in 2017.

Withdrawal of ISOFIX from R44

At the same session in November 2016, WP 29 agreed to a proposal from ANEC and Consumers International to withdraw ISOFIX from Regulation 44 (R44) which R129 will eventually supersede. The proposal will see the transitional period cut and avoid the sale of products offering different levels of safety. As of 1 September 2017, integral ISOFIX child seats will no longer be approved under R44.



Links

ANEC Press Release, "Car seats become more consumer-friendly"

ANEC MEMBERS 2016/2017

ANEC represents consumers from EU Member States and 3 EFTA countries (Iceland, Norway and Switzerland) as well as the FY Republic of 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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