

ANNUAL REVIEW

2023 - 2024



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Raising standards for consumers



FOREWORD BY THE ANEC PRESIDENT

ANEC represents the collective voice of EU consumers in a global economy focussed upon Mutual Recognition - Independence - Neutrality - Inclusiveness - Exchange of Information - and Expertise at all levels. This is reflected in a consumer's life by way of a great many extraordinary benefits, values and breadth of lifestyle protections that standardisation delivers for them, their families, our immediate environment and this planet.

In recent years, ANEC has forged ahead strategically and enjoyed many successful initiatives; attracted new partners and engaged together with a clear eye to progress. The influence of ANEC continues with determined and creative focus across the Secretariat, our expert Working Groups and (far from least) our dedicated Members. Of course, this confident progression could not be maintained without the continued support and resources of the European Commission, EFTA and our partners - such as the European AI & Society Fund and the Mercator Foundation - whose commitment to our efforts gives us confidence and assurance that our work is valued, relevant and welcomed. That support cannot be underestimated. ▶

You will see this, impressively and honestly reflected, in our Annual Report for 2023/2024. All of the areas for ANEC's strategic focus and delivery are outlined here, from the political arena to across the breadth of our priority areas from "A to T": Accessibility to Traffic & Mobility, with similar engagement in the Child Safety, Digital Society, Domestic Appliances, Services, and Sustainability areas, equally maintained to a challenging strategic and operational schedule.

Our contribution to the work of Commissioner Breton's High Level Forum on Standardisation (HLFS) was significant across the year. While the demands on the supporting Sherpa Group and its Workstreams have been onerous and significant, they offer an opportunity for open, broad and valuable engagement. In this context also, having previously reflected upon the benefits that European Standards bring to both the consumer and business, it is through the HLFS that we have had the opportunity to reiterate how this has been achieved through the efforts of all stakeholders and not only business. We have also stated our concern that standards, developed at the international level, do not reflect the inclusiveness of the European consumer voice, nor the recognition that

this is what we now know determines the level of trust that consumers have in the quality, efficiency and safety of products and services. None of us must forget how well the Single Market – which celebrated its 30th anniversary in 2023 – grew from the "Brussels Effect" and the adoption of homegrown European standards with global currency.

ANEC has engaged in many actions for many years through extraordinarily consumer focussed and committed experts and advocates. For many it reflects a lifetime's work, readily given, that stands as testament to our Members, our experts, our staff, their skills and our enormous combined contribution to the citizens of the European Union, EFTA and beyond.

It is my great honour to present this excellent and impressively representative report as President of ANEC and on behalf of this exceptional organisation. It is presented with pride in our efforts, hope of our impact and, always, that in the rest of 2024 and the years ahead, we will surpass expectations.

Sincere regards

Dermott JEWELL
ANEC President

MAIN ACHIEVEMENTS IN 2023

WE'VE RUN THE NUMBERS AGAIN AND...

57

Opinions submitted to CEN-CENELEC:

36 Favourable

21 Not Favourable

17

Position papers and similar

157 ANEC experts in

7 ANEC Working Groups

briefed

65 ANEC representatives

who participated in

225 technical bodies of

CEN, CENELEC and ETSI,

in more than

30 technical bodies of ISO

and IEC, and in UNECE.

401

Sets of comments submitted on draft standards

143

People trained

3077

Followers on 'X'

2401

Followers on LinkedIn

10

Numbers of webinars held

866

Meetings attended

1088

Newsletter recipients



ANEC'S AREAS OF PRIORITY



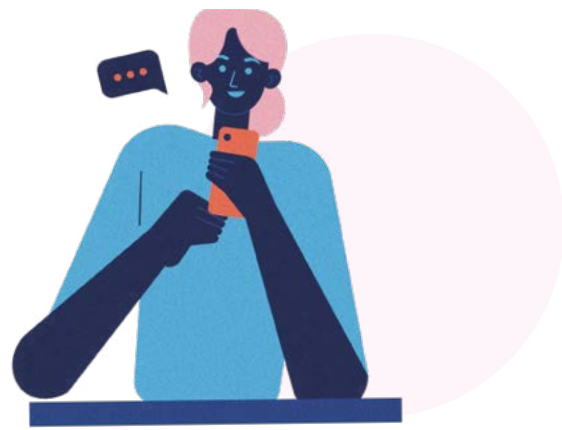
Accessibility

Having access to products and services is a basic consumer right. Discrimination arises if certain people – such as older people, and persons with disabilities – cannot use everyday, mainstream consumer products and services. Standards can be a valuable solution to overcoming this bias if Design for All principles are applied.



Child Safety

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

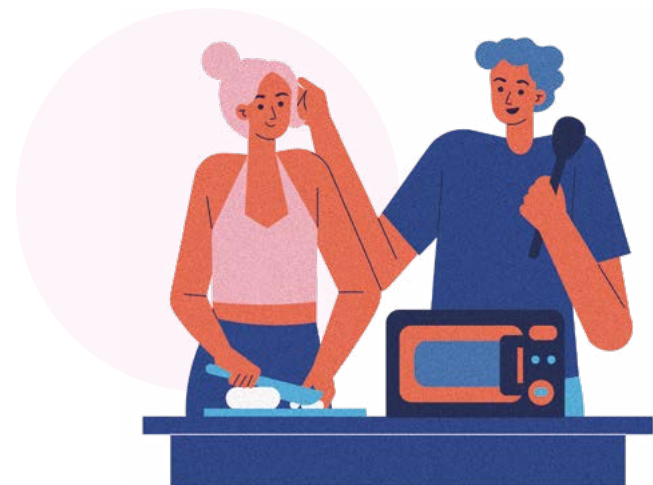


Digital Society

ICT products and services – especially smartphones and the Internet – play a central role in consumers’ everyday lives. ANEC aims to ensure the safety, accessibility, interoperability and privacy of ICT products & services, especially taking into account the risks posed by connected products, as well as Artificial Intelligence.

Domestic Appliances

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



Services

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



Sustainability

Many consumers are increasingly basing their purchasing decisions not only on quality, price and availability, but also on environmental and social impacts. With the advent of the Green Deal, standards will play an increasing role in delivering genuinely sustainable solutions, helping to mitigate climate change and avoiding traps for the unwary such as “greenwashing”.



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; road safety measures cover vulnerable consumers; traditional and newer powered-forms of light vehicles are safe, and that environmental priorities do not jeopardise the safety of motor vehicles or road users.



WE LOOKED TO SHAPE LEGISLATION AND POLICY...

In support of the EU Standardisation Strategy

At the beginning of 2023, the European Commission established the High-Level Forum on Standardisation (HLFS), to which ANEC President Dermott Jewell was appointed, supported by a Sherpa Group. Mr Jewell joined the first two HLFS meetings on 20 January and 30 November. At the first, he stressed the importance of inclusiveness. He said inclusiveness offers a win-win for both economic and societal stakeholders as European standards that meet the needs of both business and society can give European products and services a head start on the global stage. At the second, he reminded members of the weakness of societal participation in international standardisation, and noted the value of the European Standardisation System in developing

European standards with global currency. The meeting also saw ANEC and other HLFS members sign a Pledge to commit to actions that can promote education and skills on standardisation to a new generation.

[President's speaking notes at first HLFS meeting](#)



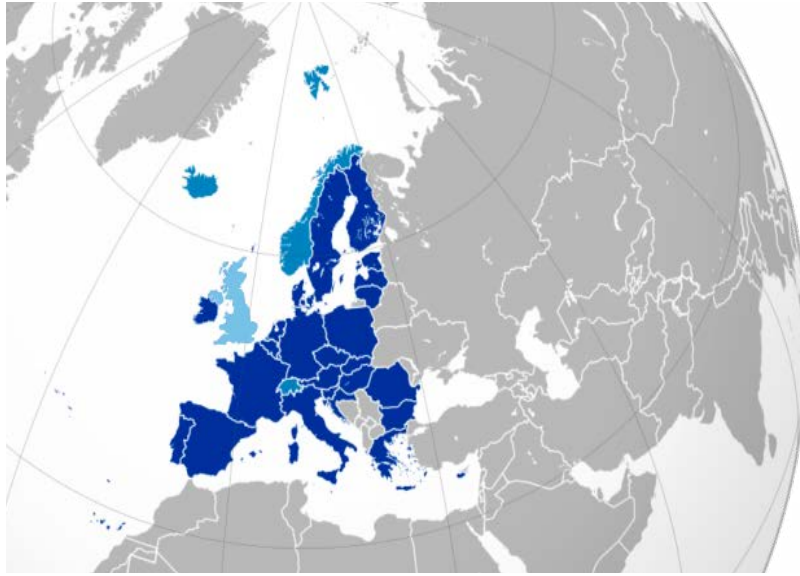
[President's speaking notes at second HLFS meeting](#)

[EC page on the HLFS](#)

The Sherpa Group worked in 2023 on fifteen workstreams, proposed by the Group and endorsed by the HLFS, addressing horizontal and sectoral standardisation issues. A proposal from ANEC and BEUC, to discuss the use of standards in the definition of fundamental rights, was selected as Workstream 2. It plans to report during 2024. ANEC is also participating in other workstreams and will provide news on these through the ANEC e-newsletter.



[HLFS Annual Activity Report 2023](#)



On the Single Market

2023 saw the 30th anniversary of the Single Market for Goods. ANEC contributed to an own-initiative Report by the IMCO Committee of the European Parliament. We stressed that the Report should reflect the role of harmonised standards, a fundamental building block without which the Single Market is unlikely to have been achieved.



[EP Procedure File](#)



On Product Safety

The General Product Safety Regulation (GPSR) was published in the OJEU on 23 May 2023. As Regulation (EU) 2023/988, it entered into force on 12 June 2023 and will enter into application on 13 December 2024. ANEC and BEUC again worked together to help shape the GPSR in the consumer interest. The new law does strengthen consumer protection in several ways. For example, the assessment of what is a ‘safe’ product will now have to consider cybersecurity, state-of-the-art market surveillance rules will apply to all products, and consumers will receive remedies in case of a product recall. Unfortunately, the new rules lack ambition regarding the role played by online marketplaces in today’s market.



[Read the GPSR](#)



On Toy Safety

In July, the EC published a proposal for a Regulation to supersede the Toy Safety Directive (2009/48/EC). We and BEUC applauded the intent of the proposal to ban both known and suspected hormone-disrupting chemicals from an entire product group, a world first.

[ANEC-BEUC press release](#)



[ANEC-BEUC statement at the EP IMCO Hearing](#)

[ANEC-BEUC contribution to EC public consultation](#)

[ANEC-BEUC position paper](#)



On Recycled Content in Plastics

In June, we published a position paper in response to the EC consultation on rules for calculating, verifying and reporting on recycled plastic content for single-use plastic beverages. In July, we joined Zero Waste Europe (ZWE) and other CSOs in a Joint Statement calling for a transparent and reliable policy framework to define recycled content in plastic.



[ANEC position paper](#)

[ANEC, ZWE & CSOs statement](#)



On Machinery

The Machinery Regulation (EU) 2023/1230 was published in the OJEU on 29 June 2023. ANEC continued to contribute to the legislative processes of the revision in 2023. Although we could welcome mandatory third party certification of high risk machines and the provision of safety information in paper format as well as digital, we were disappointed again to see the exclusion of amusement park equipment and machinery, even though serious accidents continue to happen. Nevertheless, e-bikes were included in the scope of the new Regulation as we had advocated. In relation to the third-party certification of machines, the EC is developing guidance on the collection of accident data to help assess whether a machine is high-risk. We trust this collation of data will prove a step towards the pan-European accident & injuries database that we have sought for many years.

In October 2023, ANEC contributed to the EC consultation on the draft SReq in support of the Machinery Regulation and stressed the need for standards to be inclusive of the needs of all consumers.



[Machinery Regulation \(EU\) 2023/1230](#)

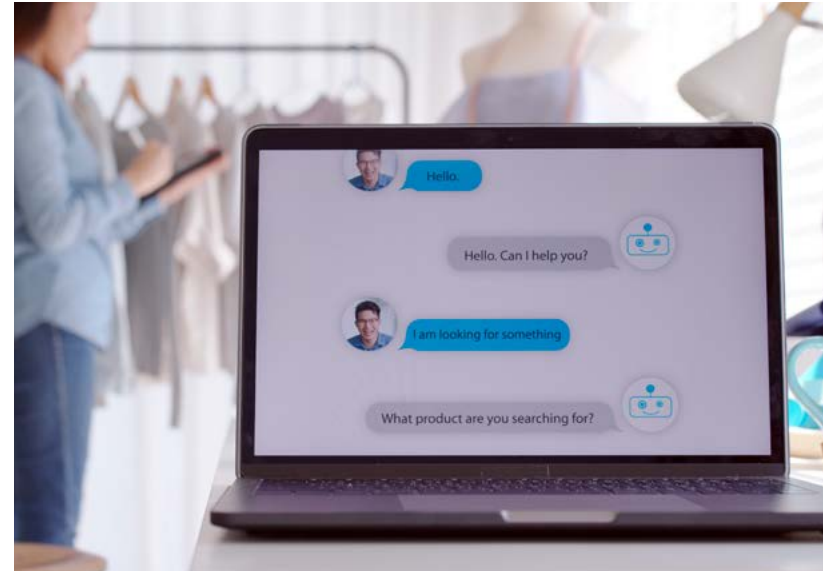


On Accessibility of Lifts

ANEC welcomed the EC Standardisation Request (SReq M/599) in support of Directive 2014/33/EU on lifts and the safety components for lifts. We especially appreciated the intent for the requested standards to meet the needs of all consumers – particularly persons with disabilities – and for existing standards to be revised to reflect the state-of-the-art.



[Read the SReq](#)



On Trustworthy AI

ANEC commented on the draft Artificial Intelligence Act, stressing the important role standards will need to play in ensuring a high-level of consumer confidence. In parallel, ANEC commented on the EC SReq on AI, welcoming the obligations about the respect of fundamental rights and inclusiveness of the process.



[ANEC comments to the European Parliament on the European AI Act](#)

On Ecodesign for Computers

On Zero Emission Day (21 September), ANEC published a position, in which we argued that the present Ecodesign regulation on computers is insufficient, and significantly more savings could be achieved with a revised regulatory framework. One of the largest missed savings comes from not tackling energy efficiency when computers are working, the reason being that there are no standardised test procedures.

ANEC therefore called for a revision of the Ecodesign Regulation on computers with a focus on ensuring its requirements will be robust enough to improve the performance of computers and make a difference in energy savings for consumers.



[*ANEC position paper*](#)



On Short-term Rentals

In early 2023, the EC published a proposal for a Regulation to enhance the transparency of short-term accommodation rentals. As we explain in our position paper, we consider it imperative to find new ways of defining the relationships between consumers, prosumers, providers and platforms to define whether consumer law (B2C) or contract law (C2C) applies to the transactions. We also underline the contribution existing ISO standards could make in contributing to the implementation of the Regulation.



[*ANEC position paper*](#)

[*ANEC recommendations to co-legislators*](#)

ISO 10002 : 2004

Customer Satisfaction: Complaints Handling

ISO 10008 : 2013

Quality management - Customer satisfaction - Guidelines for business-to consumer electronic commerce

ISO 20488 : 2018

Online consumer reviews - Principles and requirements for their collection, moderation and publication

ISO 42500 : 2021

Sharing economy - General principles



On new EU Packaging Rules

In 2023, we celebrated the significant steps made in shaping the proposed Packaging and Packaging Waste Regulation (PPWR) during its passage through the Parliament (EP) which concluded in November 2023. ANEC had several occasions to present its views to the institutions, as put forward in our position of March. In December, the Council reached a common position on the PPWR.

ANEC and its members urged the institutions to support waste prevention targets, ambitious reuse goals, and the EP proposals to ban BPAs and PFAS in packaging, among other measures, ensuring our advocacy priorities continue to drive positive change in the coming year.

[ANEC position paper](#)

[Zero Waste Europe \(ZWE\) meeting “What we need to ensure the safety of food packaging”](#)

[EURACTIV Hybrid Conference «Packaging and Packaging Waste Regulation - How can we make it work?»](#)

[ANEC response to EP vote](#)



On Advancing Child Safety in Buses

ANEC contributed extensively to a new UN Regulation allowing the fitting of any child seat in buses equipped with 3-point safety belts. We continue working actively to improve the safe transport of children in buses and coaches: the next phase of regulatory work aims to repurpose 2-point safety belts for use by children, given that 90% of the existing bus fleet on the market is equipped with 2-point safety belts.



[Background information on the new UN Regulation on Child Safety in Buses](#)



WE WERE THE COLLECTIVE CONSUMER VOICE IN STANDARDS FOR...

Playground equipment

We welcomed publication of EN 1176-1:2017+A1:2023 *Playground equipment and surfacing - Part 1: General safety requirements and test methods* which we had supported through a Favourable Opinion. Moreover, we welcomed the adoption of EN 1177:2018+AC:2019/FprA1 *Impact attenuating playground surfacing - Methods of test for determination of impact attenuation* which we also supported.



Assistance dogs

The term “assistance dog” covers any dog that assists people with sensory, physical, mobility impairments or other medical, mental health or development impairments. ANEC, in collaboration with the European Guide Dog Federation, influenced the drafting and approval of EN 17984-1:2023 *Vocabulary* and EN 17984-6 *Assistance dogs - Part 6: Accessibility and Universal Access*.



Chemicals

In July, ANEC welcomed the unanimous approval of CEN/TS 17973 *Safety of toys - Categorization of slime type materials*. This Technical Specification will help clarify whether a slime-type material is Category 1 (dry, brittle, powder-like or pliable toy material) or Category 2 (liquid or sticky toy material) in the application of EN 71-3 in the categorization of products with slime-like behaviour. We had supported the adoption of CEN/TS 17973 through a Favourable Opinion.



Garden tools

ANEC was active throughout the year in the work of CENELEC TC 116 ‘Safety and environmental aspects of electric motor-operated hand-held and transportable tools and lawn and garden machinery’. During 2023, we gave supported draft amendments to the standards for chain saws (EN IEC 62841-4-1/prAB), hand-held reciprocating saws (EN 62841-2-11/prAB) and robotic battery powered electrical lawnmowers (EN 50636-2-107:2015/prA4).



The image above has been created with artificial intelligence.

Cybersecurity

ANEC did not support the first proposed Harmonised European Standards on cybersecurity as we believed a lack of risk assessment, inconsistent requirements and lack of reproducible tests made them unsuitable to protect consumer security.

The following drafts on cybersecurity-related aspects of consumer products were not approved, in line with our position:

prEN 18031-1 Common security requirements for radio equipment - Part 1: Internet connected radio equipment

prEN 18031-2 Common security requirements for radio equipment - Part 2: Radio equipment processing data

prEN 18031-3 Common security requirements for radio equipment - Part 3: Internet connected radio equipment processing virtual money or monetary value

A second enquiry is likely to take place in 2024 after a redrafting of the standards.



[Our newsletter article on Cybersecurity](#)



Postal services

We recognise the achievements of CEN/TC 331 in postal services for consumers to support the Postal Services Directive, but the use of the standards needs to be further enhanced. The latest version of the SReq reflects our position on the quality of postal services, in the context of the digital and single markets, and our proposal to give examples of best practices to avoid negative environmental impacts.



Climate-related standards

An ANEC webinar on climate-related standards, and contributions to ISO/TC 207/SC 7 and CEN/TC 467, aimed at increasing our influence in addressing climate change factors in standardisation. Our comments on ISO/FDIS 14068 *Carbon neutrality* and efforts to shape the draft SReq on mainstreaming climate adaptation into European standards, underscored our increasingly proactive stance on environmental issues.



Electric vehicle batteries

In support of the EU Batteries Regulation, ANEC is working on the development of standards for electric vehicles. We are active in CEN/TC 301/WG18 which is dedicated to developing standards on performance, the safe repair and reuse of EV batteries. ANEC submitted comments during 2023 and expects the Enquiry stage to be reached in 2024.



Ecodesign for smartphones

The first EU Ecodesign and Energy Labelling rules on mobile phones and tablets were adopted in 2023. By June 2025, these products must be designed to last longer and be more repairable.

ANEC is already working in support of an SReq for the development of standards to verify compliance with these latest Ecodesign requirements. It will address material efficiency requirements, such as reliability, as well as preparation for reuse or recyclability, and requirements for energy efficiency.

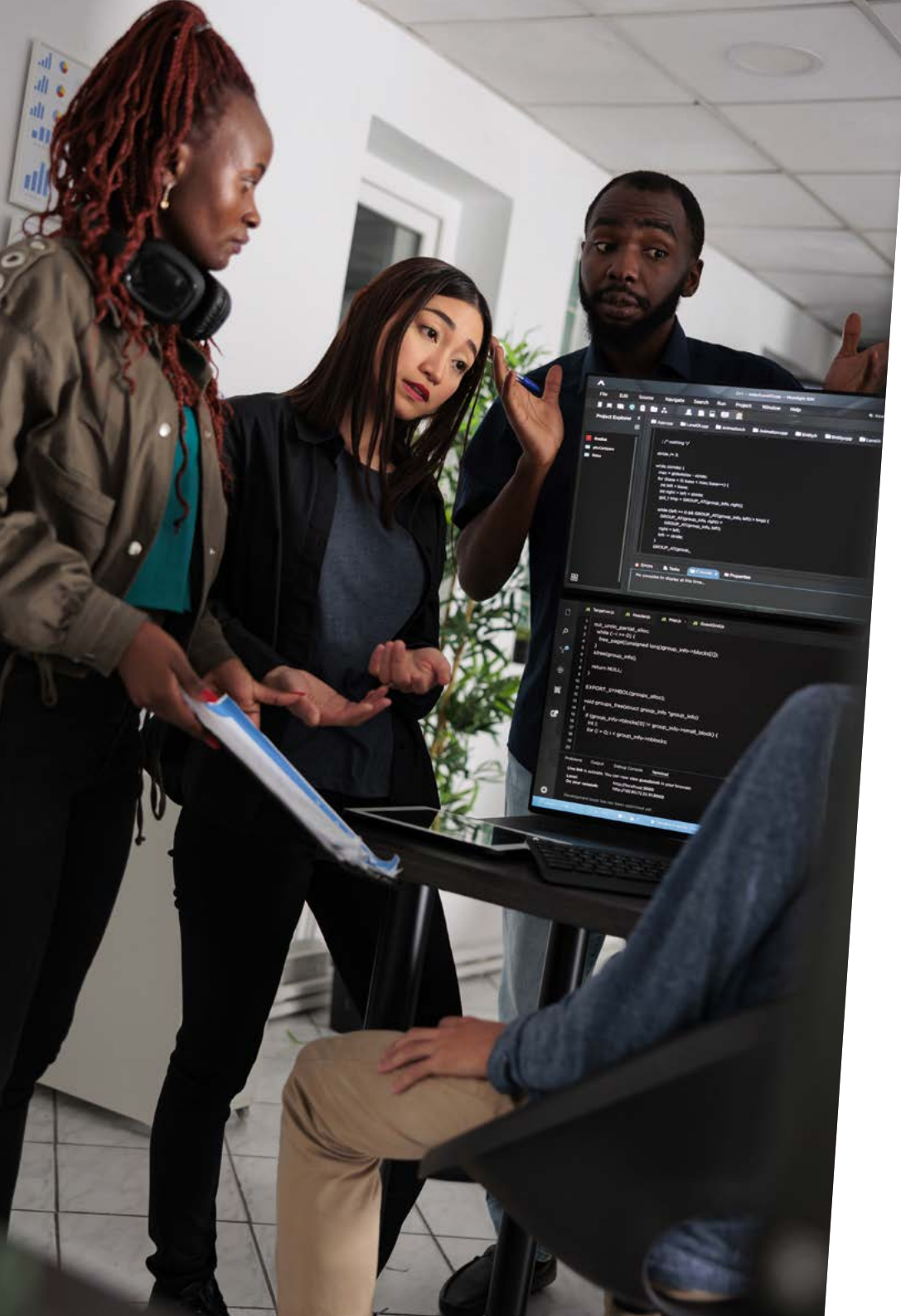
**WE CONTINUED
TO BUILD
AND USE OUR
PARTNERSHIPS...**



New Chair of ANEC Accessibility WG Group from EDF

In February 2023, Alejandro Moledo - the Deputy Director of the European Disability Forum - was appointed Chair of the ANEC Accessibility WG. We believe Alejandro's appointment is visible evidence of our ever-strengthening collaboration with EDF on accessibility standardisation.

In November, the newly created ANEC-EDF European Accessibility Act (EAA) Project Team met for the first time. Its aim is to discuss the progress of the standards envisaged by the EAA SReq, as well as the actions needed to influence those standards.



Role of standards in digital policy

ANEC-BEUC published a study reflecting on the extension of the New Legislative Framework (NLF) and reference to harmonised standards to fields outside traditional product safety, such as AI. In the context of the AI Act, consumers' protection of their privacy, autonomy and dignity will depend on standardisation, and how European Standardisation Organisations (ESOs) interpret and implement legal concepts related to fundamental rights.

Professor Hans Micklitz (EUI), commissioned to undertake the study, concluded it is key to draw a line between what must be done by EU legislation and what can be done by the ESOs. He also concluded that standardisation must better involve representatives of civil society and not be driven by private, for-profit interests alone. He also suggested the elaboration of a 'Standardisation Governance Act'.

ANEC and BEUC are using the findings of the study to help inform their responses during the review of Regulation (EU) 1025/2012. Indeed, we published a first reflection in January 2024.



[ANEC-BEUC position paper](#)
[Micklitz study for ANEC-BEUC](#)



ANEC – ETUC webinar on Social Responsibility

In March 2023, ANEC and the European Trade Union Confederation (ETUC) hosted a webinar on the future of social responsibility and the role for standards.

Professor Malcolm Fisk, Chair of the ANEC Project Team on Social Responsibility, guided the audience through the development and conclusion of the CEN Workshop Agreement, CWA 17895:2022 *Future of Social Responsibility* and the lessons learnt by ANEC. Ornella Cilona (ETUC), gave the view of trade unions, and joined a discussion on Environmental, Sustainability & Governance (ESG) developments in ISO.



World Consumer Rights Day 2023

To mark the occasion of World Consumer Rights Day on 15 March 2023, ANEC joined the social media campaign ‘How can standards help protect consumers through clean energy transitions in the midst of cost-of-living crisis?’, led by our sister organisation, Consumers International (CI). Simultaneously, we also took part in a joint social media campaign with CEN and CENELEC, where we highlighted our work on the sustainability standard for washing machines.

**KEEPING
EU CITIZENS
FIRE SAFE
IN ALL BUILDINGS**

 EU MANIFESTO FOR 2024-2029



Joining forces on European fire safety

In June, ANEC joined a group of organisations committed to improving fire safety in Europe. Under the lead of the European Fire Safety Alliance, we sent a letter to (then) EC Executive Vice-President Frans Timmermans, Vice President Vestager and Commissioners Simson, Breton, Ferreira and Lenarčič, urging the creation of a structural coordination of all EU initiatives related to fire safety in European buildings.

This led to the #KeepEUFireSafe Manifesto, which ANEC co-signed with several stakeholders during the Fire Safety Week in November 2023. Ahead of the 2024 European elections, organisations representing consumers, fire experts and industries working on fire safety in the European Union, have launched a manifesto calling for an EU Fire Safety Strategy.

 [Common letter](#)
[Manifesto](#)

ANEC contributed to the standard EN 17398:2020 “Patient involvement in healthcare – Minimum requirements for person-centred care”, aimed at requirements that could be applied to every situation faced by the patient/consumer and not only at the hospital. EN 17398 focuses on specifying minimum requirements to enable patient involvement, a key aspect in facilitating person-centred care.



SDG 3
GOOD HEALTH
AND WELL-BEING



worldstandardsday.org

World Standards Day 2023

World Standards Day is celebrated annually on 14 October, paying tribute to the collaborative efforts of the many thousands of experts worldwide who develop international, regional (such as European) and national standards, and acknowledging the transformative effects of standardisation.

As always, ANEC joined the global campaign raising awareness on this year’s topic “Shared vision for a better world: incorporating UN SDG 3”. To mark the day, we ran a social media campaign on 13 October and 16 October 2023 focusing on “The role of standards in ensuring healthy lives and promoting well-being for all at all ages”. Additionally, we teamed up with CEN-CENELEC in a joint campaign focused on person-centred care. We contributed an article on EN 17398:2020, available on the CEN-CENELEC website.



[Background on World Standards Day 2023](#)
[Joint campaign](#)



Civil society and AI standardisation

ANEC organised several successful webinars to provide Civil Society Organisations with the tools and knowledge to get organised and active in AI Standards, thanks to the support of the European Artificial Intelligence & Society Fund and the Mercator Foundation.



[Our work on AI & standards](#)



Reshaping Extended Producer Responsibility

ANEC joined a coalition of organisations - including the Minderoo Foundation, Recycling Network Benelux, ZWE, EEB and others - advocating for reform of Extended Producer Responsibility (EPR) in Europe.

EPR, recognised as an effective way to hold producers responsible for their products and waste, has the potential to promote prevention, reuse, separate collection, and high-quality recycling. However, it currently falls short in encouraging companies to adopt a circular economy approach. To address this, the coalition has put forward policy recommendations for EU legislative measures during the negotiations for the Packaging and Packaging Waste Regulation (PPWR) and the Waste Framework Directive (WFD).



['Let's reshape EPR' document](#)

[Opinion in EURACTIV](#)



Helping to solve deadlock on surface temperatures

As a follow-up to ANEC’s Technical Study to measure temperature limits of appliances within the scope of IEC 60335-2-9 *Household and similar electrical appliances - Safety - Part 2-9: Particular requirements for grills, toasters and similar portable cooking appliances*, we hosted a workshop for stakeholders on 20 September to discuss its results with stakeholders in order to find a solution on how to set safe surface temperature limits for toasters, grills and similar. The samples used in the Technical Study were on display, giving attendees opportunity to make their own examination of the products and accompanying infrared (IR) images. We trust our initiative will contribute to finding a solution to the present discussions and we will continue to offer our help in a neutral way.



[ANEC Technical Study](#)



Button cell batteries

The risks related to children swallowing button cell batteries remain a concern. As button cell batteries are found in numerous consumer products, ANEC continued to strive for standards to reduce children’s access to batteries contained in the product or its packaging. Following a meeting with the European Portable Battery Association (EPBA) to discuss possibilities to join forces, ANEC joined the EU Button Battery Task Force (TF) in 2023. The TF wants to see globally-consistent preventative action and supports a statement from the American Academy of Otolaryngology (AAO) that encourages battery manufacturers to use an emerging technology which addresses the problem at its root: the battery itself.

We also continued to draw attention to the danger of button batteries through social media.



[AAO statement](#)

[Toy Safety tips \(with TIE\)](#)

WE SHARED THE FACTS ON...

Short-term rentals

Following the EP Internal Market and Consumer Protection Committee's (IMCO) adoption of its report on the EC proposal to establish uniform regulations for short-term rentals (STRs), we assessed what could still be improved by co-legislators in recommendations to the EU co-legislators. We were supported in our analysis by law students from The Hague University of Applied Sciences as part of our commitment to promote standardisation in higher education.



[ANEC recommendations](#)

reaLIFEstandards

ANEC has joined with ECOS, the Environmental Coalition on Standards, in the project, reaLIFEstandards. Co-funded by the EU LIFE programme, the project will promote the environmental and consumer interests in many standards that need to underpin Europe's clean energy transition - including those focusing on everyday products such as heat pumps, televisions, electronic displays, and washing machines.



[ANEC work as part of reaLIFEstandards project](#)
[Project website](#)

ON THE RADAR IN 2024...

Review of the Standardisation Regulation

The European Commission (EC) started an evaluation of Regulation (EU) 1025/2012 – the Standardisation Regulation – towards the end of 2023 we and BEUC contributed to the “Call for Evidence”, expressing a wish for a targeted amendment of the Regulation to reinforce the protection of the public interest and also place a limit on what is “standardisable”.

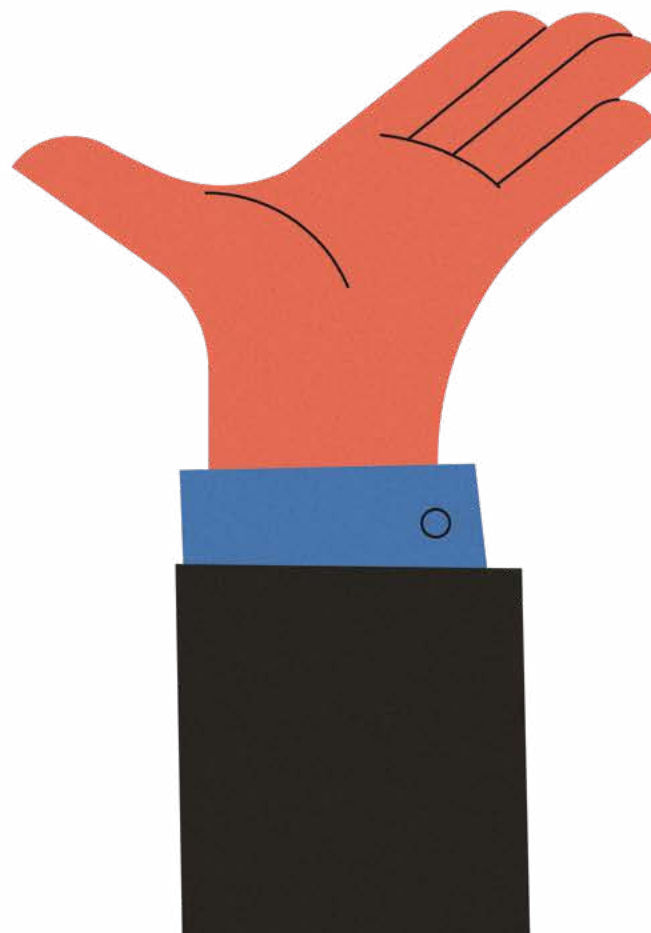
At the beginning of 2024, we further detailed the changes that we think needed. A public consultation on the review will start in Q2/2024. The conclusion of the review is not expected before December 2024.



[ANEC-BEUC reply to the Call for Evidence](#)

[ANEC-BEUC position paper](#)

CALL FOR EVIDENCE





Safe and fair play for children

Following the publication of the EC proposal for a Toy Safety Regulation, we will continue to contribute - in collaboration with BEUC - to the legislative processes in the European Parliament and Council in 2024.



Standards to support the Accessibility Act

The European Accessibility Act (Directive (EU) 2019/882) is a landmark EU law that requires numerous consumer products and services to be accessible for persons with disabilities. From 28 June 2025, companies must ensure newly-marketed products and services covered by the Act are accessible.

ANEC is contributing to the drafting of harmonised standards on access to banking services, computers, TVs, e-books, online shops, and much more.



[Read about our work on accessibility and standards](#)



Standards to support the AI Act

Although robust care and diligence throughout the product lifecycle are meant to be the foundation of AI standards for consumer AI trustworthiness, our review of the current international standards on AI shows these standards put forward by CEN-CENELEC to adopt as ENs fall short of what consumers need.

We shall continue to advocate for (European) harmonised standards meeting consumer and fundamental rights requirements. We will also continue to provide Civil Society Organisations to become organised and active in AI Standards, thanks to the support of the European Artificial Intelligence & Society Fund and the Mercator Foundation.



Green Claims Directive

ANEC will look to continue to influence the Green Claims Directive during 2024. We will support the EP in seeking tighter regulations on environmental claims by companies, requiring pre-approval for claims and limiting climate neutrality statements, as well as means to identify products making green claims while containing hazardous substances.

During 2024, we shall also continue our involvement in the revision of the ISO 14020 series of standards on environmental labelling.



[ANEC position paper](#)

WHAT IS ANEC?

The ANEC mission

“We raise standards for European consumers through the work of our members, experts and Secretariat, in order to achieve optimal levels of consumer protection, welfare and sustainability”.

The ANEC vision 2030

Our Vision comprises five objectives to be achieved, principally through legislation and standards:

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



[The ANEC Members and Chairs of the ANEC Working Groups](#)



[The ANEC Secretariat team](#)



ANEC contact details



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